

# Oracle® Communications Network Charging and Control

## Charging Control Services Alarms Guide



Release 15.1

April 2025

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

# Copyright

Copyright © 2025, Oracle and/or its affiliates.

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

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

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

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software" or "commercial computer software documentation" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

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

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

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

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

Contents

Alarm Topic Description .....1

Charging Control Services Alarms .....3



# Alarm Topic Description

## Alarm Generation

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

For management of these alarms, 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*

## Charging Control Services Alarms

| Alarm  | Severity | Text                                                                                                  | Cause                                        | Resolution                                                                                                                           | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150000 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Asked to send message to unknown BE ID %d                      | Failed to communicate with the specified BE. | Refer to application expert. Check 1) Is the specified billing engine running? 2) Is the id wrong in the configuration?              | CCS     |
| 150001 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Invalid beLocationPlugin name                                  | Internal software error.                     | Contact support. No further information can be obtained.                                                                             | CCS     |
| 150002 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Error loading beLocationPlugin:%z                              | specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library in specified in the alarm. | CCS     |
| 150003 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Problem reading plugin config section                          | Internal software error.                     | Contact support. No further information can be obtained.                                                                             | CCS     |
| 150004 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: failed to find symbol %s %d in plugin library %s %d. Ignoring. | specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library in specified in the alarm. | CCS     |
| 150005 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: failed to find plugin library %s %d. Ignoring.                 | specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library in specified in the alarm. | CCS     |

| Alarm  | Severity | Text                                                                                                                        | Cause                                         | Resolution                                                                                                                           | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150006 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Problem reading plugin configuration:%z                                              | specified shared library is missing/corrupt.  | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library in specified in the alarm. | CCS     |
| 150007 | NOTICE   | DEF123BeClient: BeClient(%d)<br>NOTICE: In last heartbeat period %d requests where rejected due to BE congestion            | Potential congestion build up.                | Refer to application expert if alarm persists.                                                                                       | CCS     |
| 150008 | NOTICE   | DEF123BeClient: BeClient(%d)<br>NOTICE: In last heartbeat period %d new requests failed due to BE connection failure        | Potential congestion build up.                | Refer to application expert if alarm persists.                                                                                       | CCS     |
| 150009 | NOTICE   | DEF123BeClient: BeClient(%d)<br>NOTICE: In last heartbeat period %d requests failed due unknown be id                       | Potential congestion build up.                | Refer to application expert if alarm persists.                                                                                       | CCS     |
| 150010 | NOTICE   | DEF123BeClient: BeClient(%d)<br>NOTICE: In last heartbeat period %d subsequent requests failed due to BE connection failure | Potential congestion build up.                | Refer to application expert if alarm persists.                                                                                       | CCS     |
| 150011 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: error while reading billingEngines from config fileZZZ                               | Error in configuration file.                  | Refer to application expert. Review billing engine section.                                                                          | CCS     |
| 150012 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Error connecting (top half) to BE %s %d:%z                                           | Remote connection to specified BE has failed. | Refer to application expert. Check 1) Is the specified billing engine running? 2) Is the id wrong in the configuration?              | CCS     |

| Alarm  | Severity | Text                                                                                                                    | Cause                                              | Resolution                                                                                                              | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|---------|
| 150013 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Error connecting (bottom half) to BE %s %d:%z                                    | Remote connection to specified BE has failed.      | Refer to application expert. Check 1) Is the specified billing engine running? 2) Is the id wrong in the configuration? | CCS     |
| 150014 | NOTICE   | DEF123BeClient: BeClient(%d)<br>NOTICE: write of BEG message failed to BEZZZ                                            | Failed to communicate with the specified BE.       | Refer to application expert. Check 1) Is the specified billing engine running? 2) Is the id wrong in the configuration? | CCS     |
| 150015 | NOTICE   | DEF123BeClient: BeClient(%d)<br>NOTICE: Connection to BE %s %d is established.                                          | Information only.                                  | No resolution.                                                                                                          | CCS     |
| 150016 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Received message on available socker without consumer. Please report this error! | Communcation over a dead socket has been detected. | Contact support.                                                                                                        | CCS     |
| 150017 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Connection to BE %s %d has failed.                                               | Remote connection to specified BE has failed.      | Refer to application expert. Check 1) Is the specified billing engine running? 2) Is the id wrong in the configuration? | CCS     |
| 150018 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: libccsMFileCompiler: message without msgID received from BE %z                   | Incomplete msg received from BE.                   | Contact support. No further information can be obtained.                                                                | CCS     |
| 150019 | WARNING  | DEF123BeClient: BeClient(%d)<br>WARNING: libccsMFileCompiler: orphan message received from BE %z                        | Incomplete msg received from BE.                   | Contact support. No further information can be obtained.                                                                | CCS     |
| 150020 | NOTICE   | DEF123BeClient: BeClient(%d)<br>NOTICE: ccsMFileCompiler broadcast plugin activated                                     | Information only.                                  | No resolution.                                                                                                          | CCS     |

| Alarm  | Severity | Text                                                                                                                           | Cause                    | Resolution                                                                            | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------------------------------------------|---------|
| 150021 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Receieved %s %d from beId %d. Already had response from %d                              | Internal software error. | Contact support. No further information can be obtained.                              | CCS     |
| 150022 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Receieved unexpected message from beId %d.                                              | Internal software error. | Contact support. No further information can be obtained.                              | CCS     |
| 150023 | CRITICAL | DEF123BeClient: BeClient(%d)<br>CRITICAL:<br>BroadcastRequest::handleResponse (*) should never be called: aborting             | Internal software error. | Contact support. No further information can be obtained.                              | CCS     |
| 150024 | CRITICAL | DEF123BeClient: BeClient(%d)<br>CRITICAL:<br>BroadcastRequest::handleComError<br>Exception(*) should never be called: aborting | Internal software error. | Contact support. No further information can be obtained.                              | CCS     |
| 150025 | WARNING  | DEF123batchRechargeReport:<br>batchRechargeReport(%d) WARNING:<br>Badly formatted configuration                                | Configuration issue.     | Refer to Application expert. Additional information is contained in the alarm string. | CCS     |
| 150026 | ERROR    | DEF123batchRechargeReport:<br>batchRechargeReport(%d) ERROR:<br>Unhandled exception                                            | Internal software error. | Contact support. No further information can be obtained.                              | CCS     |

| Alarm  | Severity | Text                                                                                             | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|--------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150027 | ERROR    | DEF123batchRechargeReport:<br>batchRechargeReport(%d) ERROR:<br>Could not connect to oracle      | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150028 | ERROR    | DEF123batchRechargeReport:<br>batchRechargeReport(%d) ERROR:<br>Not found exceptionZZZ           | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150029 | ERROR    | DEF123batchRechargeReport:<br>batchRechargeReport(%d) ERROR:<br>Cant find ClientIF configuration | File I/O error.                        | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support.                                                                                                                                                                                                                                                                                                      | CCS     |
| 150030 | WARNING  | DEF123batchRechargeReport:<br>batchRechargeReport(%d) WARNING:<br>Path error exceptionZZZ        | File I/O error.                        | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support.                                                                                                                                                                                                                                                                                                      | CCS     |

| Alarm  | Severity | Text                                                                                                                                       | Cause                                              | Resolution                                                                                                                                       | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150031 | WARNING  | DEF123batchRechargeReport:<br>batchRechargeReport(%d) WARNING:<br>Unable to determine roundExpiry<br>flag value. Check<br>configurationZZZ | Configuration issue.                               | Refer to Application expert.<br>Additional information is<br>contained in the alarm string.                                                      | CCS     |
| 150032 | WARNING  | DEF123batchRechargeReport:<br>batchRechargeReport(%d) WARNING:<br>Wrong type exceptionZZZ                                                  | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150033 | WARNING  | DEF123batchRechargeReport:<br>batchRechargeReport(%d) WARNING:<br>Wrong type for roundExpiry flag.<br>Check configurationZZZ               | Configuration issue.                               | Refer to Application expert.<br>Additional information is<br>contained in the alarm string.                                                      | CCS     |
| 150034 | ERROR    | DEF123batchRechargeReport:<br>batchRechargeReport(%d) ERROR:<br>Unhandled Exception                                                        | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150035 | ERROR    | DEF123batchRechargeReport:<br>batchRechargeReport(%d) ERROR:<br>Aiee! cmnPluginReleaseHandle<br>received NULL handle!                      | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150036 | ERROR    | DEF123batchRechargeReport:<br>batchRechargeReport(%d) ERROR:<br>cmnPlugin: error loading<br>libraryZZZ                                     | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm. | CCS     |
| 150037 | WARNING  | DEF123batchRechargeReport:<br>batchRechargeReport(%d) WARNING:<br>cmnPluginLookupFunction: Symbol<br>%s %d Lookup Failed -%z               | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150038 | WARNING  | DEF123batchRechargeReport:<br>batchRechargeReport(%d) WARNING:<br>cmnPluginReleaseHandle: released<br>already-released pluginZZZ           | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |

| Alarm  | Severity | Text                                                                          | Cause                                  | Resolution                                                                                                                                                                                                                                        | Service |
|--------|----------|-------------------------------------------------------------------------------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150039 | CRITICAL | DEF123ccsBeOrb: ccsBeOrb(%d)<br>CRITICAL: Error reading config<br>fileZZZ     | File I/O error.                        | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150040 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE: %s %d.%s %d = %d<br>secondsZZZ        | Information only.                      | No resolution.                                                                                                                                                                                                                                    | CCS     |
| 150041 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Error processing CORBA<br>requests:%z  | Kernel communication<br>with CORBA.    | Refer to UNIX/application/LAN<br>expert first (Check the<br>following). 1) Is the orb<br>process (absBeORB) running? 2)<br>TCP/IP connection integrity.<br>Finally contact support.                                                               | CCS     |
| 150042 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Error processing<br>timeouts:%z        | Kernel communication<br>with CORBA.    | Refer to UNIX/application/LAN<br>expert first (Check the<br>following). 1) Is the orb<br>process (absBeORB) running? 2)<br>TCP/IP connection integrity.<br>Finally contact support.                                                               | CCS     |
| 150043 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Error processing TCP<br>connections:%z | Kernel<br>communication/disk<br>error. | Refer to UNIX/application/LAN<br>expert first (Check the<br>following). 1) Is the orb<br>process (absBeORB) running? 2)<br>TCP/IP connection integrity.<br>Finally contact support.                                                               | CCS     |
| 150044 | CRITICAL | DEF123ccsBeOrb: ccsBeOrb(%d)<br>CRITICAL: Uncaught exception:%z               | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150045 | CRITICAL | DEF123ccsBeOrb: ccsBeOrb(%d)<br>CRITICAL: Uncaught non-exception              | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |

| Alarm  | Severity | Text                                                                                                                          | Cause                                                                                     | Resolution                                                                                                                                                                                                | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150046 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: state to character<br>mapping for %s %d not defined                                    | Configuration issue.                                                                      | Refer to Application expert.<br>Additional information is<br>contained in the alarm string.                                                                                                               | CCS     |
| 150047 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: character to state<br>mapping for %s %d not defined                                    | Configuration issue.                                                                      | Refer to Application expert.<br>Additional information is<br>contained in the alarm string.                                                                                                               | CCS     |
| 150048 | CRITICAL | DEF123ccsBeOrb: ccsBeOrb(%d)<br>CRITICAL: bad mapping for<br>stateZZZ                                                         | Configuration issue.                                                                      | Refer to Application expert.<br>Additional information is<br>contained in the alarm string.                                                                                                               | CCS     |
| 150049 | CRITICAL | DEF123ccsBeOrb: ccsBeOrb(%d)<br>CRITICAL: problem reading<br>mandatory stateConversions<br>section of configuration           | Configuration issue.                                                                      | Refer to Application expert.<br>Additional information is<br>contained in the alarm string.                                                                                                               | CCS     |
| 150050 | CRITICAL | DEF123ccsBeOrb: ccsBeOrb(%d)<br>CRITICAL: problem reading<br>mandatory<br>voucherStateConversions section<br>of configuration | Configuration issue.                                                                      | Refer to Application expert.<br>Additional information is<br>contained in the alarm string.                                                                                                               | CCS     |
| 150051 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: voucher state to<br>character mapping for %s %d not<br>defined                         | Configuration issue.                                                                      | Refer to Application expert.<br>Additional information is<br>contained in the alarm string.                                                                                                               | CCS     |
| 150052 | CRITICAL | DEF123ccsBeOrb: ccsBeOrb(%d)<br>CRITICAL: Unable to allocate %d<br>bytes for new argc.                                        | Insufficient memory<br>to perform desired<br>action due to<br>internal software<br>error. | Refer to UNIX/application expert<br>first (Check the following). 1)<br>Rogue processes consuming memory<br>2) Unusually large memory<br>consumption for an individual<br>binary. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                              | Cause                                              | Resolution                                                                                                                                                                                                                                        | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150053 | WARNING  | DEF123ccsBeOrb: ccsBeOrb(%d)<br>WARNING: cannot open file %s %d<br>to stor ior required for info<br>only                          | File I/O error.                                    | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150054 | CRITICAL | DEF123ccsBeOrb: ccsBeOrb(%d)<br>CRITICAL: cmnFD::Exception while<br>registering with smsNamingServer<br>on host %s %d port %d :%z | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150055 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Aiee!<br>cmnPluginReleaseHandle received<br>NULL handle!                                   | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150056 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: cmnPlugin: error loading<br>libraryZZZ                                                     | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm.                                                                                                  | CCS     |
| 150057 | WARNING  | DEF123ccsBeOrb: ccsBeOrb(%d)<br>WARNING:<br>cmnPluginLookupFunction: Symbol<br>%s %d Lookup Failed -%z                            | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150058 | WARNING  | DEF123ccsBeOrb: ccsBeOrb(%d)<br>WARNING: cmnPluginReleaseHandle:<br>released already-released<br>pluginZZZ                        | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150059 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Asked to send message to<br>unknown BE ID %d                                               | Failed to<br>communicate with the<br>specified BE. | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration?                                                                                                               | CCS     |

| Alarm  | Severity | Text                                                                                                                 | Cause                                        | Resolution                                                                                                                           | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150060 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Invalid beLocationPlugin name                                                 | Internal software error.                     | Contact support. No further information can be obtained.                                                                             | CCS     |
| 150061 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Error loading beLocationPlugin:%z                                             | specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library in specified in the alarm. | CCS     |
| 150062 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Problem reading plugin config section                                         | Internal software error.                     | Contact support. No further information can be obtained.                                                                             | CCS     |
| 150063 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: failed to find symbol %s %d in plugin library %s %d. Ignoring.                | specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library in specified in the alarm. | CCS     |
| 150064 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: failed to find plugin library %s %d. Ignoring.                                | specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library in specified in the alarm. | CCS     |
| 150065 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Problem reading plugin configuration:%z                                       | specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library in specified in the alarm. | CCS     |
| 150066 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE: In last heartbeat period %d requests where rejected due to BE congestion     | Potential congestion build up.               | Refer to application expert if alarm persists.                                                                                       | CCS     |
| 150067 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE: In last heartbeat period %d new requests failed due to BE connection failure | Potential congestion build up.               | Refer to application expert if alarm persists.                                                                                       | CCS     |

| Alarm  | Severity | Text                                                                                                                              | Cause                                               | Resolution                                                                                                                          | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150068 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE: In last heartbeat period<br>%d requests failed due unknown<br>be id                       | Potential congestion<br>build up.                   | Refer to application expert if<br>alarm persists.                                                                                   | CCS     |
| 150069 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE: In last heartbeat period<br>%d subsequent requests failed<br>due to BE connection failure | Potential congestion<br>build up.                   | Refer to application expert if<br>alarm persists.                                                                                   | CCS     |
| 150070 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: error while reading<br>billingEngines from config<br>fileZZZ                               | Error in<br>configuration file.                     | Refer to application expert.<br>Review billing engine section.                                                                      | CCS     |
| 150071 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Error connecting (top<br>half) to BE %s %d:%z                                              | Remote connection to<br>specified BE has<br>failed. | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration? | CCS     |
| 150072 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Error connecting (bottom<br>half) to BE %s %d :%z                                          | Remote connection to<br>specified BE has<br>failed. | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration? | CCS     |
| 150073 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE: write of BEG message<br>failed to BEZZZ                                                   | Failed to<br>communicate with the<br>specified BE.  | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration? | CCS     |
| 150074 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE: Connection to BE %s %d<br>is established.                                                 | Information only.                                   | No resolution.                                                                                                                      | CCS     |

| Alarm  | Severity | Text                                                                                                                           | Cause                                              | Resolution                                                                                                              | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|---------|
| 150075 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Received message on available socker without consumer. Please report this error!        | Communcation over a dead socket has been detected. | Contact support.                                                                                                        | CCS     |
| 150076 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Connection to BE %s %d has failed.                                                      | Remote connection to specified BE has failed.      | Refer to application expert. Check 1) Is the specified billing engine running? 2) Is the id wrong in the configuration? | CCS     |
| 150077 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: libccsBeOrb: message without msgID received from BE %z                                  | Incomplete msg received from BE.                   | Contact support. No further information can be obtained.                                                                | CCS     |
| 150078 | WARNING  | DEF123ccsBeOrb: ccsBeOrb(%d)<br>WARNING: libccsBeOrb: orphan message received from BE %z                                       | Incomplete msg received from BE.                   | Contact support. No further information can be obtained.                                                                | CCS     |
| 150079 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE: ccsBeOrb broadcast plugin activated                                                    | Information only.                                  | No resolution.                                                                                                          | CCS     |
| 150080 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Receieved %s %d from beId %d. Already had response from %d                              | Internal software error.                           | Contact support. No further information can be obtained.                                                                | CCS     |
| 150081 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Receieved unexpected message from beId %d.                                              | Internal software error.                           | Contact support. No further information can be obtained.                                                                | CCS     |
| 150082 | CRITICAL | DEF123ccsBeOrb: ccsBeOrb(%d)<br>CRITICAL:<br>BroadcastRequest::handleComError<br>Exception(*) should never be called: aborting | Internal software error.                           | Contact support. No further information can be obtained.                                                                | CCS     |

| Alarm  | Severity | Text                                                                                                                     | Cause                       | Resolution                                                                       | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------------------------------------------------------------------------------|---------|
| 150083 | CRITICAL | DEF123ccsBeOrb: ccsBeOrb(%d)<br>CRITICAL:<br>BroadcastRequest::handleResponse<br>(*) should never be called:<br>aborting | Internal software<br>error. | Contact support. No further<br>information can be obtained.                      | CCS     |
| 150084 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Attempted to use<br>nonexistent pluggable-<br>authentication-module id=%d         | File error.                 | Assuming basic UNIX skills.<br>Check file exists, permissions<br>and disk space. | CCS     |
| 150085 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE: BeClient broadcast<br>plugin activated                                           | Information only.           | No resolution.                                                                   | CCS     |
| 150086 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE: sendBadPin set to %s %d                                                          | Information only.           | No resolution.                                                                   | CCS     |
| 150087 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE:<br>srasActivatesPreuseAccount set<br>to %s %d                                    | Information only.           | No resolution.                                                                   | CCS     |
| 150088 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE: Starting                                                                         | Process starting.           | No resolution.                                                                   | CCS     |
| 150089 | NOTICE   | DEF123ccsBeOrb: ccsBeOrb(%d)<br>NOTICE: voucherRechargeTrigger<br>on VRW                                                 | Information only.           | No resolution.                                                                   | CCS     |
| 150090 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: BE<br>resync status: last ID %d,<br>processed %d IDs, %s %d complete       | Information only.           | No resolution.                                                                   | CCS     |
| 150091 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>Replacing existing beSyncRequest<br>for ID %d                           | Information only.           | No resolution.                                                                   | CCS     |

| Alarm  | Severity | Text                                                                                                   | Cause                                            | Resolution                                                                              | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------|--------------------------------------------------|-----------------------------------------------------------------------------------------|---------|
| 150092 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: Couldnt<br>find beSyncRequest for ID %d in<br>map        | Internal software<br>error.                      | Contact support. No further<br>information can be obtained.                             | CCS     |
| 150093 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>Different beSyncRequest stored<br>in map for ID %d    | Internal software<br>error.                      | Contact support. No further<br>information can be obtained.                             | CCS     |
| 150094 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR:<br>Synchronisation aborted                                | Synchronisation has<br>been manually<br>aborted. | No resolution.                                                                          | CCS     |
| 150095 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>Reloading configuration due to<br>SIGHUP              | Information only.                                | No resolution.                                                                          | CCS     |
| 150096 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: Cant<br>catch SIGHUP - reload config not<br>available:%z | Kernel<br>communication/disk<br>error.           | Refer to UNIX/application expert<br>first. If problem persists then<br>contact support. | CCS     |
| 150097 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: Cant<br>catch SIGINT:%z                                  | Kernel<br>communication/disk<br>error.           | Refer to UNIX/application expert<br>first. If problem persists then<br>contact support. | CCS     |
| 150098 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: Cant<br>catch SIGTERM:%z                                 | Kernel<br>communication/disk<br>error.           | Refer to UNIX/application expert<br>first. If problem persists then<br>contact support. | CCS     |
| 150099 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>Synchronisation starting forZZZ                       | Synchronisation has<br>started.                  | No resolution.                                                                          | CCS     |
| 150100 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>Synchronisation complete                              | Information only.                                | No resolution.                                                                          | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                     | Cause                                                                                     | Resolution                                                                                                                                                                                                | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150101 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Memory<br>allocation exception, exiting<br>...                                                                              | Insufficient memory<br>to perform desired<br>action due to<br>internal software<br>error. | Refer to UNIX/application expert<br>first (Check the following). 1)<br>Rogue processes consuming memory<br>2) Unusually large memory<br>consumption for an individual<br>binary. Finally contact support. | CCS     |
| 150102 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Uncaught<br>exception:%z                                                                                                    | Uncaught exception<br>occurred.                                                           | Contact support. Supply<br>additional text from alarm<br>string.                                                                                                                                          | CCS     |
| 150103 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Unknown<br>uncaught exception                                                                                               | Unknown exception<br>occurred.                                                            | Contact support. No further<br>information can be obtained.                                                                                                                                               | CCS     |
| 150104 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING:<br>CCS.ccsBeResync.syncSequenceDiff<br>erence is negative, ignoring<br>sequence number differences                        | Information only.                                                                         | No resolution.                                                                                                                                                                                            | CCS     |
| 150105 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR:<br>SyncRequestPair not initialised                                                                                          | Unknown exception<br>occurred.                                                            | Contact support. No further<br>information can be obtained.                                                                                                                                               | CCS     |
| 150106 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: %s %d %d<br>doesnt exist on either BE                                                                                       | Replication error.                                                                        | Refer to Oracle/application<br>expert. Verify replication is<br>running.                                                                                                                                  | CCS     |
| 150107 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING: Unable<br>to check %s %d ID %d, as it<br>keeps changing. Try increasing<br>maxInfoRechecks, or decreasing<br>recheckDelay | Potential<br>configuration error.                                                         | Refer to application expert. Try<br>increasing maxInfoRechecks, or<br>decreasing recheckDelay.                                                                                                            | CCS     |
| 150108 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Didnt<br>recieve reply to request to the<br>BE for ID %d after %d seconds                                                   | Potential congestion<br>build up.                                                         | Refer to application expert if<br>alarm persists.                                                                                                                                                         | CCS     |

| Alarm  | Severity | Text                                                                                                                                     | Cause                                              | Resolution                                                                                                                          | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150109 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Error<br>applying updates to the %s %d<br>billing engine for ID %d:%z                       | Potential congestion<br>build up.                  | Refer to application expert if<br>alarm persists.                                                                                   | CCS     |
| 150110 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: Voucher<br>ID %d has been redeemed on the<br>primary only                                  | Information only.                                  | No resolution.                                                                                                                      | CCS     |
| 150111 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: Voucher<br>ID %d has been redeemed on the<br>secondary only                                | Information only.                                  | No resolution.                                                                                                                      | CCS     |
| 150112 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: Voucher<br>ID %d has different redeem<br>dates: %s %d and %s %d                            | Information only.                                  | No resolution.                                                                                                                      | CCS     |
| 150113 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: Voucher<br>ID %d has different redeeming<br>wallets: %d and %d                             | Information only.                                  | No resolution.                                                                                                                      | CCS     |
| 150114 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Voucher<br>%s %d is different between BEs<br>for voucher ID %d, please check<br>replication | Replication error.                                 | Refer to Oracle/application<br>expert. Verify replication is<br>running.                                                            | CCS     |
| 150115 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Wallet %d<br>not found on either BE,<br>resyncing not possible                              | Failed to<br>communicate with the<br>specified BE. | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration? | CCS     |

| Alarm  | Severity | Text                                                                                                                                              | Cause                                              | Resolution                                                                                                                                       | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150116 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Error<br>getting wallet %d on the primary<br>(check CCS_ACCT):%z                                     | Failed to<br>communicate with the<br>specified BE. | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration?              | CCS     |
| 150117 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Error<br>getting wallet %d on the<br>secodary (check CCS_ACCT):%z                                    | Failed to<br>communicate with the<br>specified BE. | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration?              | CCS     |
| 150118 | CRITICAL | DEF123ccsBeResync:<br>ccsBeResync(%d) CRITICAL: %s %d<br>: called after ccsAuthDone!                                                              | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150119 | CRITICAL | DEF123ccsBeResync:<br>ccsBeResync(%d) CRITICAL: len is<br>NULL in<br>ccsAuthGetAllModuleDescs!                                                    | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150120 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Attempted<br>to use nonexistent pluggable-<br>authentication-module id=%d                            | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150121 | CRITICAL | DEF123ccsBeResync:<br>ccsBeResync(%d) CRITICAL:<br>ccsAuth: Could not load<br>authentication-module pluginZZZ                                     | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm. | CCS     |
| 150122 | CRITICAL | DEF123ccsBeResync:<br>ccsBeResync(%d) CRITICAL:<br>ccsAuth: One or more pluggable-<br>authentication-module symbols<br>not available in pluginZZZ | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                                                           | Cause                       | Resolution                                                  | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 150123 | CRITICAL | DEF123ccsBeResync:<br>ccsBeResync(%d) CRITICAL:<br>(ccsAuthSQL) Error (%d) reading<br>pluggable-authentication-module<br>configuration information from<br>CCS_AUTH_HASH_FNS in<br>ccsAuthSQL_ReadConfigurationInfo<br>rmation | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150124 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>Configuration key CCS not found,<br>using defaults                                                                                                                            | Information only.           | No resolution.                                              | CCS     |
| 150125 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccsCommon:<br>CCS.common.balanceTypeCascadeIdC<br>acheAgeSeconds = %d                                                                                                         | Information only.           | No resolution.                                              | CCS     |
| 150126 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccsCommon:<br>CCS.common.balanceTypeCascadeCac<br>heAgeSeconds = %d                                                                                                           | Information only.           | No resolution.                                              | CCS     |
| 150127 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccsCommon:<br>CCS.common.balanceTypeCascadeDet<br>ailedCacheAgeSeconds = %d                                                                                                   | Information only.           | No resolution.                                              | CCS     |
| 150128 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccsCommon:<br>CCS.common.balanceTypeUnitCacheA<br>geSeconds = %d                                                                                                              | Information only.           | No resolution.                                              | CCS     |

| Alarm  | Severity | Text                                                                                                                    | Cause                            | Resolution                                                    | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------------------------------|---------|
| 150129 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccsCommon:<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d        | Information only.                | No resolution.                                                | CCS     |
| 150130 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccsCommon:<br>CCS.common.systemCurrencyBalanceUnitCacheAgeSeconds = %d | Information only.                | No resolution.                                                | CCS     |
| 150131 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccsCommon:<br>CCS.common.accountCacheAgeSeconds = %d                   | Information only.                | No resolution.                                                | CCS     |
| 150132 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccsCommon:<br>CCS.common.accountTypeBestPeriodsCacheAgeSeconds = %d    | Information only.                | No resolution.                                                | CCS     |
| 150133 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Cannot un<br>memory map file %s %d (%d<br>bytes):%z                        | Internal software<br>error.      | Contact support. No further<br>information can be obtained.   | CCS     |
| 150134 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: Loaded<br>MFileZZZ                                                        | Information only.                | No resolution.                                                | CCS     |
| 150135 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR:<br>GetSystemCurrencyData: MFile not<br>loaded                              | Cannot locate<br>currency Mfile. | Refer to Application expert.<br>Check existence of the Mfile. | CCS     |

| Alarm  | Severity | Text                                                                                                            | Cause                                   | Resolution                                                                                                                                                                                                                                                                               | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150136 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING: No discount periods defined in database                          | CCS Oracle configuration warning.       | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults?                                                                                                                                                                                  | CCS     |
| 150137 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING: No discount sets defined in database                             | CCS Oracle configuration warning.       | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults?                                                                                                                                                                                  | CCS     |
| 150138 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING: No geography sets defined in database                            | CCS Oracle configuration warning.       | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults?                                                                                                                                                                                  | CCS     |
| 150139 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING: No billing periods defined in database                           | CCS Oracle configuration warning.       | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults?                                                                                                                                                                                  | CCS     |
| 150140 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING: No rate tables defined in database                               | CCS Oracle configuration warning.       | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults?                                                                                                                                                                                  | CCS     |
| 150141 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING: No tariff plans defined in database                              | CCS Oracle configuration warning.       | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults?                                                                                                                                                                                  | CCS     |
| 150142 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING: No tree found for this ID; sqlca.sqlcode is %d. Incomplete MFile | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                            | Cause                                   | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150143 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING: Geo Set<br>: %d has a null tree. Incomplete<br>MFile             | CCS Oracle<br>configuration<br>warning. | Refer to Application expert. Is<br>the database configuration wrong<br>or is it ok to continue with<br>defaults?                                                                                                                                                                                                                                                                                                                                                                                                                                       | CCS     |
| 150144 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR:<br>Unexpected oracle error %d while<br>fetching from CLIXDN_cursor | Kernel<br>communication/disk<br>error.  | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150145 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: %s %d:<br>Config error. Reason:%z                                  | Configuration issue.                    | Refer to Application expert.<br>Additional information is<br>contained in the alarm string.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150146 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: %s %d:<br>Configuration key %s %d not<br>found, using defaults    | Information only.                       | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150147 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: %s %d:<br>balance type %d missing in<br>balanceType2AcsCustID      | Internal software<br>error.             | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |

| Alarm  | Severity | Text                                                                                                                                            | Cause                    | Resolution                                               | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 150148 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR:<br>RewardsConfig: Config error.<br>Reason:%z                                                       | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 150149 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccsRewardsPlugin: Configuration key %s %d not found, using defaults                            | Information only.        | No resolution.                                           | CCS     |
| 150150 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readConfig(): %s<br>%d.balanceTypes[acsCustomer %d].expenditure = %d  | Information only.        | No resolution.                                           | CCS     |
| 150151 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readConfig(): %s<br>%d.balanceTypes[acsCustomer %d].allowed = %d      | Information only.        | No resolution.                                           | CCS     |
| 150152 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readConfig(): %s<br>%d.balanceTypes[acsCustomer %d].notification = %d | Information only.        | No resolution.                                           | CCS     |
| 150153 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readConfig(): %s %d.writeDirectoryName = %s %d                        | Information only.        | No resolution.                                           | CCS     |

| Alarm  | Severity | Text                                                                                                                                           | Cause                       | Resolution                                                  | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 150154 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.filePrefix = %s %d                           | Information only.           | No resolution.                                              | CCS     |
| 150155 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.fileSuffix = %s %d                           | Information only.           | No resolution.                                              | CCS     |
| 150156 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.maxLinesInFile = %d                          | Information only.           | No resolution.                                              | CCS     |
| 150157 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.fileIdleTime = %d                            | Information only.           | No resolution.                                              | CCS     |
| 150158 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: balance<br>type %d missing in<br>balanceType2AcsCustId                                            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150159 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: ACS<br>customer ID %d is missing in<br>balanceType2MEBalanceType                                  | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150160 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING:<br>ccsVWARSEpiry:<br>CCS_ACCOUNT_BATCH %d has a NULL<br>state, assuming state is<br>unactivated | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                                 | Cause                                              | Resolution                                                                                                                                       | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150161 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING:<br>ccsVWARSEpiry:<br>CCS_ACCOUNT_BATCH %d is active<br>but has a NULL activation date | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150162 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING:<br>ccsVWARSEpiry:<br>CCS_ACCOUNT_BATCH %d has an<br>invalid activation date %s %d     | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150163 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Aiee!<br>cmnPluginReleaseHandle received<br>NULL handle!                                | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150164 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR:<br>cmnPlugin: error loading<br>libraryZZZ                                               | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm. | CCS     |
| 150165 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING:<br>cmnPluginLookupFunction: Symbol<br>%s %d Lookup Failed -%z                         | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150166 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING:<br>cmnPluginReleaseHandle: released<br>already-released pluginZZZ                     | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |

| Alarm  | Severity | Text                                                                                                                                | Cause                                              | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150167 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Sync<br>error: Communication error:<br>Unable to connect to BE database<br>%z as %s %d | Kernel<br>communication/disk<br>error.             | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150168 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Asked to<br>send message to unknown BE ID %d                                           | Failed to<br>communicate with the<br>specified BE. | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration?                                                                                                                                                                                                                                                                                                                                                                                                                    | CCS     |
| 150169 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Invalid<br>beLocationPlugin name                                                       | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150170 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Error<br>loading beLocationPlugin:%z                                                   | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm.                                                                                                                                                                                                                                                                                                                                                                                                       | CCS     |
| 150171 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Problem<br>reading plugin config section                                               | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |

| Alarm  | Severity | Text                                                                                                                              | Cause                                        | Resolution                                                                                                                           | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150172 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: failed to find symbol %s %d in plugin library %s %d. Ignoring.                       | specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library in specified in the alarm. | CCS     |
| 150173 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: failed to find plugin library %s %d. Ignoring.                                       | specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library in specified in the alarm. | CCS     |
| 150174 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Problem reading plugin configuration:%z                                              | specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library in specified in the alarm. | CCS     |
| 150175 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: In last heartbeat period %d requests where rejected due to BE congestion            | Potential congestion build up.               | Refer to application expert if alarm persists.                                                                                       | CCS     |
| 150176 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: In last heartbeat period %d new requests failed due to BE connection failure        | Potential congestion build up.               | Refer to application expert if alarm persists.                                                                                       | CCS     |
| 150177 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: In last heartbeat period %d requests failed due unknown be id                       | Potential congestion build up.               | Refer to application expert if alarm persists.                                                                                       | CCS     |
| 150178 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: In last heartbeat period %d subsequent requests failed due to BE connection failure | Potential congestion build up.               | Refer to application expert if alarm persists.                                                                                       | CCS     |

| Alarm  | Severity | Text                                                                                                                                   | Cause                                                    | Resolution                                                                                                                          | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150179 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: error<br>while reading billingEngines<br>from config fileZZZ                              | Error in<br>configuration file.                          | Refer to application expert.<br>Review billing engine section.                                                                      | CCS     |
| 150180 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Error<br>connecting (top half) to BE %s<br>%d:%z                                          | Remote connection to<br>specified BE has<br>failed.      | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration? | CCS     |
| 150181 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Error<br>connecting (bottom half) to BE<br>%s %d:%z                                       | Remote connection to<br>specified BE has<br>failed.      | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration? | CCS     |
| 150182 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE: write of<br>BEG message failed to BEZZZ                                                  | Failed to<br>communicate with the<br>specified BE.       | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration? | CCS     |
| 150183 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>Connection to BE %s %d is<br>established.                                             | Information only.                                        | No resolution.                                                                                                                      | CCS     |
| 150184 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Received<br>message on available socker<br>without consumer. Please report<br>this error! | Communcation over a<br>dead socket has been<br>detected. | Contact support.                                                                                                                    | CCS     |
| 150185 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR:<br>Connection to BE %s %d has<br>failed.                                                  | Remote connection to<br>specified BE has<br>failed.      | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration? | CCS     |

| Alarm  | Severity | Text                                                                                                                                    | Cause                                       | Resolution                                                  | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------|---------|
| 150186 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR:<br>libccsBeResync: message without<br>msgID received from BE %z                            | Incomplete msg<br>received from BE.         | Contact support. No further<br>information can be obtained. | CCS     |
| 150187 | WARNING  | DEF123ccsBeResync:<br>ccsBeResync(%d) WARNING:<br>libccsBeResync: orphan message<br>received from BE %z                                 | Incomplete msg<br>received from BE.         | Contact support. No further<br>information can be obtained. | CCS     |
| 150188 | NOTICE   | DEF123ccsBeResync:<br>ccsBeResync(%d) NOTICE:<br>ccsBeResync broadcast plugin<br>activated                                              | Information only.                           | No resolution.                                              | CCS     |
| 150189 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Receieved<br>%s %d from beId %d. Already had<br>response from %d                           | Internal software<br>error.                 | Contact support. No further<br>information can be obtained. | CCS     |
| 150190 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Receieved<br>unexpected message from beId %d.                                              | Internal software<br>error.                 | Contact support. No further<br>information can be obtained. | CCS     |
| 150191 | CRITICAL | DEF123ccsBeResync:<br>ccsBeResync(%d) CRITICAL:<br>BroadcastRequest::handleResponse<br>(*) should never be called:<br>aborting          | Internal software<br>error.                 | Contact support. No further<br>information can be obtained. | CCS     |
| 150192 | CRITICAL | DEF123ccsBeResync:<br>ccsBeResync(%d) CRITICAL:<br>BroadcastRequest::handleComError<br>Exception(*) should never be<br>called: aborting | Internal software<br>error.                 | Contact support. No further<br>information can be obtained. | CCS     |
| 150193 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Couldnt<br>find delete function for library                                              | Function is missing<br>from shared library. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                   | Cause                                 | Resolution                                                                                                                                                                                                                                        | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150194 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: CDR<br>error: %s %d while processing<br>CDR:%z          | File I/O error.                       | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150195 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: At least<br>one plugin failed when<br>processing CDR:%z | Shared library is<br>missing/corrupt. | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150196 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Skipping<br>CDR error:%z                                | File I/O error.                       | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150197 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: At least<br>one plugin failed when flushing             | Shared library is<br>missing/corrupt. | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |

| Alarm  | Severity | Text                                                                                                          | Cause                                                                         | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150198 | CRITICAL | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) CRITICAL: No point continuing without database connection, exiting    | Kernel communication/disk error.                                              | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Check the environment variables and/or configuration files: ORACLE_SID(environment), tnsnames.ora(configuration file), listener.ora(configuration file). 3) Verify that the username and password for the current machine is correct. 4) Observe startup output for errors. Finally contact support. | CCS     |
| 150199 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Config file error, falling back to default settings. Reason:%z | 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.                                                                                                                                                                                                                                                                        | CCS     |
| 150200 | CRITICAL | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) CRITICAL: Sorry, out of memory. Quitting.                             | Insufficient memory to perform desired action due to internal software error. | Refer to UNIX/application expert first (Check the following). 1) Rogue processes consuming memory 2) Unusually large memory consumption for an individual binary. Finally contact support.                                                                                                                                                                                                                                                                                                          | CCS     |
| 150201 | CRITICAL | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) CRITICAL: Fatal error:%z                                              | Internal software error.                                                      | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |

| Alarm  | Severity | Text                                                                                                                     | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150202 | CRITICAL | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) CRITICAL:<br>Somthing threw an exception but<br>I dont know what                 | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150203 | CRITICAL | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) CRITICAL:<br>Connection to database with %s<br>%d failed                         | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150204 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE: %s<br>%d.prodTypeSwapEventClass =%z                                      | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150205 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE: %s<br>%d.prodTypeSwapEventName =%z                                       | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150206 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccdAcctHistPlugin: ACS<br>Customer[%d] promotional cascade<br>id = %d | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |

| Alarm  | Severity | Text                                                                                                                                           | Cause                                      | Resolution                                                                                                                                                                                                                                                                    | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150207 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccdAcctHistPlugin: ACS<br>Customer[%d] default cash<br>balance type = %d                    | Information only.                          | No resolution.                                                                                                                                                                                                                                                                | CCS     |
| 150208 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Config<br>file error, falling back on<br>default configuration. Reason:%z                       | File I/O error.                            | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support.                             | CCS     |
| 150209 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Failed<br>looking up ACS_CUST_ID for CDR.<br>Reason:%z                                          | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check reason from alarm text.<br>Finally contact support. | CCS     |
| 150210 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR:<br>Mandatory field %s %d missing in<br>CDR of type %d                                           | File I/O error.                            | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support.                             | CCS     |
| 150211 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR:<br>RechargeSMSPlugin: Config file<br>error, falling back on default<br>configuration. Reason:%z | Error in<br>configuration file.            | Refer to application expert. See<br>alarm text for further<br>information.                                                                                                                                                                                                    | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                                | Cause                                   | Resolution                                                                                                                                                                                  | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150212 | CRITICAL | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING: Write request is bigger than what can be transfered atomically to a FIFO in this system. Great chaos may follow. This request: %d, max allowed: %d | Program violates kernel.                | Contact support. No further information can be obtained.                                                                                                                                    | CCS     |
| 150213 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING: Discarding unsent SMS due to full buffer                                                                                                           | Information only.                       | No resolution.                                                                                                                                                                              | CCS     |
| 150214 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Failed looking up CLI                                                                                                                                | Kernel communication with Oracle error. | Refer to ORACLE/application expert first. Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. Finally contact support. | CCS     |
| 150215 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Failed looking up account type and wallet type                                                                                                       | Kernel communication with Oracle error. | Refer to ORACLE/application expert first. Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. Finally contact support. | CCS     |
| 150216 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Failed looking up name for wallet type %d                                                                                                            | Kernel communication with Oracle error. | Refer to ORACLE/application expert first. Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                     | Cause                                      | Resolution                                                                                                                                                                                                    | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150217 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Failed<br>looking up user currency for ACS<br>customer ID %d and wallet ID %d             | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first. Verify that ORACLE<br>is running through checking the<br>status of the listener(lsnrctl)<br>and restart ORACLE only if<br>necessary. Finally contact<br>support. | CCS     |
| 150218 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING:<br>Account type profile not found,<br>second currency ignored                           | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first. Verify that ORACLE<br>is running through checking the<br>status of the listener(lsnrctl)<br>and restart ORACLE only if<br>necessary. Finally contact<br>support. | CCS     |
| 150219 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING: Failed<br>looking up second currency                                                    | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first. Verify that ORACLE<br>is running through checking the<br>status of the listener(lsnrctl)<br>and restart ORACLE only if<br>necessary. Finally contact<br>support. | CCS     |
| 150220 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING:<br>RechargeSMSPlugin: Couldnt open<br>FIFO %s %d, will try again<br>later. (errno = %d) | Potential congestion<br>build up.          | Refer to application expert if<br>alarm persists.                                                                                                                                                             | CCS     |
| 150221 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING:<br>Discarding unsent SMS due to<br>timeout                                              | Potential congestion<br>build up.          | Refer to application expert if<br>alarm persists.                                                                                                                                                             | CCS     |
| 150222 | CRITICAL | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) CRITICAL: %s<br>%d: called after ccsAuthDone!                                                    | Internal software<br>error.                | Contact support. No further<br>information can be obtained.                                                                                                                                                   | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                                                             | Cause                                              | Resolution                                                                                                                                       | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150223 | CRITICAL | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) CRITICAL: len<br>is NULL in<br>ccsAuthGetAllModuleDescs!                                                                                                                                 | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150224 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR:<br>Attempted to use nonexistent<br>pluggable-authentication-module<br>id=%d                                                                                                       | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150225 | CRITICAL | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) CRITICAL:<br>ccsAuth: Could not load<br>authentication-module pluginZZZ                                                                                                                  | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm. | CCS     |
| 150226 | CRITICAL | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) CRITICAL:<br>ccsAuth: One or more pluggable-<br>authentication-module symbols<br>not available in pluginZZZ                                                                              | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150227 | CRITICAL | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) CRITICAL:<br>(ccsAuthSQL) Error (%d) reading<br>pluggable-authentication-module<br>configuration information from<br>CCS_AUTH_HASH_FNS in<br>ccsAuthSQL_ReadConfigurationInfo<br>rmation | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150228 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>Configuration key CCS not found,<br>using defaults                                                                                                                            | Information only.                                  | No resolution.                                                                                                                                   | CCS     |

| Alarm  | Severity | Text                                                                                                                           | Cause             | Resolution     | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|---------|
| 150229 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccsCommon:<br>CCS.common.balanceTypeCascadeIdC<br>acheAgeSeconds = %d       | Information only. | No resolution. | CCS     |
| 150230 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccsCommon:<br>CCS.common.balanceTypeCascadeCac<br>heAgeSeconds = %d         | Information only. | No resolution. | CCS     |
| 150231 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccsCommon:<br>CCS.common.balanceTypeCascadeDet<br>ailedCacheAgeSeconds = %d | Information only. | No resolution. | CCS     |
| 150232 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccsCommon:<br>CCS.common.balanceTypeUnitCacheA<br>geSeconds = %d            | Information only. | No resolution. | CCS     |
| 150233 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccsCommon:<br>CCS.common.defaultBalanceTypeCac<br>heAgeSeconds = %d         | Information only. | No resolution. | CCS     |
| 150234 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccsCommon:<br>CCS.common.systemCurrencyBalance<br>UnitCacheAgeSeconds = %d  | Information only. | No resolution. | CCS     |
| 150235 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccsCommon:<br>CCS.common.accountCacheAgeSecond<br>s = %d                    | Information only. | No resolution. | CCS     |

| Alarm  | Severity | Text                                                                                                                       | Cause                                   | Resolution                                                                                                       | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------|---------|
| 150236 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccsCommon:<br>CCS.common.accountTypeBestPeriod<br>sCacheAgeSeconds = %d | Information only.                       | No resolution.                                                                                                   | CCS     |
| 150237 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Cannot<br>un memory map file %s %d (%d<br>bytes):%z                         | Internal software<br>error.             | Contact support. No further<br>information can be obtained.                                                      | CCS     |
| 150238 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE: Loaded<br>MFileZZZ                                                         | Information only.                       | No resolution.                                                                                                   | CCS     |
| 150239 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR:<br>GetSystemCurrencyData: MFile not<br>loaded                               | Cannot locate<br>currency Mfile.        | Refer to Application expert.<br>Check existence of the Mfile.                                                    | CCS     |
| 150240 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING: No<br>discount periods defined in<br>database                             | CCS Oracle<br>configuration<br>warning. | Refer to Application expert. Is<br>the database configuration wrong<br>or is it ok to continue with<br>defaults? | CCS     |
| 150241 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING: No<br>discount sets defined in<br>database                                | CCS Oracle<br>configuration<br>warning. | Refer to Application expert. Is<br>the database configuration wrong<br>or is it ok to continue with<br>defaults? | CCS     |
| 150242 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING: No<br>geography sets defined in<br>database                               | CCS Oracle<br>configuration<br>warning. | Refer to Application expert. Is<br>the database configuration wrong<br>or is it ok to continue with<br>defaults? | CCS     |
| 150243 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING: No<br>billing periods defined in<br>database                              | CCS Oracle<br>configuration<br>warning. | Refer to Application expert. Is<br>the database configuration wrong<br>or is it ok to continue with<br>defaults? | CCS     |

| Alarm  | Severity | Text                                                                                                                       | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150244 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING: No<br>rate tables defined in database                                     | CCS Oracle<br>configuration<br>warning.    | Refer to Application expert. Is<br>the database configuration wrong<br>or is it ok to continue with<br>defaults?                                                                                                                                                                                                    | CCS     |
| 150245 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING: No<br>tariff plans defined in database                                    | CCS Oracle<br>configuration<br>warning.    | Refer to Application expert. Is<br>the database configuration wrong<br>or is it ok to continue with<br>defaults?                                                                                                                                                                                                    | CCS     |
| 150246 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING: No<br>tree found for this ID;<br>sqlca.sqlcode is %d. Incomplete<br>MFile | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150247 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING: Geo<br>Set : %d has a null tree.<br>Incomplete MFile                      | CCS Oracle<br>configuration<br>warning.    | Refer to Application expert. Is<br>the database configuration wrong<br>or is it ok to continue with<br>defaults?                                                                                                                                                                                                    | CCS     |

| Alarm  | Severity | Text                                                                                                              | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150248 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR:<br>Unexpected oracle error %d while<br>fetching from CLIXDN_cursor | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150249 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: %s %d:<br>Config error. Reason:%z                                  | Configuration issue.                   | Refer to Application expert.<br>Additional information is<br>contained in the alarm string.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150250 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE: %s %d:<br>Configuration key %s %d not<br>found, using defaults    | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150251 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: %s %d:<br>balance type %d missing in<br>balanceType2AcsCustID      | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150252 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR:<br>RewardsConfig: Config error.<br>Reason:%z                       | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |

| Alarm  | Severity | Text                                                                                                                                                     | Cause             | Resolution     | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|---------|
| 150253 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccsRewardsPlugin: Configuration<br>key %s %d not found, using<br>defaults                             | Information only. | No resolution. | CCS     |
| 150254 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s<br>%d.balanceTypes[acsCustomer<br>%d].expenditure = %d  | Information only. | No resolution. | CCS     |
| 150255 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s<br>%d.balanceTypes[acsCustomer<br>%d].allowed = %d      | Information only. | No resolution. | CCS     |
| 150256 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s<br>%d.balanceTypes[acsCustomer<br>%d].notification = %d | Information only. | No resolution. | CCS     |
| 150257 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.writeDirectoryName<br>= %s %d                        | Information only. | No resolution. | CCS     |
| 150258 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.filePrefix = %s %d                                   | Information only. | No resolution. | CCS     |

| Alarm  | Severity | Text                                                                                                                                             | Cause                       | Resolution                                                  | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 150259 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.fileSuffix = %s %d                           | Information only.           | No resolution.                                              | CCS     |
| 150260 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.maxLinesInFile = %d                          | Information only.           | No resolution.                                              | CCS     |
| 150261 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.fileIdleTime = %d                            | Information only.           | No resolution.                                              | CCS     |
| 150262 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: balance<br>type %d missing in<br>balanceType2AcsCustId                                            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150263 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: ACS<br>customer ID %d is missing in<br>balanceType2MEBalanceType                                  | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150264 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING:<br>ccsVWARSEpiry:<br>CCS_ACCOUNT_BATCH %d has a NULL<br>state, assuming state is<br>unactivated | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150265 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING:<br>ccsVWARSEpiry:<br>CCS_ACCOUNT_BATCH %d is active<br>but has a NULL activation date           | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                                        | Cause                                              | Resolution                                                                                                                                                                                                                                        | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150266 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING:<br>ccsVWARSExpiry:<br>CCS_ACCOUNT_BATCH %d has an<br>invalid activation date %s %d         | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150267 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Aiee!<br>cmnPluginReleaseHandle received<br>NULL handle!                                     | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150268 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR:<br>cmnPlugin: error loading<br>libraryZZZ                                                    | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm.                                                                                                  | CCS     |
| 150269 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING:<br>cmnPluginLookupFunction: Symbol<br>%s %d Lookup Failed -%z                              | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150270 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING:<br>cmnPluginReleaseHandle: released<br>already-released pluginZZZ                          | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150271 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Could<br>not stat %s %d No such file or<br>directory                                         | File I/O error.                                    | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150272 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR:<br>cmnFileStore: Unable to move new<br>file from %s %d, to %s %d: No<br>space left on device | Out of disk space.                                 | Refer to application expert.<br>Remove unnecessary files and<br>folders.                                                                                                                                                                          | CCS     |

| Alarm  | Severity | Text                                                                                                                                               | Cause                | Resolution                                                                                                                                                                                                                   | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150273 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Unable to close file %s %d Error returned %d:No such file or directory                              | 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. | CCS     |
| 150274 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Unable to close file %s %d Error returned (%d:No such file or directory)                            | 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. | CCS     |
| 150275 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Unable to write to file %s %d. Error returned (%d:File too large)                                   | 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. | CCS     |
| 150276 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Config file error, %s %d is not a valid fileProcessType when running the FileWriterCDRLoaderPlugin. | Configuration issue. | Refer to application expert and quote alarm text string for full details.                                                                                                                                                    | CCS     |
| 150277 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Unable to open file (). Error returned 2:No such file or directory                                  | Configuration issue. | Refer to application expert and quote alarm text string for full details.                                                                                                                                                    | CCS     |

| Alarm  | Severity | Text                                                                                     | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150278 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: flush:<br>UPDATE: ORA-%d: not logged oZZZ | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150279 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR:<br>retrieveCLI: ORA-%d: no data<br>found  | CLI is not found in<br>the database.   | Refer to application expert. Was<br>CLI correct                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                                      | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150280 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: flush:<br>INSERT: ORA-%d: not connected to<br>ORACLE                                                                                                       | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150281 | CRITICAL | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) CRITICAL:<br>Config file error, unable to<br>load plugin %s %d. Reason:<br>CDRLoader::ExceptionCould not<br>load plugin library %s %d                             | File error.                            | Assuming basic UNIX skills.<br>Check file exists, permissions<br>and disk space.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | CCS     |
| 150282 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR Oracle=-<br>%d oraConnect.pc@%d: declare<br>function dexpo ( base integer ,<br>exp integer , modulus integer :<br>ORA-%d: User is locked out or<br>deleted. | Oracle internal<br>error.              | Contact support.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                                 | Cause                        | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150283 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR Oracle=--<br>%d oraConnect.pc@%d: insert into<br>CCS_BE_CDR<br>(BILLING_ENGINE_ID,SCP_ID,SEQUEN<br>CE_NUMBER,CDR_T: ORA-%d: not<br>connected to ORACLE | Cannot connect to<br>ORACLE. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150284 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR:<br>cmnFileStore: Unable to create<br>new directory %s %d: No space<br>left on device                                                                  | Out of disk space.           | Refer to application/UNIX<br>expert. Remove unnecessary files.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150285 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR:<br>cmnHashStore: Unable to read<br>directory %s %d: Bad file number                                                                                   | File error.                  | Assuming basic UNIX skills.<br>Check file exists, permissions<br>and disk space.                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | CCS     |
| 150286 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Config<br>file error. (%s %d) is not a<br>valid fileProcessType when<br>running the<br>FileWriterCDRLoaderPlugin.                                     | Configuration error.         | Correct erroneous parameter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | CCS     |
| 150287 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: flush:<br>UPDATE: ORA-%d: no data found                                                                                                               | Information only/            | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                    | Cause       | Resolution                                                                    | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------------------------------------------------------------------------|---------|
| 150288 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Unable to close file (%s %d). Error returned (%d: Bad file number)                                                       | File error. | Assuming basic UNIX skills.<br>Check file exists, permissions and disk space. | CCS     |
| 150289 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Unable to lock file (%s %d). Error returned (%d: Bad file number)                                                        | File error. | Assuming basic UNIX skills.<br>Check file exists, permissions and disk space. | CCS     |
| 150290 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Unable to open file (%s %d). Error returned (%d: No such file or directory)                                              | File error. | Assuming basic UNIX skills.<br>Check file exists, permissions and disk space. | CCS     |
| 150291 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Unable to process: config file error. (%s %d) is not a valid fileProcessType when running the FileWriterCDRLoaderPlugin. | File error. | Assuming basic UNIX skills.<br>Check file exists, permissions and disk space. | CCS     |
| 150292 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Unable to rename file from (%s %d) to (%s %d). Error returned (%d: Cross-device link)                                    | File error. | Assuming basic UNIX skills.<br>Check file exists, permissions and disk space. | CCS     |
| 150293 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: Unable to write to file (%s %d). Error returned (%d: Bad file number)                                                    | File error. | Assuming basic UNIX skills.<br>Check file exists, permissions and disk space. | CCS     |

| Alarm  | Severity | Text                                                                                       | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|--------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150294 | CRITICAL | DEF123ccsCDRTrimDB:<br>ccsCDRTrimDB(%d) CRITICAL:<br>Couldnt connect to Oracle as %s<br>%d | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150295 | ERROR    | DEF123ccsCDRTrimDB:<br>ccsCDRTrimDB(%d) ERROR: Couldnt<br>open SQL cursor.                 | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                         | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|----------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150296 | ERROR    | DEF123ccsCDRTrimDB:<br>ccsCDRTrimDB(%d) ERROR: Deleted<br>%d of %d records.                  | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150297 | WARNING  | DEF123ccsCDRTrimDB:<br>ccsCDRTrimDB(%d) WARNING:<br>Couldnt close SQL cursor.                | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150298 | NOTICE   | DEF123ccsCDRTrimDB:<br>ccsCDRTrimDB(%d) NOTICE:<br>Starting                                  | Process starting.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150299 | NOTICE   | DEF123ccsCDRTrimDB:<br>ccsCDRTrimDB(%d) NOTICE:<br>Finished                                  | Process finished<br>successfully.      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150300 | ERROR    | DEF123ccsCDRTrimFiles:<br>ccsCDRTrimFiles(%d) ERROR:<br>Couldnt change to directory %s<br>%d | File I/O error.                        | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support.                                                                                                                                                                                                                                                                                                      | CCS     |

| Alarm  | Severity | Text                                                                                            | Cause                                  | Resolution                                                                                                                                                                                                                                        | Service |
|--------|----------|-------------------------------------------------------------------------------------------------|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150301 | WARNING  | DEF123ccsCDRTrimFiles:<br>ccsCDRTrimFiles(%d) WARNING:<br>Couldnt stat %s %d, skipping.         | File I/O error.                        | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150302 | WARNING  | DEF123ccsCDRTrimFiles:<br>ccsCDRTrimFiles(%d) WARNING:<br>Couldnt unlink %s %d.                 | File I/O error.                        | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150303 | ERROR    | DEF123ccsCDRTrimFiles:<br>ccsCDRTrimFiles(%d) ERROR:<br>Errors encountered during<br>execution. | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150304 | CRITICAL | DEF123ccsCliDnDaemon:<br>ccsCliDnDaemon(%d) CRITICAL:<br>Couldnt load configuration file        | File I/O error.                        | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150305 | ERROR    | DEF123ccsCliDnDaemon:<br>ccsCliDnDaemon(%d) ERROR: cannot<br>trap SIGINT                        | Kernel<br>communication/disk<br>error. | Refer to UNIX/application expert<br>first. If problem persists then<br>contact support.                                                                                                                                                           | CCS     |
| 150306 | ERROR    | DEF123ccsCliDnDaemon:<br>ccsCliDnDaemon(%d) ERROR: cannot<br>trap SIGTERM                       | Kernel<br>communication/disk<br>error. | Refer to UNIX/application expert<br>first. If problem persists then<br>contact support.                                                                                                                                                           | CCS     |

| Alarm  | Severity | Text                                                                                                                                                  | Cause                                         | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150307 | ERROR    | DEF123ccsCliDnDaemon:<br>ccsCliDnDaemon(%d) ERROR: cannot trap SIGHUP                                                                                 | Kernel communication/disk error.              | Refer to UNIX/application expert first. If problem persists then contact support.                                                                                                                                                                                                                                                                                                                                                                                                                   | CCS     |
| 150308 | ERROR    | DEF123ccsCliDnDaemon:<br>ccsCliDnDaemon(%d) ERROR: cannot connect to Oracle as %s %d                                                                  | Kernel communication/disk error.              | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Check the environment variables and/or configuration files: ORACLE_SID(environment), tnsnames.ora(configuration file), listener.ora(configuration file). 3) Verify that the username and password for the current machine is correct. 4) Observe startup output for errors. Finally contact support. | CCS     |
| 150309 | NOTICE   | DEF123ccsCliDnDaemon:<br>ccsCliDnDaemon(%d) NOTICE: Started correctly and connected to the database.                                                  | Information only.                             | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | CCS     |
| 150310 | ERROR    | DEF123ccsCliDnDaemon:<br>ccsCliDnDaemon(%d) ERROR: Compiled structure for geography set with ID = %d is too big (>65535 bytes). Cant update database. | Compiled structure is too large for database. | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |

| Alarm  | Severity | Text                                                                                                                                                          | Cause                         | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150311 | ERROR    | DEF123ccsCliDnDaemon:<br>ccsCliDnDaemon(%d) ERROR: Error<br>opening cursor - need_rebuild.<br>SQLCODE: %d -- ORA-%d: end-of-<br>file on communication channel | Cannot connect to<br>ORACLE.  | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150312 | ERROR    | DEF123ccsCliDnDaemon:<br>ccsCliDnDaemon(%d) ERROR: Error<br>fetching from cursor . SQLCODE:<br>%d -- ORA-%d: fetch out of<br>sequence                         | Oracle internal<br>error.     | Refer to application expert.<br>Check alarm string for full<br>detail.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | CCS     |
| 150313 | NOTICE   | DEF123ccsCliDnDaemon:<br>ccsCliDnDaemon(%d) NOTICE:<br>Starting                                                                                               | Process starting.             | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150314 | NOTICE   | DEF123ccsExpiryMessageGenerator:<br>ccsExpiryMessageGenerator(%d)<br>NOTICE: No expiry warnings<br>configured, exiting                                        | Nothing for program<br>to do. | Refer to application expert.<br>Confirm this is ok.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | CCS     |

| Alarm  | Severity | Text                                                                                                                     | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150315 | ERROR    | DEF123ccsExpiryMessageGenerator:<br>ccsExpiryMessageGenerator(%d)<br>ERROR: Could not load<br>configuration, aborting    | File I/O error.                        | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support.                                                                                                                                                                                                                                                                                                      | CCS     |
| 150316 | ERROR    | DEF123ccsExpiryMessageGenerator:<br>ccsExpiryMessageGenerator(%d)<br>ERROR: Cannot connect to Oracle;<br>Error number:%z | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150317 | ERROR    | DEF123ccsExpiryMessageGenerator:<br>ccsExpiryMessageGenerator(%d)<br>ERROR: Could not stat %s %d:%z                      | File I/O error.                        | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support.                                                                                                                                                                                                                                                                                                      | CCS     |

| Alarm  | Severity | Text                                                                                                                                   | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150318 | ERROR    | DEF123ccsExpiryMessageGenerator:<br>ccsExpiryMessageGenerator(%d)<br>ERROR: Error accessing be_wallet<br>data: Oracle error number: %d | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150319 | ERROR    | DEF123ccsExpiryMessageGenerator:<br>ccsExpiryMessageGenerator(%d)<br>ERROR: Error accessing be_bucket<br>data: Oracle error number: %d | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                               | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150320 | CRITICAL | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) CRITICAL:<br>Exiting - Number Of Errors %d<br>exceeds the number configured<br>%d. | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150321 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Notification of change returned<br>ID -1                                 | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150322 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>Compiling MFile %s %d, db ID %d                                         | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150323 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>doMain: doCompile returned<br>failure status                             | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150324 | CRITICAL | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) CRITICAL:<br>Fatal Error:%z                                                        | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |

| Alarm  | Severity | Text                                                                                                                  | Cause                                    | Resolution                                                                                                                                                                                                                                        | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150325 | CRITICAL | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) CRITICAL:<br>Internal Error: Caught non<br>exception                  | Internal software<br>error.              | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150326 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Compiling MFile file %s %d, id<br>%d failed:%z              | File I/O error.                          | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150327 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccsMFileCompile: **DEBUG ON**:%z                           | Information only.                        | No resolution.                                                                                                                                                                                                                                    | CCS     |
| 150328 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Unable to contact beServer about<br>MFile change            | Failed to<br>communicate with the<br>BE. | Refer to application expert. Is<br>the specified billing engine<br>running?                                                                                                                                                                       | CCS     |
| 150329 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>Informed beServer of MFile<br>change                       | Information only.                        | No resolution.                                                                                                                                                                                                                                    | CCS     |
| 150330 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Received error: %z , beServer<br>not updated with new MFile | Failed to<br>communicate with the<br>BE. | Refer to application expert. Is<br>the specified billing engine<br>running?                                                                                                                                                                       | CCS     |
| 150331 | CRITICAL | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) CRITICAL:<br>%s %d: called after ccsAuthDone!                         | Internal software<br>error.              | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150332 | CRITICAL | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) CRITICAL:<br>len is NULL in<br>ccsAuthGetAllModuleDescs!              | Internal software<br>error.              | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                                                                     | Cause                                              | Resolution                                                                                                                                       | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150333 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Attempted to use nonexistent<br>pluggable-authentication-module<br>id=%d                                                                                                       | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150334 | CRITICAL | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) CRITICAL:<br>ccsAuth: Could not load<br>authentication-module pluginZZZ                                                                                                                  | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm. | CCS     |
| 150335 | CRITICAL | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) CRITICAL:<br>ccsAuth: One or more pluggable-<br>authentication-module symbols<br>not available in pluginZZZ                                                                              | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150336 | CRITICAL | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) CRITICAL:<br>(ccsAuthSQL) Error (%d) reading<br>pluggable-authentication-module<br>configuration information from<br>CCS_AUTH_HASH_FNS in<br>ccsAuthSQL_ReadConfigurationInfo<br>rmation | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150337 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>Configuration key CCS not found,<br>using defaults                                                                                                                            | Information only.                                  | No resolution.                                                                                                                                   | CCS     |
| 150338 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccsCommon:<br>CCS.common.balanceTypeCascadeIdC<br>acheAgeSeconds = %d                                                                                                         | Information only.                                  | No resolution.                                                                                                                                   | CCS     |

| Alarm  | Severity | Text                                                                                                                               | Cause             | Resolution     | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|---------|
| 150339 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccsCommon:<br>CCS.common.balanceTypeCascadeCacheAgeSeconds = %d         | Information only. | No resolution. | CCS     |
| 150340 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccsCommon:<br>CCS.common.balanceTypeCascadeDetailedCacheAgeSeconds = %d | Information only. | No resolution. | CCS     |
| 150341 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccsCommon:<br>CCS.common.balanceTypeUnitCacheAgeSeconds = %d            | Information only. | No resolution. | CCS     |
| 150342 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccsCommon:<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d         | Information only. | No resolution. | CCS     |
| 150343 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccsCommon:<br>CCS.common.systemCurrencyBalanceUnitCacheAgeSeconds = %d  | Information only. | No resolution. | CCS     |
| 150344 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccsCommon:<br>CCS.common.accountCacheAgeSeconds = %d                    | Information only. | No resolution. | CCS     |
| 150345 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccsCommon:<br>CCS.common.accountTypeBestPeriodsCacheAgeSeconds = %d     | Information only. | No resolution. | CCS     |

| Alarm  | Severity | Text                                                                                                       | Cause                             | Resolution                                                                                              | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------|---------|
| 150346 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Cannot un memory map file %s %d<br>(%d bytes):%z | Internal software error.          | Contact support. No further information can be obtained.                                                | CCS     |
| 150347 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>Loaded MFileZZZ                                 | Information only.                 | No resolution.                                                                                          | CCS     |
| 150348 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>GetSystemCurrencyData: MFile not loaded          | Cannot locate currency Mfile.     | Refer to Application expert. Check existence of the Mfile.                                              | CCS     |
| 150349 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING: No discount periods defined in database           | CCS Oracle configuration warning. | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults? | CCS     |
| 150350 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING: No discount sets defined in database              | CCS Oracle configuration warning. | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults? | CCS     |
| 150351 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING: No geography sets defined in database             | CCS Oracle configuration warning. | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults? | CCS     |
| 150352 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING: No billing periods defined in database            | CCS Oracle configuration warning. | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults? | CCS     |
| 150353 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING: No rate tables defined in database                | CCS Oracle configuration warning. | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults? | CCS     |

| Alarm  | Severity | Text                                                                                                                               | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150354 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING: No<br>tariff plans defined in database                                    | CCS Oracle<br>configuration<br>warning.    | Refer to Application expert. Is<br>the database configuration wrong<br>or is it ok to continue with<br>defaults?                                                                                                                                                                                                                                                                                                                                                                                                                                       | CCS     |
| 150355 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING: No<br>tree found for this ID;<br>sqlca.sqlcode is %d. Incomplete<br>MFile | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support.                                                                                                                                                                                                                                    | CCS     |
| 150356 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING:<br>Geo Set : %d has a null tree.<br>Incomplete MFile                      | CCS Oracle<br>configuration<br>warning.    | Refer to Application expert. Is<br>the database configuration wrong<br>or is it ok to continue with<br>defaults?                                                                                                                                                                                                                                                                                                                                                                                                                                       | CCS     |
| 150357 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Unexpected oracle error %d while<br>fetching from CLIXDN_cursor          | Kernel<br>communication/disk<br>error.     | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                            | Cause                       | Resolution                                                                                  | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------------------------------------------------------------------------------------|---------|
| 150358 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR: %s<br>%d: Config error. Reason:%z                                                                        | Configuration issue.        | Refer to Application expert.<br>Additional information is<br>contained in the alarm string. | CCS     |
| 150359 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE: %s<br>%d: Configuration key %s %d not<br>found, using defaults                                          | Information only.           | No resolution.                                                                              | CCS     |
| 150360 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR: %s<br>%d: balance type %d missing in<br>balanceType2AcsCustID                                            | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                 | CCS     |
| 150361 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>RewardsConfig: Config error.<br>Reason:%z                                                             | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                 | CCS     |
| 150362 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccsRewardsPlugin: Configuration<br>key %s %d not found, using<br>defaults                            | Information only.           | No resolution.                                                                              | CCS     |
| 150363 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s<br>%d.balanceTypes[acsCustomer<br>%d].expenditure = %d | Information only.           | No resolution.                                                                              | CCS     |
| 150364 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s<br>%d.balanceTypes[acsCustomer<br>%d].allowed = %d     | Information only.           | No resolution.                                                                              | CCS     |

| Alarm  | Severity | Text                                                                                                                                                             | Cause                       | Resolution                                                  | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 150365 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s<br>%d.balanceTypes[acsCustomer<br>%d].notification = %d | Information only.           | No resolution.                                              | CCS     |
| 150366 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.writeDirectoryName<br>= %s %d                        | Information only.           | No resolution.                                              | CCS     |
| 150367 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.filePrefix = %s %d                                   | Information only.           | No resolution.                                              | CCS     |
| 150368 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.fileSuffix = %s %d                                   | Information only.           | No resolution.                                              | CCS     |
| 150369 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.maxLinesInFile = %d                                  | Information only.           | No resolution.                                              | CCS     |
| 150370 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.fileIdleTime = %d                                    | Information only.           | No resolution.                                              | CCS     |
| 150371 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>balance type %d missing in<br>balanceType2AcsCustId                                                    | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                     | Cause                       | Resolution                                                  | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 150372 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR: ACS<br>customer ID %d is missing in<br>balanceType2MEBalanceType                                  | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150373 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING:<br>ccsVWARSEpiry:<br>CCS_ACCOUNT_BATCH %d has a NULL<br>state, assuming state is<br>unactivated | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150374 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING:<br>ccsVWARSEpiry:<br>CCS_ACCOUNT_BATCH %d is active<br>but has a NULL activation date           | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150375 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING:<br>ccsVWARSEpiry:<br>CCS_ACCOUNT_BATCH %d has an<br>invalid activation date %s %d               | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                                 | Cause                                              | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150376 | CRITICAL | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) CRITICAL:<br>Fatal Error:<br>ccMFileCompilerException:<br>Connect to Database Failed | Kernel<br>communication/disk<br>error.             | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150377 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Aiee! cmnPluginReleaseHandle<br>received NULL handle!                      | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150378 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>cmnPlugin: error loading<br>libraryZZZ                                     | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm.                                                                                                                                                                                                                                                                                                                                                                                                       | CCS     |
| 150379 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING:<br>cmnPluginLookupFunction: Symbol<br>%s %d Lookup Failed -%z               | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150380 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING:<br>cmnPluginReleaseHandle: released<br>already-released pluginZZZ           | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |

| Alarm  | Severity | Text                                                                                                                        | Cause                                              | Resolution                                                                                                                                       | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150381 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Asked to send message to unknown<br>BE ID %d                      | Failed to<br>communicate with the<br>specified BE. | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration?              | CCS     |
| 150382 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Invalid beLocationPlugin name                                     | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150383 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Error loading<br>beLocationPlugin:%z                              | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm. | CCS     |
| 150384 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Problem reading plugin config<br>section                          | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150385 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>failed to find symbol %s %d in<br>plugin library %s %d. Ignoring. | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm. | CCS     |
| 150386 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>failed to find plugin library %s<br>%d. Ignoring.                 | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm. | CCS     |
| 150387 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Problem reading plugin<br>configuration:%z                        | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                 | Cause                                               | Resolution                                                                                                                          | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150388 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE: In<br>last heartbeat period %d<br>requests where rejected due to<br>BE congestion            | Potential congestion<br>build up.                   | Refer to application expert if<br>alarm persists.                                                                                   | CCS     |
| 150389 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE: In<br>last heartbeat period %d new<br>requests failed due to BE<br>connection failure        | Potential congestion<br>build up.                   | Refer to application expert if<br>alarm persists.                                                                                   | CCS     |
| 150390 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE: In<br>last heartbeat period %d<br>requests failed due unknown be<br>id                       | Potential congestion<br>build up.                   | Refer to application expert if<br>alarm persists.                                                                                   | CCS     |
| 150391 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE: In<br>last heartbeat period %d<br>subsequent requests failed due<br>to BE connection failure | Potential congestion<br>build up.                   | Refer to application expert if<br>alarm persists.                                                                                   | CCS     |
| 150392 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>error while reading<br>billingEngines from config<br>fileZZZ                               | Error in<br>configuration file.                     | Refer to application expert.<br>Review billing engine section.                                                                      | CCS     |
| 150393 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Error connecting (top half) to<br>BE %s %d:%z                                              | Remote connection to<br>specified BE has<br>failed. | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration? | CCS     |
| 150394 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Error connecting (bottom half)<br>to BE %s %d:%z                                           | Remote connection to<br>specified BE has<br>failed. | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration? | CCS     |

| Alarm  | Severity | Text                                                                                                                                             | Cause                                                     | Resolution                                                                                                                          | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150395 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>write of BEG message failed to<br>BEZZZ                                               | Failed to<br>communicate with the<br>specified BE.        | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration? | CCS     |
| 150396 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>Connection to BE %s %d is<br>established.                                             | Information only.                                         | No resolution.                                                                                                                      | CCS     |
| 150397 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Received message on available<br>socket without consumer. Please<br>report this error! | Communication over a<br>dead socket has been<br>detected. | Contact support.                                                                                                                    | CCS     |
| 150398 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Connection to BE %s %d has<br>failed.                                                  | Remote connection to<br>specified BE has<br>failed.       | Refer to application expert.<br>Check 1) Is the specified<br>billing engine running? 2) Is<br>the id wrong in the<br>configuration? | CCS     |
| 150399 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>libccsMFileCompiler: message<br>without msgID received from BE<br>%z                   | Incomplete msg<br>received from BE.                       | Contact support. No further<br>information can be obtained.                                                                         | CCS     |
| 150400 | WARNING  | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) WARNING:<br>libccsMFileCompiler: orphan<br>message received from BE %z                           | Incomplete msg<br>received from BE.                       | Contact support. No further<br>information can be obtained.                                                                         | CCS     |
| 150401 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccsMFileCompiler broadcast<br>plugin activated                                        | Information only.                                         | No resolution.                                                                                                                      | CCS     |

| Alarm  | Severity | Text                                                                                                                                        | Cause                            | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150402 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Receieved %s %d from beId %d.<br>Already had response from %d                     | Internal software error.         | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150403 | ERROR    | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) ERROR:<br>Receieved unexpected message from beId %d.                                        | Internal software error.         | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150404 | CRITICAL | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) CRITICAL:<br>BroadcastRequest::handleResponse (*) should never be called: aborting          | Internal software error.         | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150405 | CRITICAL | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) CRITICAL:<br>BroadcastRequest::handleComError Exception(*) should never be called: aborting | Internal software error.         | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150406 | CRITICAL | DEF123ccsPeriodicCCRecharge:<br>ccsPeriodicCCRecharge(%d)<br>CRITICAL: Database connection failedZZZ                                        | Kernel communication/disk error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Check the environment variables and/or configuration files: ORACLE_SID(environment), tnsnames.ora(configuration file), listener.ora(configuration file). 3) Verify that the username and password for the current machine is correct. 4) Observe startup output for errors. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                          | Cause                             | Resolution                                                       | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------|-----------------------------------|------------------------------------------------------------------|---------|
| 150407 | NOTICE   | DEF123ccsPeriodicCCRecharge:<br>ccsPeriodicCCRecharge(%d)<br>NOTICE: Starting                                 | Process starting.                 | No resolution.                                                   | CCS     |
| 150408 | NOTICE   | DEF123ccsPeriodicCCRecharge:<br>ccsPeriodicCCRecharge(%d)<br>NOTICE: Finished                                 | Process finished<br>successfully. | No resolution.                                                   | CCS     |
| 150409 | NOTICE   | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) NOTICE:<br>Configuration key %s %d not<br>found, using defaults | Configuration issue.              | Refer to application expert.<br>Refer to alarm text for section. | CCS     |
| 150410 | NOTICE   | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) NOTICE: %s<br>%d.oracleUserPass = %s %d                         | Information only.                 | No resolution.                                                   | CCS     |
| 150411 | NOTICE   | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) NOTICE: %s<br>%d.readDirectoryName = %s %d                      | Information only.                 | No resolution.                                                   | CCS     |
| 150412 | NOTICE   | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) NOTICE: %s<br>%d.filePrefix = %s %d                             | Information only.                 | No resolution.                                                   | CCS     |
| 150413 | NOTICE   | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) NOTICE: %s<br>%d.fileSuffix = %s %d                             | Information only.                 | No resolution.                                                   | CCS     |
| 150414 | NOTICE   | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) NOTICE: %s<br>%d.testWaitTime = %s %d                           | Information only.                 | No resolution.                                                   | CCS     |
| 150415 | NOTICE   | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) NOTICE: %s<br>%d.ssmfilename = %s %d                            | Information only.                 | No resolution.                                                   | CCS     |
| 150416 | CRITICAL | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) CRITICAL:<br>Fatal exception:%z                                 | Internal software<br>error.       | Contact support. No further<br>information can be obtained.      | CCS     |

| Alarm  | Severity | Text                                                                                                                        | Cause                            | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150417 | CRITICAL | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) CRITICAL:<br>Fatal non-exception!                                             | Internal software error.         | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150418 | CRITICAL | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) CRITICAL:<br>Could not open input directory<br>%s %d:%z                       | 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.                                                                                                                                                                                                                                                                        | CCS     |
| 150419 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Could not stat %s %d: %z                                               | 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.                                                                                                                                                                                                                                                                        | CCS     |
| 150420 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR:<br>Updating the product type failed: SQL returned 0 lines modified: %z | Kernel communication/disk error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Check the environment variables and/or configuration files: ORACLE_SID(environment), tnsnames.ora(configuration file), listener.ora(configuration file). 3) Verify that the username and password for the current machine is correct. 4) Observe startup output for errors. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                        | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150421 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR:<br>Cannot connect to Oracle<br>using:%s %d causes Error:%z                                             | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150422 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: SQL<br>error %d looking up details for<br>account reference id %d,<br>skipping reward SMS notification | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                         | Cause                    | Resolution                                                                                                                                                                                                                   | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150423 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Error looking up details for currency id %d, skipping reward SMS notification                           | Configuration issue.     | Refer to application expert.<br>Refer to alarm text for section.                                                                                                                                                             | CCS     |
| 150424 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Cant open absSSMDispatcher file %s %d for read/write. Some reward notification messages have been lost. | 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. | CCS     |
| 150425 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Exception while looking up config file sections, cannot continue, exiting:%z                            | 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. | CCS     |
| 150426 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Cannot find ccsNotifications expiry strings in config file                                              | Configuration issue.     | Refer to application expert.<br>Refer to alarm text for section.                                                                                                                                                             | CCS     |
| 150427 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Exception reading ccsNotifications expiry strings in config file:%z                                     | Internal software error. | Contact support. No further information can be obtained.                                                                                                                                                                     | CCS     |
| 150428 | WARNING  | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) WARNING: buildBalanceExpiryString() called without initialising library, failing.                              | Internal software error. | Contact support. No further information can be obtained.                                                                                                                                                                     | CCS     |

| Alarm  | Severity | Text                                                                                                                          | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150429 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Error<br>opening<br>fillWalletExpiryInfoCursor,<br>error number %d       | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150430 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Fetch<br>from fillWalletExpiryInfoCursor<br>failed. SQL error code is %d | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150431 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Error<br>opening<br>fillBalanceExpiryInfoCursor,<br>error number %d      | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                     | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150432 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Fetch<br>from fillBalanceExpiryInfoCursor<br>failed with sqlcode %d | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150433 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Error<br>loading reward description<br>translation. Sqlcode is %d   | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150434 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Error<br>loading wallet name translation.<br>Sqlcode is %d          | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                             | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150435 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Error<br>loading ACS language details.<br>Sqlcode is %d     | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150436 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR: Error<br>loading balance template<br>details. Sqlcode is %d | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                             | Cause                     | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150437 | ERROR    | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) ERROR:<br>Cannot connect to Oracle<br>using:%s %d causes Error:-%z | Cannot connect to ORACLE. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Check the environment variables and/or configuration files: ORACLE_SID(environment), tnsnames.ora(configuration file), listener.ora(configuration file). 3) Verify that the username and password for the current machine is correct. 4) Observe startup output for errors. Finally contact support. | CCS     |
| 150438 | NOTICE   | DEF123ccsRewardsBatch:<br>ccsRewardsBatch(%d) NOTICE:<br>Starting                                                | Process starting.         | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | CCS     |
| 150439 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: ccsVoucher: could not<br>open context fileZZZ                       | 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.                                                                                                                                                                                                                                                                        | CCS     |
| 150440 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: No context defined,<br>ignoring                                      | Information only.         | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | CCS     |
| 150441 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Unknown action modeZZZ                                              | Internal software error.  | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |

| Alarm  | Severity | Text                                                                                             | Cause                              | Resolution                                                      | Service |
|--------|----------|--------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------------------------------------------|---------|
| 150442 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: -r parameter requires / separator                   | Command line parameters are wrong. | Refer to application expert.<br>Review command line parameters. | CCS     |
| 150443 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: -s parameter must be > 0                            | Command line parameters are wrong. | Refer to application expert.<br>Review command line parameters. | CCS     |
| 150444 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: More than one -b/-B parameters provided             | Command line parameters are wrong. | Refer to application expert.<br>Review command line parameters. | CCS     |
| 150445 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: -b parameter must be > 0                            | Command line parameters are wrong. | Refer to application expert.<br>Review command line parameters. | CCS     |
| 150446 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: -B parameter must be of size %d                     | Command line parameters are wrong. | Refer to application expert.<br>Review command line parameters. | CCS     |
| 150447 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: unknown parameter                                   | Command line parameters are wrong. | Refer to application expert.<br>Review command line parameters. | CCS     |
| 150448 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Either a batch id or a batch code must be specified | Command line parameters are wrong. | Refer to application expert.<br>Review command line parameters. | CCS     |

| Alarm  | Severity | Text                                                                               | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150449 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: cannot connect to<br>Oracle as %s %d  | Kernel<br>communication/disk<br>error.     | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150450 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: load requires -f<br><filename>        | Command line<br>parameters are<br>wrong.   | Refer to application expert.<br>Review command line parameters.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CCS     |
| 150451 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Failed to get billing<br>engine name. | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support.                                                                                                                                                                                                                                    | CCS     |

| Alarm  | Severity | Text                                                                                         | Cause                                   | Resolution                                                                                                                                                                                                                                                                               | Service |
|--------|----------|----------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150452 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Failed to get service provider name.            | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 150453 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Failed to get voucher type name.                | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 150454 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Failed to get authentication module name.       | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 150455 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: create/load require -r <start>/<end>            | Command line parameters are wrong.      | Refer to application expert. Review command line parameters.                                                                                                                                                                                                                             | CCS     |
| 150456 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Size of batch parameter (-s <size>) is required | Command line parameters are wrong.      | Refer to application expert. Review command line parameters.                                                                                                                                                                                                                             | CCS     |

| Alarm  | Severity | Text                                                                                                           | Cause                                    | Resolution                                                                                                                                                                                                                                                                               | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150457 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: batch start and end numbers must have same length                 | Voucher creation configuration is wrong. | Refer to application expert. Depending on the means in which it is invoked (command line=files or screens=db) the properties need to be reviewed.                                                                                                                                        | CCS     |
| 150458 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Batch start and end numbers must be between %d and %d digits long | Voucher creation configuration is wrong. | Refer to application expert. Depending on the means in which it is invoked (command line=files or screens=db) the properties need to be reviewed.                                                                                                                                        | CCS     |
| 150459 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Unknown randomness generation method requested                    | Internal software error.                 | Contact support. No further information can be obtained.                                                                                                                                                                                                                                 | CCS     |
| 150460 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Number range overlaps an existing range.                          | Voucher creation configuration is wrong. | Refer to application expert. Depending on the means in which it is invoked (command line=files or screens=db) the properties need to be reviewed.                                                                                                                                        | CCS     |
| 150461 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Failed to get batch ID.                                           | Kernel communication with Oracle error.  | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 150462 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: cleanup has no other arguments                                    | Information only.                        | No resolution.                                                                                                                                                                                                                                                                           | CCS     |
| 150463 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: unknown action mode (impossible)                                  | Internal software error.                 | Contact support. No further information can be obtained.                                                                                                                                                                                                                                 | CCS     |

| Alarm  | Severity | Text                                                                                               | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|----------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150464 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: error executing<br>commandZZZ                         | Internal software<br>error.                | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 150465 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Configuration key %s %d<br>not found, using defaults    | Configuration issue.                       | Refer to application expert.<br>Refer to alarm text for section.                                                                                                                                                                                                                                                    | CCS     |
| 150466 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error number %d<br>attempting to declare beCursor       | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150467 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error number %d<br>attempting to open beCursor          | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150468 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error number %d<br>attempting to fetch from<br>beCursor | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                         | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|----------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150469 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Error number %d<br>attempting to close beCursor | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150470 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error number %d<br>attempting to declare vtCursor | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150471 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error number %d<br>attempting to open vtCursor    | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                               | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|----------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150472 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error number %d<br>attempting to fetch from<br>vtCursor | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150473 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Error number %d<br>attempting to close vtCursor       | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150474 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error number %d<br>attempting to declare vbCursor       | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                               | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|----------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150475 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error number %d<br>attempting to open vbCursor          | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150476 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error number %d<br>attempting to fetch from<br>vbCursor | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150477 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error number %d<br>attempting to declare svcCursor      | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                 | Cause                                              | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150478 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error number %d<br>attempting to open svcCursor                           | Kernel communication<br>with Oracle error.         | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150479 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error number %d<br>attempting to fetch from<br>svcCursor                  | Kernel communication<br>with Oracle error.         | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150480 | CRITICAL | DEF123ccsVoucher: ccsVoucher(%d)<br>CRITICAL: %s %d: called after<br>ccsAuthDone!                                    | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 150481 | CRITICAL | DEF123ccsVoucher: ccsVoucher(%d)<br>CRITICAL: len is NULL in<br>ccsAuthGetAllModuleDescs!                            | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 150482 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Attempted to use<br>nonexistent pluggable-<br>authentication-module id=%d | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 150483 | CRITICAL | DEF123ccsVoucher: ccsVoucher(%d)<br>CRITICAL: ccsAuth: Could not<br>load authentication-module<br>pluginZZZ          | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm.                                                                                                                                                                    | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                                      | Cause                    | Resolution                                               | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 150484 | CRITICAL | DEF123ccsVoucher: ccsVoucher(%d)<br>CRITICAL: ccsAuth: One or more pluggable-authentication-module symbols not available in pluginZZZ                                                                     | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 150485 | CRITICAL | DEF123ccsVoucher: ccsVoucher(%d)<br>CRITICAL: (ccsAuthSQL) Error (%d) reading pluggable-authentication-module configuration information from CCS_AUTH_HASH_FNS in ccsAuthSQL_ReadConfigurationInformation | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 150486 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: Configuration key CCS not found, using defaults                                                                                                               | Information only.        | No resolution.                                           | CCS     |
| 150487 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: ccsCommon: CCS.common.balanceTypeCascadeIdCacheAgeSeconds = %d                                                                                                | Information only.        | No resolution.                                           | CCS     |
| 150488 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: ccsCommon: CCS.common.balanceTypeCascadeCacheAgeSeconds = %d                                                                                                  | Information only.        | No resolution.                                           | CCS     |
| 150489 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: ccsCommon: CCS.common.balanceTypeCascadeDetailedCacheAgeSeconds = %d                                                                                          | Information only.        | No resolution.                                           | CCS     |
| 150490 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: ccsCommon: CCS.common.balanceTypeUnitCacheAgeSeconds = %d                                                                                                     | Information only.        | No resolution.                                           | CCS     |

| Alarm  | Severity | Text                                                                                                               | Cause                             | Resolution                                                                                              | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------|---------|
| 150491 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: ccsCommon:<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d        | Information only.                 | No resolution.                                                                                          | CCS     |
| 150492 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: ccsCommon:<br>CCS.common.systemCurrencyBalanceUnitCacheAgeSeconds = %d | Information only.                 | No resolution.                                                                                          | CCS     |
| 150493 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: ccsCommon:<br>CCS.common.accountCacheAgeSeconds = %d                   | Information only.                 | No resolution.                                                                                          | CCS     |
| 150494 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: ccsCommon:<br>CCS.common.accountTypeBestPeriodsCacheAgeSeconds = %d    | Information only.                 | No resolution.                                                                                          | CCS     |
| 150495 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Cannot un memory map file<br>%s %d (%d bytes):%z                        | Internal software error.          | Contact support. No further information can be obtained.                                                | CCS     |
| 150496 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: Loaded MFileZZZ                                                        | Information only.                 | No resolution.                                                                                          | CCS     |
| 150497 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: GetSystemCurrencyData:<br>MFile not loaded                              | Cannot locate currency Mfile.     | Refer to Application expert. Check existence of the Mfile.                                              | CCS     |
| 150498 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: No discount periods defined in database                               | CCS Oracle configuration warning. | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults? | CCS     |
| 150499 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: No discount sets defined in database                                  | CCS Oracle configuration warning. | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults? | CCS     |

| Alarm  | Severity | Text                                                                                                             | Cause                                   | Resolution                                                                                                                                                                                                                                                                               | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150500 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: No geography sets defined in database                               | CCS Oracle configuration warning.       | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults?                                                                                                                                                                                  | CCS     |
| 150501 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: No billing periods defined in database                              | CCS Oracle configuration warning.       | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults?                                                                                                                                                                                  | CCS     |
| 150502 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: No rate tables defined in database                                  | CCS Oracle configuration warning.       | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults?                                                                                                                                                                                  | CCS     |
| 150503 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: No tariff plans defined in database                                 | CCS Oracle configuration warning.       | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults?                                                                                                                                                                                  | CCS     |
| 150504 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: No tree found for this ID; sqlca.sqlcode is %d.<br>Incomplete MFile | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 150505 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Geo Set : %d has a null tree. Incomplete MFile                      | CCS Oracle configuration warning.       | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults?                                                                                                                                                                                  | CCS     |

| Alarm  | Severity | Text                                                                                                                  | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150506 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Unexpected oracle error<br>%d while fetching from<br>CLIXDN_cursor         | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150507 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: %s %d: Config error.<br>Reason:%z                                          | Configuration issue.                   | Refer to Application expert.<br>Additional information is<br>contained in the alarm text.                                                                                                                                                                                                                                                                                                                                                                                                                                                              | CCS     |
| 150508 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: %s %d: Configuration key<br>%s %d not found, using defaults               | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150509 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: %s %d: balance type %d<br>missing in balanceType2AcsCustID                 | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150510 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: RewardsConfig: Config<br>error. Reason:%z                                  | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150511 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: ccsRewardsPlugin:<br>Configuration key %s %d not<br>found, using defaults | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |

| Alarm  | Severity | Text                                                                                                                                         | Cause             | Resolution     | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|---------|
| 150512 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE:<br>ccs::cmn::RewardsConfig::readConfig(): %s<br>%d.balanceTypes[acsCustomer%d].expenditure = %d  | Information only. | No resolution. | CCS     |
| 150513 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE:<br>ccs::cmn::RewardsConfig::readConfig(): %s<br>%d.balanceTypes[acsCustomer%d].allowed = %d      | Information only. | No resolution. | CCS     |
| 150514 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE:<br>ccs::cmn::RewardsConfig::readConfig(): %s<br>%d.balanceTypes[acsCustomer%d].notification = %d | Information only. | No resolution. | CCS     |
| 150515 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE:<br>ccs::cmn::RewardsConfig::readConfig(): %s %d.writeDirectoryName = %s %d                       | Information only. | No resolution. | CCS     |
| 150516 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE:<br>ccs::cmn::RewardsConfig::readConfig(): %s %d.filePrefix = %s %d                               | Information only. | No resolution. | CCS     |
| 150517 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE:<br>ccs::cmn::RewardsConfig::readConfig(): %s %d.fileSuffix = %s %d                               | Information only. | No resolution. | CCS     |
| 150518 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE:<br>ccs::cmn::RewardsConfig::readConfig(): %s %d.maxLinesInFile = %d                              | Information only. | No resolution. | CCS     |

| Alarm  | Severity | Text                                                                                                                                      | Cause                       | Resolution                                                  | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 150519 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE:<br>ccs::cmn::RewardsConfig::readCon<br>fig(): %s %d.fileIdleTime = %d                         | Information only.           | No resolution.                                              | CCS     |
| 150520 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: balance type %d missing<br>in balanceType2AcsCustId                                            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150521 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: ACS customer ID %d is<br>missing in<br>balanceType2MEBalanceType                               | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150522 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: ccsVWARSEpiry:<br>CCS_ACCOUNT_BATCH %d has a NULL<br>state, assuming state is<br>unactivated | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150523 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: ccsVWARSEpiry:<br>CCS_ACCOUNT_BATCH %d is active<br>but has a NULL activation date           | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 150524 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: ccsVWARSEpiry:<br>CCS_ACCOUNT_BATCH %d has an<br>invalid activation date %s %d               | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                  | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150525 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error reported by<br>database queue:%z                     | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150526 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Voucher filler failed<br>parameter check                   | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150527 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Aborting due to previous<br>errors                         | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150528 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: Producing vouchers. This<br>operation may take some time. | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150529 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Neither voucher reader<br>nor voucher filler instantiated  | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150530 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Neither voucher buffer<br>nor voucher writer instantiated  | Internal software<br>error.            | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |

| Alarm  | Severity | Text                                                                              | Cause                                      | Resolution                                                                                                                                                                                                                                | Service |
|--------|----------|-----------------------------------------------------------------------------------|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150531 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: cannot get voucher<br>typeZZZ          | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary.<br>Finally contact support. | CCS     |
| 150532 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: cannot get authentication<br>moduleZZZ | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary.<br>Finally contact support. | CCS     |
| 150533 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: cannot get billing engine<br>nameZZZ   | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                              | Cause                            | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|---------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150534 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error creating batch entry in database (batch aborted) | Kernel communication/disk error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Check the environment variables and/or configuration files: ORACLE_SID(environment), tnsnames.ora(configuration file), listener.ora(configuration file). 3) Verify that the username and password for the current machine is correct. 4) Observe startup output for errors. Finally contact support. | CCS     |
| 150535 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: Voucher Batch %s %d Activated                         | Information only.                | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | CCS     |
| 150536 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: Voucher Batch %s %d Cancelled                         | Information only.                | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | CCS     |

| Alarm  | Severity | Text                                                                                         | Cause                                   | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|----------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150537 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error counting expired voucher batches            | Kernel communication/disk error.        | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Check the environment variables and/or configuration files: ORACLE_SID(environment), tnsnames.ora(configuration file), listener.ora(configuration file). 3) Verify that the username and password for the current machine is correct. 4) Observe startup output for errors. Finally contact support. | CCS     |
| 150538 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: No voucher batches to cleanup                    | Information only.                       | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | CCS     |
| 150539 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error in declaration of bcCursor, error number %d | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support.                                                                                                                                                                                                            | CCS     |

| Alarm  | Severity | Text                                                                                        | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|---------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150540 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error in opening of<br>bcCursor, error number %d | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support.                                                                                                                                                                                                                                    | CCS     |
| 150541 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error reading batch ID                           | Kernel<br>communication/disk<br>error.     | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150542 | NOTICE   | DEF123ccsVoucher: ccsVoucher(%d)<br>NOTICE: Voucher Batch %d is<br>Stale                    | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |

| Alarm  | Severity | Text                                                                                               | Cause                                   | Resolution                                                                                                                                                                                                                                                                               | Service |
|--------|----------|----------------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150543 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error updating batch to Unusable                        | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 150544 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Bad update row count in cleanup %d (should be %d)       | Internal software error.                | Contact support. No further information can be obtained.                                                                                                                                                                                                                                 | CCS     |
| 150545 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error declaring start_end_range cursor, error number %d | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 150546 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error opening start_end_range cursor, error number %d   | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                             | Cause                                              | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150547 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error in fetch from<br>start_end_range cursor, error<br>number %d     | Kernel communication<br>with Oracle error.         | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150548 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error closing<br>start_end_range cursor, error<br>number %d           | Kernel communication<br>with Oracle error.         | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150549 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Input filename not<br>specified                                       | No input filename<br>specified. Internal<br>error. | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 150550 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error openingZZZ                                                      | File I/O error.                                    | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support.                                                                   | CCS     |
| 150551 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Reader in an invalid<br>state, should not be calling<br>readVoucher() | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                           | Cause                       | Resolution                                                                                                                                                                                                                                        | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150552 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Bad line %z in voucher<br>input file                                                                                                | File I/O error.             | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150553 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Too many vouchers (> %d)<br>in input file                                                                                           | Configuration issue.        | Refer to application expert. The<br>voucher batch properties are<br>incorrect.                                                                                                                                                                    | CCS     |
| 150554 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Voucher Number %s %d not<br>in Range %s %d, %s %d. Ignored                                                                          | Configuration issue.        | Refer to application expert. The<br>voucher batch properties are<br>incorrect.                                                                                                                                                                    | CCS     |
| 150555 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Voucher Number %s %d not<br>%d digits long                                                                                          | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150556 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Validation of<br>secret/private_secret for<br>voucher %s %d failed - perhaps<br>the selection of authentication<br>module is wrong? | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150557 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Not enough vouchers (<<br>%d) in input file                                                                                         | Configuration issue.        | Refer to application expert. The<br>voucher batch properties are<br>incorrect.                                                                                                                                                                    | CCS     |
| 150558 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Loading of writer<br>plugin %s %d failed                                                                                          | File I/O error.             | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |

| Alarm  | Severity | Text                                                                                                                | Cause                    | Resolution                                                                                                                                                                                                                   | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150559 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Loading plugin %s %d failed                                            | 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. | CCS     |
| 150560 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Invalid batch range provided, cannot continue                            | Configuration issue.     | Refer to application expert. The voucher batch properties are incorrect.                                                                                                                                                     | CCS     |
| 150561 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Range is too small to create %d requested vouchers (can only manage %d). | Configuration issue.     | Refer to application expert. The voucher batch properties are incorrect.                                                                                                                                                     | CCS     |
| 150562 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Ran out of context before finishing batch!                             | Internal software error. | Contact support. No further information can be obtained.                                                                                                                                                                     | CCS     |
| 150563 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: Invalid context string retrieved (too long?)                           | Internal software error. | Contact support. No further information can be obtained.                                                                                                                                                                     | CCS     |
| 150564 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: could not generate secret/private_secret                               | Internal software error. | Contact support. No further information can be obtained.                                                                                                                                                                     | CCS     |
| 150565 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Start Voucher Number %s %d not digit string                              | Configuration issue.     | Refer to application expert. The voucher batch properties are incorrect.                                                                                                                                                     | CCS     |
| 150566 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: End Voucher Number %s %d not digit string                                | Configuration issue.     | Refer to application expert. The voucher batch properties are incorrect.                                                                                                                                                     | CCS     |
| 150567 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Voucher End is before Voucher Start                                      | Configuration issue.     | Refer to application expert. The voucher batch properties are incorrect.                                                                                                                                                     | CCS     |

| Alarm  | Severity | Text                                                                                                                                               | Cause                                        | Resolution                                                                                                                           | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150568 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Start Voucher Number %s %d not length %d                                                                | Configuration issue.                         | Refer to application expert. The voucher batch properties are incorrect.                                                             | CCS     |
| 150569 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: End Voucher Number %s %d not length %d                                                                  | Configuration issue.                         | Refer to application expert. The voucher batch properties are incorrect.                                                             | CCS     |
| 150570 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Start Voucher Number %s %d should be at least length %d                                                 | Configuration issue.                         | Refer to application expert. The voucher batch properties are incorrect.                                                             | CCS     |
| 150571 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: End Voucher Number %s %d should be no more than length %d                                               | Configuration issue.                         | Refer to application expert. The voucher batch properties are incorrect.                                                             | CCS     |
| 150572 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error converting serial number start from string to unsigned long, cannot check range. Errno set to: %d | Internal software error.                     | Contact support. No further information can be obtained.                                                                             | CCS     |
| 150573 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error converting serial number end from string to unsigned long, cannot check range. Errno set to: %d   | Internal software error.                     | Contact support. No further information can be obtained.                                                                             | CCS     |
| 150574 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Voucher Start and End not sufficient for %d vouchers                                                    | Configuration issue.                         | Refer to application expert. The voucher batch properties are incorrect.                                                             | CCS     |
| 150575 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Aiee!<br>cmnPluginReleaseHandle received NULL handle!                                                   | Internal software error.                     | Contact support. No further information can be obtained.                                                                             | CCS     |
| 150576 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: cmnPlugin: error loading libraryZZZ                                                                     | specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library in specified in the alarm. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                            | Cause                            | Resolution                                                                       | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------------------------------------------------------|---------|
| 150577 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING:<br>cmnPluginLookupFunction: Symbol<br>%s %d Lookup Failed -%z                                                      | Internal software error.         | Contact support. No further information can be obtained.                         | CCS     |
| 150578 | WARNING  | DEF123ccsVoucher: ccsVoucher(%d)<br>WARNING: cmnPluginReleaseHandle:<br>released already-released<br>pluginZZZ                                                  | Internal software error.         | Contact support. No further information can be obtained.                         | CCS     |
| 150579 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Cant create lock file,<br>reason: Permission denied                                                                  | File error.                      | Assuming basic UNIX skills.<br>Check file exists, permissions<br>and disk space. | CCS     |
| 150580 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Cant obtain lock, reason:<br>Bad file number                                                                         | File error.                      | No resolution.                                                                   | CCS     |
| 150581 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Cant open the lock file,<br>reason: Permission denied                                                                | File error.                      | Assuming basic UNIX skills.<br>Check file exists, permissions<br>and disk space. | CCS     |
| 150582 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: ccsVoucher: invalid<br>voucher range entered, voucher<br>range found (%d), exceeds<br>maximum (%d), cannot continue. | Invalid voucher range specified. | Refer to voucher expert. Verify information.                                     | CCS     |
| 150583 | ERROR    | DEF123ccsVoucher: ccsVoucher(%d)<br>ERROR: Error creating %s %d: No<br>such file or directory                                                                   | File error.                      | Assuming basic UNIX skills.<br>Check file exists, permissions<br>and disk space. | CCS     |
| 150584 | ERROR    | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) ERROR:<br>ccsVoucher: ABORTING:%z                                                                                 | Internal software error.         | Contact support. No further information can be obtained.                         | CCS     |

| Alarm  | Severity | Text                                                                                              | Cause           | Resolution                                                                                                                                                                                                                                        | Service |
|--------|----------|---------------------------------------------------------------------------------------------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150585 | ERROR    | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) ERROR: Error<br>opening input fileZZZ               | File I/O error. | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150586 | ERROR    | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) ERROR:<br>Format error in fileZZZ                   | File I/O error. | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150587 | ERROR    | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) ERROR:<br>Failed to remove fileZZZ                  | File I/O error. | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150588 | ERROR    | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) ERROR: Error<br>opening directory %z for<br>reading | File I/O error. | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |

| Alarm  | Severity | Text                                                                                                 | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150589 | CRITICAL | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) CRITICAL:<br>Error getting IOR:%z                      | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150590 | CRITICAL | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) CRITICAL:<br>Invalid IOR for ccsBeClientOrb-<br>wallet | Kernel communication<br>with Corba.        | Refer to application expert.<br>Verify the details are valid for<br>IOR ccsBeClientOrb-wallet                                                                                                                                                                                                                                                                                                                                                                                                                                                          | CCS     |

| Alarm  | Severity | Text                                                                                                                    | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150591 | ERROR    | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) ERROR:<br>SELECT Error ORA-%d:%z                                          | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150592 | ERROR    | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) ERROR:<br>ccs_acct_acct_references(account<br>=%d) DELETE Error ORA-%d:%z | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support.                                                                                                                                                                                                                                    | CCS     |

| Alarm  | Severity | Text                                                                                                                               | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150593 | ERROR    | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) ERROR:<br>ccs_acct(be_acct_id=%d) DELETE<br>Error ORA-%d:%z                          | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150594 | ERROR    | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) ERROR:<br>ccs_acct_acct_references(acct_re<br>ference=%d) DELETE Error ORA-<br>%d:%z | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150595 | ERROR    | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) ERROR:<br>ccs_acct_reference(id=%d) DELETE<br>Error ORA-%d:%z                        | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                      | Cause                                    | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150596 | CRITICAL | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) CRITICAL:<br>ABORTING: Cannot connect to<br>Oracle asZZZ    | Cannot connect to<br>ORACLE.             | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150597 | NOTICE   | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) NOTICE:<br>Starting                                         | Process starting.                        | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150598 | NOTICE   | DEF123ccsWalletExpiry:<br>ccsWalletExpiry(%d) NOTICE:<br>Finished                                         | Process finished<br>successfully.        | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150599 | CRITICAL | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) CRITICAL:<br>1000: argument needed for -s / -<br>-section | Command line<br>parameters are<br>wrong. | Refer to application expert.<br>Review command line parameters.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CCS     |
| 150600 | CRITICAL | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) CRITICAL:<br>1001: unknown command line<br>option:%z      | Command line<br>parameters are<br>wrong. | Refer to application expert.<br>Review command line parameters.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CCS     |

| Alarm  | Severity | Text                                                                                                                       | Cause                | Resolution                                                                                                                                                                                                                                        | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150601 | CRITICAL | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) CRITICAL:<br>1002: could not read<br>configuration file: file not<br>found | File I/O error.      | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150602 | CRITICAL | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) CRITICAL:<br>1002: could not read<br>configuration file:%z                 | File I/O error.      | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150603 | CRITICAL | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) CRITICAL:<br>1003: no OutputDirectory found<br>in config file              | Configuration issue. | Refer to Application expert.<br>Additional information is<br>contained in the alarm text.                                                                                                                                                         | CCS     |
| 150604 | CRITICAL | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) CRITICAL:<br>1004: no BaseName found in<br>config file                     | Configuration issue. | Refer to Application expert.<br>Additional information is<br>contained in the alarm text.                                                                                                                                                         | CCS     |

| Alarm  | Severity | Text                                                                                                                               | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150605 | CRITICAL | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) CRITICAL:<br>1005: failed to connect to<br>ORACLE using login/password of<br>%s %d | Kernel<br>communication/disk<br>error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150606 | NOTICE   | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) NOTICE:<br>1006: turning debug on, due to<br>receipt of SIGUSR1                    | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150607 | NOTICE   | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) NOTICE:<br>1007: send SIGUSR2 to turn debug<br>off                                 | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150608 | NOTICE   | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) NOTICE:<br>1008: turning debug off, due to<br>receipt of SIGUSR2                   | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |
| 150609 | NOTICE   | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) NOTICE:<br>1009: send SIGUSR1 to turn debug<br>back on                             | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CCS     |

| Alarm  | Severity | Text                                                                                                                  | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150610 | NOTICE   | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) NOTICE:<br>1011: shutting down due to<br>receipt of SIGINT            | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |
| 150611 | CRITICAL | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) CRITICAL:<br>1010: failed to create fileZZZ                           | File I/O error.                            | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support.                                                                   | CCS     |
| 150612 | CRITICAL | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) CRITICAL:<br>1012: ORACLE returned %z when<br>trying to retrieve rows | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150613 | CRITICAL | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) CRITICAL:<br>9999: no %s %d found in config<br>file                   | Configuration issue.                       | Refer to application expert.<br>Check alarm string for missing<br>parameter.                                                                                                                                                                                                                                        | CCS     |
| 150614 | ERROR    | DEF123expiryMessageLoader:<br>expiryMessageLoader(%d) ERROR:<br>Could not open input directory<br>%s %d:%z            | File I/O error.                            | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support.                                                                   | CCS     |

| Alarm  | Severity | Text                                                                                                                                         | Cause                             | Resolution                                                                                                                                                                                                                                        | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150615 | WARNING  | DEF123expiryMessageLoader:<br>expiryMessageLoader(%d) WARNING:<br>Could not stat %s %d:%z                                                    | File I/O error.                   | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150616 | WARNING  | DEF123expiryMessageLoader:<br>expiryMessageLoader(%d) WARNING:<br>Could not open fileZZZ                                                     | File I/O error.                   | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150617 | WARNING  | DEF123expiryMessageLoader:<br>expiryMessageLoader(%d) WARNING:<br>Cant open ccsSSMDispatcher file<br>%s %d for read/write. Aborting<br>send. | File I/O error.                   | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150618 | NOTICE   | DEF123expiryMessageLoader:<br>expiryMessageLoader(%d) NOTICE:<br>Starting                                                                    | Process starting.                 | No resolution.                                                                                                                                                                                                                                    | CCS     |
| 150619 | NOTICE   | DEF123expiryMessageLoader:<br>expiryMessageLoader(%d) NOTICE:<br>Finished                                                                    | Process finished<br>successfully. | No resolution.                                                                                                                                                                                                                                    | CCS     |
| 150620 | ERROR    | __FUNCTION__(): Unexpected<br>message type received,<br>disconnecting call. Action type<br>(%d), Response type (%d)                          | Internal software<br>error        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |

| Alarm  | Severity | Text                                                                                                                                                            | Cause                   | Resolution                                               | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------------------------------------------------------|---------|
| 150621 | ERROR    | __FUNCTION__(): Received unexpected message, Action type (%d), Response type (%d) close the reservation confirming zero - follow Unsupported branch             | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150622 | ERROR    | __FUNCTION__(): Received unexpected message, close the reservation confirming zero - follow Unsupported branch                                                  | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150623 | ERROR    | __FUNCTION__(): Tried to insert a duplicate balance type ID (%u), ignoring                                                                                      | Configuration error     | Correct balance type configuration for customer          | CCS     |
| 150624 | ERROR    | __FUNCTION__(): Tried to insert an invalid balance type: (%u)                                                                                                   | Configuration error     | Correct balance type configuration for customer          | CCS     |
| 150625 | ERROR    | __FUNCTION__(): Tried to insert an invalid balance unit type: (%u)                                                                                              | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150626 | ERROR    | __FUNCTION__(): Failed to find the configured balance types for this ACS customer ID (%d) - following Unsupported branch                                        | Configuration error     | Correct balance type configuration for customer          | CCS     |
| 150627 | ERROR    | __FUNCTION__(): Invalid FFDiscountRule (%s) found in config file, using EXPLICIT rule                                                                           | Configuration error     | Correct F&F Discount Rules                               | CCS     |
| 150628 | ERROR    | __FUNCTION__(): Switch configuration incorrect for CAMEL (2), TCAP Continue should not be used instead of TCAP Connect for this switch type, ignoring parameter | Configuration error     | Correct switch type configuration                        | CCS     |

| Alarm  | Severity | Text                                                                                                                                                            | Cause               | Resolution                                                | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------------------------------------|---------|
| 150629 | ERROR    | __FUNCTION__(): Switch configuration incorrect for CAMEL (3), TCAP Continue should not be used instead of TCAP Connect for this switch type, ignoring parameter | Configuration error | Correct switch type configuration                         | CCS     |
| 150630 | ERROR    | __FUNCTION__(): Config file error. Reason: %s                                                                                                                   | Configuration error | Check configuration file and correct                      | CCS     |
| 150631 | ERROR    | __FUNCTION__(): Unable to find balance unit for balance type ID (%d) for account ID (%s), error: %s                                                             | Configuration error | Correct balance unit configuration and check replication  | CCS     |
| 150632 | ERROR    | __FUNCTION__(): No default balance type for this customer (%s), disconnecting call.                                                                             | Configuration error | Default balance type has not been configured for customer | CCS     |
| 150633 | ERROR    | __FUNCTION__(): Failed when trying to get the user currency data for currency id (%d) - following Unsupported branch                                            | Configuration error | Currency configuration failure. Check replication         | CCS     |
| 150634 | ERROR    | __FUNCTION__(): Failed to find balance announcement for currency ID (%d), balance type ID (%d) - following Unsupported branch                                   | Configuration error | Incorrect balance announcement configuration              | CCS     |
| 150635 | WARNING  | __FUNCTION__(): UserCurrency had zero base for account ID (%s)                                                                                                  | Configuration error | Configure a valid base conversion                         | CCS     |
| 150636 | WARNING  | __FUNCTION__(): Failed to find rate of exchange for currency (%d) - following Unsupported branch                                                                | Configuration error | Configure a valid exchange rate                           | CCS     |
| 150637 | WARNING  | __FUNCTION__(): SecondCurrency had zero base for account ID (%s) - following Unsupported branch                                                                 | Configuration error | Correct base configuration for second currency            | CCS     |

| Alarm  | Severity | Text                                                                                                | Cause                   | Resolution                                               | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------|-------------------------|----------------------------------------------------------|---------|
| 150638 | WARNING  | __FUNCTION__(): Unknown balance unit type found (%d) - following Unsupported branch                 | Configuration error     | Correct balance unit configuration                       | CCS     |
| 150639 | ERROR    | __FUNCTION__(): Failed to retrieve nodePtr, disconnecting call.                                     | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150640 | ERROR    | ERROR __FUNCTION__(): Unknown state (%d), dropping call                                             | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150641 | ERROR    | __FUNCTION__(): Invalid action status found, disconnecting call                                     | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150642 | ERROR    | __FUNCTION__(): Invalid tag code (%d) found on feature node, disconnecting call.                    | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150643 | ERROR    | __FUNCTION__(): Could not retrieve event class / event name node configuration, disconnecting call. | Internal software error | Configure events                                         | CCS     |
| 150644 | ERROR    | __FUNCTION__(): Could not retrieve event class node configuration, disconnecting call.              | Configuration error     | Configure event class and check replication              | CCS     |
| 150645 | ERROR    | __FUNCTION__(): Could not retrieve event name node configuration, disconnecting call.               | Configuration error     | Configure event name and check replication               | CCS     |
| 150646 | ERROR    | __FUNCTION__(): Could not retrieve event count configuration, disconnecting call.                   | Configuration error     | Correct event count and check replication                | CCS     |
| 150647 | ERROR    | __FUNCTION__(): Could not retrieve discount configuration, disconnecting call.                      | Configuration error     | Correct discount configuration and check replication     | CCS     |

| Alarm  | Severity | Text                                                                                                                                 | Cause                   | Resolution                                               | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------------------------------------------------------|---------|
| 150648 | ERROR    | __FUNCTION__(): Unsupported switch type possibly CS1 found, not sending reservation to billing engine - following Unsupported branch | Internal software error | Check switch configuration for IDP errors                | CCS     |
| 150649 | NOTICE   | __FUNCTION__(): Failed to create an initial reservation on the BE - extracted BE failure reason: (%s) - following BFT branch         | Internal software error | Check BE communication path                              | CCS     |
| 150650 | ERROR    | __FUNCTION__(): Non-CAMEL ACR received, disconnecting call.                                                                          | Configuration error     | Check switch configuration                               | CCS     |
| 150651 | ERROR    | __FUNCTION__(): No CamelTimeIfNoTariffSwitch in CAMEL ACR, disconnecting call.                                                       | Configuration error     | Check switch configuration                               | CCS     |
| 150652 | ERROR    | __FUNCTION__(): Time returned is outside acceptable range: maximum expected time (%d), time returned (%d)                            | Configuration error     | Check switch communication patch and configuration       | CCS     |
| 150653 | ERROR    | __FUNCTION__(): No CamelTimeIfNoTariffSwitch or FreeCall in CAMEL ACR, disconnecting call.                                           | Configuration error     | Check switch configuration                               | CCS     |
| 150654 | ERROR    | __FUNCTION__(): Unexpected activation type                                                                                           | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150655 | ERROR    | __FUNCTION__(): Not Enough Information, missing AnswerTime                                                                           | Configuration error     | Check system configuration                               | CCS     |
| 150656 | ERROR    | __FUNCTION__(): Not Enough Information, missing Duration                                                                             | Configuration error     | Check system configuration                               | CCS     |
| 150657 | ERROR    | __FUNCTION__(): BE responded with error.                                                                                             | Internal software error | Check BE error and correct.                              | CCS     |

| Alarm  | Severity | Text                                                                                         | Cause                      | Resolution                                                  | Service |
|--------|----------|----------------------------------------------------------------------------------------------|----------------------------|-------------------------------------------------------------|---------|
| 150658 | ERROR    | __FUNCTION__():<br>ccsActions::serviceCapability<br>not initialised. Cannot continue         | Internal software<br>error | Check actions are installed                                 | CCS     |
| 150659 | ERROR    | __FUNCTION__():<br>ccsActions::directTimeCharge not<br>initialised. Cannot continue          | Internal software<br>error | Check actions are installed                                 | CCS     |
| 150660 | ERROR    | __FUNCTION__(): SMS parameter<br>buffer overflow. Unable to<br>transmit SMS                  | Internal software<br>error | Contact support. No further<br>information can be obtained. | CCS     |
| 150661 | ERROR    | __FUNCTION__(): SMS parameter<br>buffer full, Falling back on<br>single currency             | Internal software<br>error | Contact support. No further<br>information can be obtained. | CCS     |
| 150662 | WARNING  | __FUNCTION__(): Too few or too<br>many menu segments in<br>ccsDoCCRecharge                   | Configuration error        | Check node configuration                                    | CCS     |
| 150663 | WARNING  | smSubmit::decodes tag %ds size<br>does not match the member<br>variable size - not copying   | Internal software<br>error | Contact support. No further<br>information can be obtained. | CCS     |
| 150664 | ERROR    | Unknown CCS action type<br>specified, CCS type = %s                                          | Internal software<br>error | Contact support. No further<br>information can be obtained. | CCS     |
| 150665 | ERROR    | __PRETTY_FUNCTION__: Index<br>should be between %d and %d                                    | Internal software<br>error | Contact support. No further<br>information can be obtained. | CCS     |
| 150666 | ERROR    | __PRETTY_FUNCTION__: Array full,<br>max size is %d                                           | Internal software<br>error | Contact support. No further<br>information can be obtained. | CCS     |
| 150667 | ERROR    | Action not registered through<br>CCS, type = %s                                              | Internal software<br>error | Contact support. No further<br>information can be obtained. | CCS     |
| 150668 | ERROR    | No outstanding action to respond<br>to, CCS type = %s, ACS type =<br>%s, service domain = %d | Internal software<br>error | Contact support. No further<br>information can be obtained. | CCS     |
| 150669 | ERROR    | Looking up ACS action for action<br>name = %s, type = %s, service<br>domain = %d             | Internal software<br>error | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                    | Cause                                   | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|-----------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150670 | ERROR    | SetupCall: Recieved invalid request object                                              | Internal software error                 | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150671 | ERROR    | ERROR ContinueCall: Recieved invalid request object                                     | Internal software error                 | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150672 | ERROR    | ERROR FinaliseCall: Recieved invalid request object                                     | Internal software error                 | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150686 | ERROR    | slee_acs: slee_acs(%d) ERROR: CCS LoadService: Error getting account data (by acct num) | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Check the environment variables and/or configuration files: ORACLE_SID(environment), tnsnames.ora(configuration file), listener.ora(configuration file). 3) Verify that the username and password for the current machine is correct. 4) Observe startup output for errors. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                   | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150687 | ERROR    | slee_acs: slee_acs(%d) ERROR:<br>CCS LoadService: CCS<br>LoadService: Error getting<br>wallet data                     | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150688 | ERROR    | slee_acs: slee_acs(%d) ERROR:<br>CCS LoadService: CCS<br>LoadService: Error getting<br>account account references data | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150689 | ERROR    | slee_acs: slee_acs(%d) ERROR:<br>CCS LoadService: CCS<br>LoadService: Error getting<br>account data | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150690 | ERROR    | slee_acs: slee_acs(%d) ERROR:<br>CCS LoadService: Error getting<br>account data (by CLI)            | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                      | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150691 | ERROR    | slee_acs: slee_acs(%d) ERROR:<br>acsChassisStoreProfile: Failed<br>to update profile - code %d<br>recsZZZ | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150692 | ERROR    | slee_acs: slee_acs(%d) ERROR:<br>acsChassisStoreProfile: Failed<br>to commit profile - code %d            | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                       | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150693 | ERROR    | slee_acs: slee_acs(%d) ERROR:<br>acsChassisPerformLoad: %z - no<br>call plan found (CLN %s %d, CPN<br>%z ) | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |
| 150694 | ERROR    | slee_acs: slee_acs(%d) ERROR:<br>CCS getProfiles: Error getting<br>account data                            | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the environment variables<br>and/or configuration files:<br>ORACLE_SID(environment),<br>tnsnames.ora(configuration<br>file),<br>listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct. 4)<br>Observe startup output for<br>errors. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                 | Cause                           | Resolution                                                                                                            | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------|---------|
| 150744 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge aborted                                                                    | Information only.               | No resolution.                                                                                                        | CCS     |
| 150745 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Wallet Logic Error: Wallet state check failed. Wallet state is A    | Invalid batch charging event.   | Refer to application expert. Verify the batch entry is valid.                                                         | CCS     |
| 150746 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Input error: No cli found                                           | Cannot find CLI in database.    | Refer to application expert. Either the wrong CLI is listed in the charging list or the DB is missing this CLI.       | CCS     |
| 150747 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Problem reading plugin config section                                                   | Configuration issue.            | Refer to Application expert. Additional information is contained in the alarm text.                                   | CCS     |
| 150748 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Wallet Logic Error: Insufficient funds in all buckets to meet debit | Invalid batch charging event.   | Refer to application expert. Verify the batch entry is valid.                                                         | CCS     |
| 150749 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Input error: No charge found                                        | Invalid batch charging event.   | Refer to application expert. Verify the batch entry is valid.                                                         | CCS     |
| 150750 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Wallet Logic Error: Requested bucket not available :%d              | Invalid batch charging event.   | Refer to application expert. Verify the batch entry is valid.                                                         | CCS     |
| 150751 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Input error: No MSISDN found                                        | Cannot find MSISDN in database. | Refer to application expert. Either the wrong MSISDN is listed in the charging list or the DB is missing this MSISDN. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                  | Cause                         | Resolution                                                       | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|------------------------------------------------------------------|---------|
| 150752 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Input error: Zero value delta charge found                                                                           | Invalid batch charging event. | Refer to application expert.<br>Verify the batch entry is valid. | CCS     |
| 150753 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Input error: Cant create new bucket for a debit operation                                                            | Invalid batch charging event. | Refer to application expert.<br>Verify the batch entry is valid. | CCS     |
| 150754 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Input error: Expiry date must include at least 4 digits for the year if passed                                       | Invalid batch charging event. | Refer to application expert.<br>Verify the batch entry is valid. | CCS     |
| 150755 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Input error: Expiry date must include either 2 digits or no digits for each of ; month, day, hours, minutes, seconds | Invalid batch charging event. | Refer to application expert.<br>Verify the batch entry is valid. | CCS     |
| 150756 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Input error: Line length exceeded                                                                                    | Invalid batch charging event. | Refer to application expert.<br>Verify the batch entry is valid. | CCS     |
| 150757 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Configuration error: Unable to open %s %d                                                                            | Invalid batch charging event. | Refer to application expert.<br>Verify the batch entry is valid. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                                     | Cause                           | Resolution                                                                          | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-------------------------------------------------------------------------------------|---------|
| 150758 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Database Error: No matching Personal wallet, with balance type of General cash for MSISDN %d                                            | Configuration issue.            | Refer to Application expert. Additional information is contained in the alarm text. | CCS     |
| 150759 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Wallet Logic Error: Wallet state check failed. Wallet state is P                                                                        | Invalid batch charging event.   | Refer to application expert. Verify the batch entry is valid.                       | CCS     |
| 150760 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Wallet Logic Error: Requested bucket has insufficient funds for debit                                                                   | Invalid batch charging event.   | Refer to application expert. Verify the batch entry is valid.                       | CCS     |
| 150761 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch Charge error: Wallet Logic Error: Sum of all buckets is insufficient for debit                                                                        | Invalid batch charging event.   | Refer to application expert. Verify the batch entry is valid.                       | CCS     |
| 150762 | NOTICE   | ccsCliDnDaemon:<br>ccsCliDnDaemon(%d) NOTICE: Finished                                                                                                                                                   | Process finishing.              | No resolution.                                                                      | CCS     |
| 150763 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR Oracle=%d oraConnect.pc@d: declare function dexpo ( base integer , exp integer , modulus integer : ORA123: unable to allocate %d bytes of shared memoryZZZ | Error writing to shared memory. | Contact support.                                                                    | CCS     |
| 150764 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR Oracle=%d oraConnect.pc@d: select countZZZ                                                                                                                 | Oracle internal error.          | Refer to application expert. Check alarm string for full detail.                    | CCS     |

| Alarm  | Severity | Text                                                                                                            | Cause                          | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150765 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>ccsCommon:<br>CCS.common.detailedCascadeCacheAgeSeconds = %d | Information only.              | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CCS     |
| 150766 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>Starting                                                     | Process starting.              | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CCS     |
| 150767 | NOTICE   | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) NOTICE:<br>Finished                                                     | Process finished successfully. | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CCS     |
| 150768 | ERROR    | ccsAccount: ccsAccount(%d)<br>ERROR: Aborting program                                                           | Process has been killed.       | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CCS     |
| 150769 | ERROR    | ccsAccount: ccsAccount(%d)<br>ERROR: An Oracle error occurred that the program did not expect:%z                | Oracle query failed.           | Refer to ORACLE expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Check the following environment variables and/or configuration files: 2a) ORACLE_SID(environment) 2b) tnsnames.ora(configuration file) 2c) listener.ora(configuration file). 3) Verify that the username and password for the current machine is correct. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                      | Cause                        | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150770 | ERROR    | ccsAccount: ccsAccount(%d)<br>ERROR: SQL error code %d at<br>ccsAccountsSQL.pcc:%d                                                        | Oracle query failed.         | Refer to ORACLE expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Check the following environment variables and/or configuration files: 2a) ORACLE_SID(environment) 2b) tnsnames.ora(configuration file) 2c) listener.ora(configuration file). 3) Verify that the username and password for the current machine is correct. Finally contact support. | CCS     |
| 150771 | ERROR    | ccsAccount: ccsAccount(%d)<br>ERROR: SQL error: ORA-%d: user requested cancel of current operation                                        | Process has been killed.     | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CCS     |
| 150772 | ERROR    | ccsAccount: ccsAccount(%d)<br>ERROR: SQL statement: select account_batch_id into %s %d from ccs_acct_reference where account_number=%s %d | DB lookup of account failed. | Refer to application expert. Verify account exists.                                                                                                                                                                                                                                                                                                                                                                                                                   | CCS     |
| 150773 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR:<br>Connection to BE %d:%d.%d.%d-%d has failed.                                               | Connection to BE has failed. | Refer to application expert. Verify BE is running.                                                                                                                                                                                                                                                                                                                                                                                                                    | CCS     |
| 150774 | NOTICE   | ccsBatchCharge:<br>ccsBatchCharge(%d) NOTICE:<br>Connection to BE %d:%d.%d.%d-%d is established.                                          | Information Only.            | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CCS     |

| Alarm  | Severity | Text                                                                                                                   | Cause                       | Resolution                                                                                                                                                                                                                   | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150775 | NOTICE   | ccsBatchCharge:<br>ccsBatchCharge(%d) NOTICE: Batch Charge starting                                                    | Information Only.           | No resolution.                                                                                                                                                                                                               | CCS     |
| 150776 | NOTICE   | ccsBatchCharge:<br>ccsBatchCharge(%d) NOTICE: Batch Charge complete                                                    | Information Only.           | No resolution.                                                                                                                                                                                                               | CCS     |
| 150777 | ERROR    | ccsCDRLoader: ccsCDRLoader(%d)<br>ERROR: Unable to remove file (%s %d). Error returned (%d: No such file or directory) | Cannot delete missing file. | 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. | CCS     |
| 150778 | ERROR    | ccsCDRLoader: ccsCDRLoader(%d)<br>ERROR: flush: INSERT: ORA-%d: file %s %d cannot be modified at this time             | Cannot modify file.         | 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. | CCS     |
| 150779 | ERROR    | cdrLoader: cdrLoader(%d) ERROR: %d: OCI error: ORA-%d: synonym translation is no longer valid                          | DB synonym is missing.      | Refer to application/Oracle expert. Check synonym exists and is correct.                                                                                                                                                     | CCS     |

| Alarm  | Severity | Text                                                                                                                                                     | Cause                     | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150780 | CRITICAL | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) CRITICAL:<br>%d: ORACLE returned ORA-%d: your<br>session has been killed when<br>trying to retrieve rows | Oracle is<br>unavailable. | Refer to ORACLE expert first<br>(Check the following). 1) Verify<br>that ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the following environment<br>variables and/or configuration<br>files: 2a)<br>ORACLE_SID(environment) 2b)<br>tnsnames.ora(configuration file)<br>2c) listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct.<br>Finally contact support. | CCS     |
| 150781 | CRITICAL | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) CRITICAL:<br>%d: failed to connect to ORACLE<br>using login/password of `/<br>`                          | Oracle is<br>unavailable. | Refer to ORACLE expert first<br>(Check the following). 1) Verify<br>that ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Check the following environment<br>variables and/or configuration<br>files: 2a)<br>ORACLE_SID(environment) 2b)<br>tnsnames.ora(configuration file)<br>2c) listener.ora(configuration<br>file). 3) Verify that the<br>username and password for the<br>current machine is correct.<br>Finally contact support. | CCS     |
| 150782 | NOTICE   | DEF123cdrFileGenerator:<br>cdrFileGenerator(%d) NOTICE:<br>Starting                                                                                      | Information Only.         | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | CCS     |

| Alarm  | Severity | Text                                                                                                          | Cause                                              | Resolution                                                                                                                                       | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150783 | NOTICE   | cdrFileGenerator:<br>cdrFileGenerator(%d) NOTICE: %d:<br>shutting down due to receipt of<br>SIGINT            | User killed the<br>process.                        | No resolution.                                                                                                                                   | CCS     |
| 150784 | NOTICE   | cdrFileGenerator:<br>cdrFileGenerator(%d) NOTICE:<br>Finished                                                 | Process has<br>finished.                           | No resolution.                                                                                                                                   | CCS     |
| 150785 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Receieved %s %d -ACK<br>from beId %d. Already had<br>response from %d  | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150786 | ERROR    | DEF123BeClient: BeClient(%d)<br>ERROR: Receieved %s %d -NACK<br>from beId %d. Already had<br>response from %d | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150787 | CRITICAL | DEF123beServer: beServer(%d)<br>CRITICAL: ccsAuth: Could not<br>load authentication-module<br>plugin %s %d    | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm. | CCS     |
| 150788 | CRITICAL | DEF123ccsBeOrb: ccsBeOrb(%d)<br>CRITICAL: ccsAuth: Could not<br>load authentication-module<br>plugin %s %d    | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm. | CCS     |
| 150789 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Receieved %s %d -ACK<br>from beId %d. Already had<br>response from %d  | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |
| 150790 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: Receieved %s %d -NACK<br>from beId %d. Already had<br>response from %d | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                      | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                 | Cause                                              | Resolution                                                                                                                                                                                                                                        | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150791 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: flush:<br>INSERT: ORA-%d: inserted<br>partition key does not map to<br>any partition                                  | Internal software<br>error.                        | Contact support. No further<br>information can be obtained.                                                                                                                                                                                       | CCS     |
| 150792 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING:<br>ccsAcctHistPlugin: ACS Customer<br>%d not configured in<br>CCS.ccsCDRLoader.AcctHistPlugin.<br>acsCustomerIdData | Internal error.                                    | Contact support.                                                                                                                                                                                                                                  | CCS     |
| 150793 | WARNING  | cdrPostProcessor:<br>cdrPostProcessor(%d) WARNING:<br>getValue: unable to open %s %d                                                                                 | specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library in specified in<br>the alarm.                                                                                                  | CCS     |
| 150794 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch<br>Charge error: BE Client Error:<br>Could not connect to BE                                                      | Cannot connect to<br>the BE server.                | Refer to application expert.<br>Verify BE Server is running.                                                                                                                                                                                      | CCS     |
| 150795 | ERROR    | ccsBeResync: ccsBeResync(%d)<br>ERROR: Sync error: Configuration<br>error: BE pair %d not found                                                                      | Cannot connect to<br>the BE server.                | Refer to application expert.<br>Verify BE Server is running.                                                                                                                                                                                      | CCS     |
| 150796 | ERROR    | cdrLoader: cdrLoader(%d) ERROR:<br>%d: OCI error: ORA-%d: file %s<br>%d cannot be modified at this<br>time                                                           | Cannot modify file.                                | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 150797 | ERROR    | cdrLoader: cdrLoader(%d) ERROR:<br>%d: OCI error: ORA-%d: inserted<br>partition key does not map to<br>any partition                                                 | Internal Error.                                    | No resolution.                                                                                                                                                                                                                                    | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                   | Cause                                                 | Resolution                                                                             | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------------------------|---------|
| 150798 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>beServerHost =%z                                                                                            | Startup parameter.                                    | None.                                                                                  | CCS     |
| 150799 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>beServerPort =%z                                                                                            | Startup parameter.                                    | None.                                                                                  | CCS     |
| 150800 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>ccsCommon:<br>CCS.common.detailedCascadeCacheA<br>geSeconds =%z                                             | Startup parameter.                                    | None.                                                                                  | CCS     |
| 150801 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>numberOfErrors =%z                                                                                          | Startup parameter.                                    | None.                                                                                  | CCS     |
| 150802 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>oracleUserAndPassword =%z                                                                                   | Startup parameter.                                    | None.                                                                                  | CCS     |
| 150803 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>path =%z                                                                                                    | Startup parameter.                                    | None.                                                                                  | CCS     |
| 150804 | NOTICE   | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d) NOTICE:<br>timeout =%z                                                                                                 | Startup parameter.                                    | None.                                                                                  | CCS     |
| 150805 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch<br>Charge error: BE Client Error:<br>Could not send Wallet info<br>request                                          | No connection to BE<br>server.                        | Refer to application expert.<br>Verify server is running. Verify<br>network integrity. | CCS     |
| 150806 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Batch<br>Charge error: Database Error: No<br>matching Personal wallet, with<br>balance type of General Cash for<br>cliZZZ | Database query<br>failed. Cannot<br>recharge account. | Refer to application expert.<br>Verify batch recharge<br>configuration.                | CCS     |

| Alarm  | Severity | Text                                                                                                                                                   | Cause                                                 | Resolution                                                                       | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------------------|---------|
| 150807 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Got an timeout when waiting for wallet info from BE                                                       | No connection to BE server.                           | Refer to application expert. Verify server is running. Verify network integrity. | CCS     |
| 150808 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Got an timeout when waiting for wallet update response from BE                                            | No connection to BE server.                           | Refer to application expert. Verify server is running. Verify network integrity. | CCS     |
| 150809 | WARNING  | ccsBatchCharge:<br>ccsBatchCharge(%d) WARNING: libBeClient: orphan message received from BE %d primary                                                 | Unexpected message received.                          | No action required.                                                              | CCS     |
| 150810 | WARNING  | ccsBatchCharge:<br>ccsBatchCharge(%d) WARNING: libBeClient: orphan message received from BE %d secondary                                               | Unexpected message received.                          | No action required.                                                              | CCS     |
| 150811 | ERROR    | DEF123ccsBeResync:<br>ccsBeResync(%d) ERROR: Sync error: BE Sequence Numbers too far out of sync (config file: CCS.ccsBeResync.syncSequenceDifference) | Backlog reported.                                     | If alarm persists contact support.                                               | CCS     |
| 150812 | ERROR    | ccsVoucher: ccsVoucher(%d)<br>WARNING: ccsVoucher instances cant be run concurrently                                                                   | User attempted to start 2 voucher creation processes. | No action required.                                                              | CCS     |
| 150813 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Got an NACK, or other unexpected message when waiting for wallet update from BE                           | Received message is invalid                           | Contact support if alarm persists.                                               | CCS     |
| 150814 | ERROR    | ccsBatchCharge:<br>ccsBatchCharge(%d) ERROR: Got an unexpected message when waiting for wallet info from BE                                            | Received message is invalid                           | Contact support if alarm persists.                                               | CCS     |

| Alarm  | Severity | Text                                                                                                                                                       | Cause                          | Resolution                                                                               | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|------------------------------------------------------------------------------------------|---------|
| 150815 | ERROR    | ccsBeResync: ccsBeResync(%d)<br>ERROR: Sync error: No data found for ID range                                                                              | Invalid ID range specified     | Refer to application expert.<br>Check database for specified ID                          | CCS     |
| 150816 | WARNING  | ccsBeResync: ccsBeResync(%d)<br>WARNING: Unable to check Wallet ID %d, as it keeps changing.<br>Try increasing maxInfoRechecks, or decreasing recheckDelay | Resync period too short.       | Refer to application expert. Try increasing maxInfoRechecks, or decreasing recheckDelay. | CCS     |
| 150817 | ERROR    | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) ERROR: flush: UPDATE: ORA-%d: no data foun                                                                         | Information only/              | No resolution.                                                                           | CCS     |
| 150818 | NOTICE   | ccsCDRTrimDB: ccsCDRTrimDB(%d)<br>NOTICE: Finished (called with -h or --help)                                                                              | Process finished successfully. | No resolution.                                                                           | CCS     |
| 150819 | WARNING  | WARNING No matching Product Type Capability configured for Capability [%ld] Product Type [%ld]                                                             | Configuration error            | Check capability confdigation for product type                                           | CCS     |
| 150820 | WARNING  | ccs_getProductTypeCapabilities: Error retrieving capability                                                                                                | Internal software error        | Check configuration and replication                                                      | CCS     |
| 150821 | WARNING  | No matching CCS Capability configured for service name : %s                                                                                                | Configuration error            | Check the capability configurations                                                      | CCS     |
| 150822 | WARNING  | ccs_getGlobalCapabilities: Error retrieving capabilities.                                                                                                  | Internal software error        | Check replication                                                                        | CCS     |
| 150823 | WARNING  | CCS: No default SMS-MO control plan configured in global capability table.                                                                                 | Configuration error            | Check capability configuration                                                           | CCS     |
| 150824 | WARNING  | CCS: No prepaid account found, using SMS-MT postpaid control plan.                                                                                         | Configuration error            | Check capability configuration                                                           | CCS     |

| Alarm  | Severity | Text                                                                                             | Cause                   | Resolution                                               | Service |
|--------|----------|--------------------------------------------------------------------------------------------------|-------------------------|----------------------------------------------------------|---------|
| 150825 | WARNING  | CCS: No prepaid account found, using global default data control plan.                           | Configuration error     | Check capability configuration                           | CCS     |
| 150826 | WARNING  | CCS: No default data control plan configured in global capability table.                         | Configuration error     | Check capability configuration                           | CCS     |
| 150828 | ERROR    | xmsSvcLibCallContextCreate not found in %s                                                       | Configuration error     | Check configuration                                      | CCS     |
| 150829 | ERROR    | xmsSvcLibCallContextExtend not found in %s                                                       | Configuration error     | Check configuration                                      | CCS     |
| 150830 | ERROR    | ERROR %s: Received invalid callback details                                                      | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150831 | ERROR    | ERROR %s: Received invalid callback status                                                       | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150832 | ERROR    | ERROR CCSActionHandler: Invalid service domain dialog %p                                         | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150833 | ERROR    | ERROR FOXActionHandler: Unsupported message type %s                                              | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150834 | ERROR    | ERROR FOXActionHandler: Error getting message from event : %s                                    | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150835 | ERROR    | ERROR FOXActionHandler: Error processing message: %s                                             | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150836 | ERROR    | ERROR FOXActionHandler: Unsupported balance expiry extension policy specified. Using best policy | Internal software error | Contact support. No further information can be obtained. | CCS     |
| 150837 | ERROR    | ERROR FOXActionHandler: Unsupported missing balance policy specified. Using allow policy         | Internal software error | Contact support. No further information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                            | Cause                                    | Resolution                                                                                                                                                                                                                         | Service |
|--------|----------|-------------------------------------------------------------------------------------------------|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150838 | ERROR    | ERROR FOXActionHandler:<br>Received %d instances of<br>exception message Code(%s)<br>Text(%s)   | Internal software<br>error               | Contact support. No further<br>information can be obtained.                                                                                                                                                                        | CCS     |
| 150839 | ERROR    | ERROR FOXActionHandler:<br>Received %d invalid messages                                         | Internal software<br>error               | Contact support. No further<br>information can be obtained.                                                                                                                                                                        | CCS     |
| 150840 | ERROR    | ERROR FOXActionHandler: %s -<br>Received an exception message<br>Code(%s) Text(%s)              | Internal software<br>error               | Contact support. No further<br>information can be obtained.                                                                                                                                                                        | CCS     |
| 150841 | ERROR    | ERROR FOXActionHandler: %s -<br>Received an invalid message                                     | Internal software<br>error               | Contact support. No further<br>information can be obtained.                                                                                                                                                                        | CCS     |
| 150842 | ERROR    | ERROR %s: Received invalid<br>request object                                                    | Internal software<br>error               | Contact support. No further<br>information can be obtained.                                                                                                                                                                        | CCS     |
| 150843 | ERROR    | ERROR %s: %s                                                                                    | Internal software<br>error               | Contact support. Oracle error.<br>No further information can be<br>obtained.                                                                                                                                                       | CCS     |
| 150844 | ERROR    | processBEVTSendNamedEventRequest<br>(): No of Events Profile Field<br>does not contain any data | Control plan node<br>configuration error | The Control Plan containing the<br>Named Event Node is trying to<br>select the Number Of Events<br>using a Profile Block/Tag but<br>this Block/Tag contains no data.<br>Edit the node and select the<br>correct Profile Block/Tag. | CCS     |
| 150845 | ERROR    | processBEVTSendNamedEventRequest<br>(): No of Events Profile Field<br>length invalid            | Control plan node<br>configuration error | The Control Plan containing the<br>Named Event Node is trying to<br>select the Number Of Events<br>using a Profile Block/Tag but<br>this Block/Tag contains no data.<br>Edit the node and select the<br>correct Profile Block/Tag. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                    | Cause                                 | Resolution                                                                                                                                                                                                       | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150846 | ERROR    | processBEVTSendNamedEventRequest(): Failed to retrieve No of Events Profile Field                                                                       | Control plan node configuration error | The Control Plan containing the Named Event Node is trying to select the Number Of Events using a Profile Block/Tag but this Block/Tag contains no data. Edit the node and select the correct Profile Block/Tag. | CCS     |
| 150850 | NOTICE   | DEF123BeClient: BeClient(%d)<br>NOTICE: clearConsecutivePin set to %s %d                                                                                | Information only.                     | No resolution.                                                                                                                                                                                                   | CCS     |
| 150851 | NOTICE   | DEF123beServer: beServer(%d)<br>NOTICE: ccsVoucherHandler: CCS.voucherHandler.fixedVoucherNumberLength = %z                                             | Information only.                     | No resolution.                                                                                                                                                                                                   | CCS     |
| 150852 | NOTICE   | DEF123beServer: beServer(%d)<br>NOTICE: ccsVoucherHandler: CCS.voucherHandler.blackListSeparator = %z                                                   | Information only.                     | No resolution.                                                                                                                                                                                                   | CCS     |
| 150853 | ERROR    | DEF123beServer: beServer(%d)<br>ERROR: sendWUReplicationEvent: SLEE API creation failure for a Wallet Update Request                                    | Internal software error.              | Problem with SLEE resources. Try restarting the SLEE or Contact Support.                                                                                                                                         | CCS     |
| 150854 | ERROR    | DEF123beServer: beServer(%d)<br>ERROR: sendWUReplicationEvent: Could not get the interface handle for replicationIF. Check if replicationIF is running. | Internal software error.              | Problem with SLEE setup. Check that replicationIF is running. Try restarting the SLEE or Contact Support.                                                                                                        | CCS     |
| 150855 | ERROR    | DEF123beServer: beServer(%d)<br>ERROR: sendWUReplicationEvent: Unable to generate a replication event for Wallet Update Request                         | Internal software error.              | Problem with SLEE resources. Try restarting the SLEE or Contact Support.                                                                                                                                         | CCS     |

| Alarm  | Severity | Text                                                                                                                               | Cause             | Resolution     | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|---------|
| 150856 | NOTICE   | DEF123beServer: beServer(%d)<br>NOTICE: csWalletRequestHandler:<br>CCS.voucherHandler.requireBonusR<br>ow = %s %d                  | Information only. | No resolution. | CCS     |
| 150857 | NOTICE   | DEF123beServer: beServer(%d)<br>NOTICE: csWalletRequestHandler:<br>CCS.voucherHandler.badPinExpiryH<br>ours = %d                   | Information only. | No resolution. | CCS     |
| 150858 | NOTICE   | DEF123beServer: beServer(%d)<br>NOTICE: csWalletRequestHandler:<br>CCS.voucherHandler.dailyBadPinEx<br>piryHours = %d              | Information only. | No resolution. | CCS     |
| 150859 | NOTICE   | DEF123beServer: beServer(%d)<br>NOTICE: csWalletRequestHandler:<br>CCS.voucherHandler.monthlyBadPin<br>ExpiryHours = %d            | Information only. | No resolution. | CCS     |
| 150860 | NOTICE   | DEF123beServer: beServer(%d)<br>NOTICE: csWalletRequestHandler:<br>CCS.voucherHandler.consecutiveBa<br>dPinExpiryHours = %d        | Information only. | No resolution. | CCS     |
| 150861 | NOTICE   | DEF123beServer: beServer(%d)<br>NOTICE: csWalletRequestHandler:<br>CCS.voucherHandler.updateLastUse<br>VoucherRecharge = %s %d     | Information only. | No resolution. | CCS     |
| 150862 | NOTICE   | DEF123beServer: beServer(%d)<br>NOTICE: csWalletRequestHandler:<br>CCS.voucherHandler.vomsInstalled<br>= %s %d                     | Information only. | No resolution. | CCS     |
| 150863 | NOTICE   | DEF123beServer: beServer(%d)<br>NOTICE: csWalletRequestHandler:<br>CCS.voucherHandler.createRecharg<br>eCDRInactiveAccount = %s %d | Information only. | No resolution. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                  | Cause                                                                     | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150864 | ERROR    | DEF123slee_acs: slee_acs(213)<br>ERROR: Voucher Recharge State 8:<br>No voucher found in profile %d,<br>with tag %s %d for Call ID %d                 | COnfigured profile<br>location does not<br>contain voucher<br>information | Check call plan. Make sure that<br>the voucher number is being<br>extracted and stored to the<br>specified profile                                                                                                                                                                                                  | CCS     |
| 150865 | WARNING  | slee_acs: slee_acs(%d) WARNING:<br>ccs_getMetricProtocols: Error<br>retrieving protocols.                                                             | Internal software<br>error                                                | Check replication                                                                                                                                                                                                                                                                                                   | CCS     |
| 150866 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ccsVWARSPeriodicCharge: No<br>wallet type found for wallet %d<br>acct_ref %d acct_type %d, cannot<br>continue.    | Kernel communication<br>with Oracle error.                                | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150867 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ccsVWARSPeriodicCharge: No<br>product type found for wallet %d<br>acct_ref %d wallet_type %d,<br>cannot continue. | Kernel communication<br>with Oracle error.                                | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150868 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsVWARSPeriodicCharge:<br>Failed to get SLEE API reference<br>to replicationIF.                                | Error writing to<br>shared memory.                                        | Check SLEE.cfg for<br>replicationIF. Make sure the<br>interface starts. Refer to<br>technical guide. Contact<br>support.                                                                                                                                                                                            | CCS     |

| Alarm  | Severity | Text                                                                                                                                                          | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150869 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsVWARSPeriodicCharge:<br>Failed to create SLEE API<br>reference.                                                      | Error writing to<br>shared memory.         | Check SLEE.cfg for errors. Make<br>sure the all interfaces start.<br>Refer to technical guide.<br>Contact support.                                                                                                                                                                                                  | CCS     |
| 150870 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ccsVWARSPeriodicCharge:<br>Could not get the interface<br>handle for replicationIF. Check<br>if replicationIF is running. | Error writing to<br>shared memory.         | Check SLEE.cfg for<br>replicationIF. Make sure the<br>interface starts. Refer to<br>technical guide. Contact<br>support.                                                                                                                                                                                            | CCS     |
| 150871 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ccsVWARSPeriodicCharge:<br>Unable to generate a replication<br>event for product type swap.                               | Internal software<br>error.                | Check MAXEVENTS value in<br>SLEE.cfg Contact support.                                                                                                                                                                                                                                                               | CCS     |
| 150872 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ccsVWARSPeriodicCharge:<br>Cannot get Replication Event<br>(check configured event sizes,<br>requested %d bytes)          | Error writing to<br>shared memory.         | Check MAXEVENTS value in<br>SLEE.cfg Contact support.                                                                                                                                                                                                                                                               | CCS     |
| 150873 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ccsVWARSPeriodicCharge:<br>Unable to generate a replication<br>event for a profile update.                                | Error writing to<br>shared memory.         | Check MAXEVENTS value in<br>SLEE.cfg Contact support.                                                                                                                                                                                                                                                               | CCS     |
| 150874 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsVWARSPeriodicCharge:<br>Could not retrieve the<br>CLI/profile for acct_ref: %d,<br>cannot continue.                  | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                          | Cause                                   | Resolution                                                                                                                                                                                                                                                                               | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150875 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ccsVWARSPeriodicCharge:<br>Invalid configuration value: %s<br>%d (%d) - min = 0, max = %d.<br>Using default %d            | Invalid configuration.                  | Check & correct configuration in config file. Refer to technical guide. Contact support.                                                                                                                                                                                                 | CCS     |
| 150876 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsVWARSPeriodicCharge:<br>%s %d = %d                                                                                    | Information only.                       | No resolution.                                                                                                                                                                                                                                                                           | CCS     |
| 150877 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsVWARSPeriodicCharge:<br>Error retrieving Periodic<br>Charges (for balance_type: %d).<br>Sqlcode is %d                | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 150878 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsVWARSPeriodicCharge:<br>Failed to retrieve voucher type<br>information (id=%d) for periodic<br>charge: %s %d (id=%d) | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150879 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsvWARSPeriodicCharge:<br>Error retrieving mb voucher<br>records (for voucher_type: %d).<br>Sqlcode is %d    | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150880 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsvWARSPeriodicCharge:<br>Error retrieving mb voucher lp<br>records (for voucher_type: %d).<br>Sqlcode is %d | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150881 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsvWARSPeriodicCharge:<br>Error retrieving voucher pc<br>records (for voucher_type: %d).<br>Sqlcode is %d    | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                     | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150882 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsVWARSPeriodicCharge:<br>Error retrieving voucher lp<br>records (for voucher_type: %d).<br>Sqlcode is %d         | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150883 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsVWARSPeriodicCharge:<br>Error retrieving PC notification<br>records (for periodic_charge:<br>%d). Sqlcode is %d | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150884 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsVWARSPeriodicCharge:<br>Failed to retrieve PC<br>notification record for<br>periodic_charge: %s %d (id=%d).     | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                            | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150885 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsvWARSPeriodicCharge:<br>Error retrieving PC<br>postcondition records (for<br>periodic_charge: %d). Sqlcode is<br>%d                    | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150886 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsvWARSPeriodicCharge:<br>Error retrieving Product Type<br>(for wallet_id: %d,<br>acct_reference: %d, wallet_type:<br>%d). Sqlcode is %d | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150887 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsvWARSPeriodicCharge:<br>Error retrieving Product Type<br>Periodic Charge Associations<br>(for acct_type: %d). Sqlcode is<br>%d         | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                   | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150888 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsVWARSPeriodicCharge:<br>Cannot find any Product Type<br>Periodic Charge Associations<br>(for acct_type: %d).                  | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150889 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsVWARSPeriodicCharge:<br>Error retrieving Wallet Type<br>(for wallet_id: %d, acct_ref:<br>%d, acct_type: %d). Sqlcode is<br>%d | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150890 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ccsVWARSPeriodicCharge:<br>Invalid configuration value: %s<br>%d (%s %d). Using default %s %d                                      | Invalid<br>configuration.                  | Check & correct configuration in<br>config file. Refer to technical<br>guide. Contact support.                                                                                                                                                                                                                      | CCS     |
| 150891 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsVWARSPeriodicCharge:<br>%s %d = %s %d                                                                                          | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |
| 150892 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ccsVWARSPeriodicCharge:<br>Invalid configuration value: %s<br>%d (%d) - min = 1, max = %d.<br>Using default %d                     | Invalid<br>configuration.                  | Check & correct configuration in<br>config file. Refer to technical<br>guide. Contact support.                                                                                                                                                                                                                      | CCS     |
| 150893 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:ccsVWARSPeriodicCharge:<br>%s %d                                                                                                 | Invalid<br>configuration.                  | Check & correct configuration in<br>config file. Refer to technical<br>guide. Contact support.                                                                                                                                                                                                                      | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                    | Cause                       | Resolution                                                                                                      | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------------------------------------------------------------------------------------------|---------|
| 150894 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsVWARSPeriodicCharge:<br>Configuration key %s %d not<br>found, using defaults.                                                   | Information only.           | If configuration required, check<br>config file for errors or<br>missing sections. Refer to<br>technical guide. | CCS     |
| 150895 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ccsVWARSPeriodicCharge:<br>Subscriber Reference not found<br>in bucket %d for wallet %d when<br>processing balance %d               | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                                     | CCS     |
| 150896 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ccsVWARSPeriodicCharge:<br>Invalid subscription request<br>received %d for wallet %d and<br>bucket %d when processing<br>balance %d | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                                     | CCS     |
| 150897 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:Configuration key %s %d<br>not found, using defaults                                                                               | Information only.           | No resolution.                                                                                                  | CCS     |
| 150898 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:                                                                                                                                   | Information only.           | No resolution.                                                                                                  | CCS     |
| 150899 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:%s %d: Exception obtaining<br>error code from NACK                                                                                  | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                                     | CCS     |
| 150900 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:%s %d:<br>WalletGeneralRecharge received<br>an exception: %s %d:%s %d                                                               | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                                     | CCS     |
| 150901 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:%s %d:<br>WalletGeneralRecharge received<br>an unknown message: %s %d:%s %d                                                         | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                                     | CCS     |

| Alarm  | Severity | Text                                                                                                        | Cause                                   | Resolution                                                                                                                                                                                                                                                                               | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150902 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:%s %d - SQL Error: %d                                                   | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 150903 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:%s %d - Threshold table not found                                       | CCS Oracle configuration warning.       | Refer to Application expert. Is the database configuration wrong or is it ok to continue with defaults?                                                                                                                                                                                  | CCS     |
| 150904 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:Unable to find balance unit for balance type ID (%d), error: %s %d      | Configuration error                     | Correct balance unit configuration and check replication. Finally contact support.                                                                                                                                                                                                       | CCS     |
| 150905 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:Unable to find balance unit type for balance unit ID (%d), error: %s %d | Configuration error                     | Correct balance unit configuration and check replication. Finally contact support.                                                                                                                                                                                                       | CCS     |
| 150906 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:%s %d: NamedEventRequest received an exception: %s %d:%s %d             | Internal software error.                | Contact support. No further information can be obtained.                                                                                                                                                                                                                                 | CCS     |
| 150907 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:%s %d: NamedEventRequest received an unknown message: %s %d:%s %d       | Internal software error.                | Contact support. No further information can be obtained.                                                                                                                                                                                                                                 | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                   | Cause                    | Resolution                                               | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 150909 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsVWARSUtils: using<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d, for<br>configExpenditurePlanBalanceTypeCacheAgeSeconds | Information only.        | No resolution.                                           | CCS     |
| 150910 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:dt_find: Require appID,<br>statID, statInfo all non-NULL                                                                           | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 150911 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:statsLockSemGet: semget failed, error number %d                                                                                    | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 150912 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:dt_add: Require appID,<br>statID, statInfo all non-NULL                                                                            | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 150913 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:dt_add: Require appID,<br>statID, statInfo all non-zero len                                                                        | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 150914 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:dt_add: Parent statistic<br>%s %d.%s %d does not exist                                                                            | Information only.        | No resolution.                                           | CCS     |

| Alarm  | Severity | Text                                                                                          | Cause                            | Resolution                                                                                                                                                                                                                                                                                                                                                                                                | Service |
|--------|----------|-----------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150915 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR: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. | CCS     |
| 150916 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR: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. | CCS     |
| 150917 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:smsTryRecordStats: Memory state not VALID - giving up     | Internal software error.         | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                  | CCS     |
| 150918 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:smsTryRecordStats:<br>Internal error updating %s %d.%s %d | Internal software error.         | Contact support. No further information can be obtained.                                                                                                                                                                                                                                                                                                                                                  | CCS     |

| Alarm  | Severity | Text                                                                                         | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                                                       | Service |
|--------|----------|----------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150919 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:smsRecordStats: Statistic<br>not found %s %d.%s %d      | Information only.                      | No resolution.                                                                                                                                                                                                                                                                                                                                                                                                                                   | CCS     |
| 150920 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING>Error detaching from<br>smsStatsDaemon shm. %d (%s %d) | Kernel<br>communication/disk<br>error. | Refer to UNIX/application expert<br>first. The program failed to<br>attach shared memory to its own<br>address space. Check the<br>following: 1) The ID of the<br>shared memory may be invalid.<br>Ensure that the system limit on<br>shared memory is high enough.<br>2) The process can not allocate<br>address space. Ensure that there<br>are no processes taking up<br>unusually large amounts of<br>memory. 3) Finally contact<br>support. | CCS     |
| 150921 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:shmAttach: Error %d<br>getting INODE for %s %d           | Kernel<br>communication/disk<br>error. | Refer to UNIX/application expert<br>first. The program failed to<br>attach shared memory to its own<br>address space. Check the<br>following: 1) The ID of the<br>shared memory may be invalid.<br>Ensure that the system limit on<br>shared memory is high enough.<br>2) The process can not allocate<br>address space. Ensure that there<br>are no processes taking up<br>unusually large amounts of<br>memory. 3) Finally contact<br>support. | CCS     |

| Alarm  | Severity | Text                                                                              | Cause                                  | Resolution                                                                                                                                                                                                                                                                                                                                                                                                | Service |
|--------|----------|-----------------------------------------------------------------------------------|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150922 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:shmAttach: Cannot get<br>semID from semKey %d | Kernel<br>communication/disk<br>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. | CCS     |
| 150923 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:shmAttach: Cannot get<br>shmKey from semID %d | Kernel<br>communication/disk<br>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. | CCS     |

| Alarm  | Severity | Text                                                                                                   | Cause                            | Resolution                                                                                                                                                                                                                                                                                                                                                                                                | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150924 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR: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. | CCS     |
| 150925 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR: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. | CCS     |
| 150926 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.balanceTypeCascadeIdCacheAgeSeconds = %d | Information only.                | No resolution.                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |
| 150927 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.balanceTypeCascadeCacheAgeSeconds = %d   | Information only.                | No resolution.                                                                                                                                                                                                                                                                                                                                                                                            | CCS     |

| Alarm  | Severity | Text                                                                                                                                                               | Cause             | Resolution     | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|---------|
| 150928 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.detailedCascadeCacheAgeSeconds = %d                                                                  | Information only. | No resolution. | CCS     |
| 150929 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.balanceTypeUnitCacheAgeSeconds = %d                                                                  | Information only. | No resolution. | CCS     |
| 150930 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.balanceUnitTypeCacheAgeSeconds = %d                                                                  | Information only. | No resolution. | CCS     |
| 150931 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d                                                               | Information only. | No resolution. | CCS     |
| 150932 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon: using<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d, for<br>configBalanceTypeSpendRatioCacheAgeSeconds      | Information only. | No resolution. | CCS     |
| 150933 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon: using<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d, for<br>configBalanceTypeExpenditureTypeCacheAgeSeconds | Information only. | No resolution. | CCS     |
| 150934 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon: using<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d, for<br>configBalanceTypeBalanceTypeCacheAgeSeconds     | Information only. | No resolution. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                   | Cause             | Resolution     | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|---------|
| 150935 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon: using<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d, for<br>configBalanceTypeXBTDDiscountPercentageCacheSeconds | Information only. | No resolution. | CCS     |
| 150936 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.systemCurrencyBalanceUnitCacheAgeSeconds = %d                                                            | Information only. | No resolution. | CCS     |
| 150937 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.accountCacheAgeSeconds = %d                                                                              | Information only. | No resolution. | CCS     |
| 150938 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.accountTypeBestPeriodsCacheAgeSeconds = %d                                                               | Information only. | No resolution. | CCS     |
| 150939 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.ccsBonusTypeAgeSeconds = %d                                                                              | Information only. | No resolution. | CCS     |
| 150940 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.ccsVoucherTypeAgeSeconds = %d                                                                            | Information only. | No resolution. | CCS     |
| 150941 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.ccsWgpAgeSeconds = %d                                                                                    | Information only. | No resolution. | CCS     |
| 150942 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.acsCustIdAgeSeconds = %d                                                                                 | Information only. | No resolution. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                   | Cause                                   | Resolution                                                                                                                                                                                                                                                                               | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150943 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon: using<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d, for<br>configLEOBalanceTypeCacheAgeSeconds | Information only.                       | No resolution.                                                                                                                                                                                                                                                                           | CCS     |
| 150944 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.configGeographySetCacheAgeSeconds = %d                                                   | Information only.                       | No resolution.                                                                                                                                                                                                                                                                           | CCS     |
| 150945 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:Error loading wallet name translation. Sqlcode is %d                                                               | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 150946 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:Error loading ACS language details. Sqlcode is %d                                                                  | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                            | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|-------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 150947 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:Error loading balance<br>template details. Sqlcode is %d    | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150948 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:Error loading SMS<br>notification. Sqlcode is %d            | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 150949 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsCommon:<br>CCS.common.acctRefProfileAgeSeco<br>nds = %d | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |
| 150950 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:cmnDate::getLocalDate: %s<br>%d                             | Internal software<br>error.                | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 150951 | WARNING  | DEF123beVWARS: beVWARS(%d)<br>WARNING:out of memory                                             | Internal software<br>error.                | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 150952 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:No available shared memory<br>segments                      | Error writing to<br>shared memory.         | Contact support.                                                                                                                                                                                                                                                                                                    | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                                    | Cause                       | Resolution                                                  | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 151067 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ccsReservationHandlers:IRR<br>Handler - invalid discount<br>periods                                                                                                 | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151068 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:ATC Error: Wallet %d: %s<br>%d                                                                                                                                      | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151069 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:Internal Consistency<br>Error: Wallet: %d, more time<br>needs to be billed than has been<br>reserved (bill: %s %d, vs<br>reserved: %s %d) - reducing to<br>reserved | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151070 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:IRR Error: Wallet %d: %s<br>%d                                                                                                                                      | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151071 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:Caught an exception in<br>processIR Abort handling code :<br>%s %d                                                                                                  | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151072 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:MFile load failed with<br>error : %s %d                                                                                                                             | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151074 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsReservationHandler: %s<br>%d.%s %d = %d seconds                                                                                                                 | Information only.           | No resolution.                                              | CCS     |
| 151075 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsReservationHandler: %s<br>%d.%s %d = %s %d                                                                                                                      | Information only.           | No resolution.                                              | CCS     |
| 151077 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsReservationHandler: %s<br>%d.%s %d = u                                                                                                                          | Information only.           | No resolution.                                              | CCS     |

| Alarm  | Severity | Text                                                                                                                               | Cause                       | Resolution                                                                                     | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------------------------------------------------------------------------------|---------|
| 151078 | NOTICE   | DEF123beVWARS: beVWARS(%d)<br>NOTICE:ccsReservationHandler: %s<br>%d.%s %d = %s %d, (not<br>applicable for single tariff<br>calls) | Information only.           | No resolution.                                                                                 | CCS     |
| 151079 | ERROR    | DEF123beVWARS: beVWARS(%d)<br>ERROR:Caught an exception in<br>processSR Abort handling code :<br>%s %d                             | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                    | CCS     |
| 151080 | CRITICAL | DEF123ccsMFileCompiler:<br>ccsMFileCompiler(%d)<br>CRITICAL:ccsMFileCompiler:<br>Unknown option - Z                                | Invalid<br>configuration.   | Check & correct configuration in<br>config file. Refer to technical<br>guide. Contact support. | CCS     |
| 151081 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:Invalid<br>Year Specified %s %d                                                      | Invalid<br>configuration.   | Check & correct configuration.<br>Refer to technical guide.<br>Contact support.                | CCS     |
| 151082 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:Invalid<br>Year Specified %d                                                         | Invalid<br>configuration.   | Check & correct configuration.<br>Refer to technical guide.<br>Contact support.                | CCS     |
| 151083 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:Invalid<br>Month Specified %d                                                        | Invalid<br>configuration.   | Check & correct configuration.<br>Refer to technical guide.<br>Contact support.                | CCS     |
| 151084 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:Invalid<br>Day Specified %d                                                          | Invalid<br>configuration.   | Check & correct configuration.<br>Refer to technical guide.<br>Contact support.                | CCS     |
| 151085 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:Invalid<br>Day Specified %d for Month %d                                             | Invalid<br>configuration.   | Check & correct configuration.<br>Refer to technical guide.<br>Contact support.                | CCS     |
| 151086 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:Invalid<br>Day Specified %d for Month %d<br>(Feb)                                    | Invalid<br>configuration.   | Check & correct configuration.<br>Refer to technical guide.<br>Contact support.                | CCS     |

| Alarm  | Severity | Text                                                                                                         | Cause                     | Resolution                                                                      | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------|---------------------------|---------------------------------------------------------------------------------|---------|
| 151087 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:Invalid<br>Day Specified %d for Month %d<br>(%d not leap year) | Invalid<br>configuration. | Check & correct configuration.<br>Refer to technical guide.<br>Contact support. | CCS     |
| 151088 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:Invalid<br>Hour Specified %d                                   | Invalid<br>configuration. | Check & correct configuration.<br>Refer to technical guide.<br>Contact support. | CCS     |
| 151089 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:Invalid<br>Minute Specified %d                                 | Invalid<br>configuration. | Check & correct configuration.<br>Refer to technical guide.<br>Contact support. | CCS     |
| 151090 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:Invalid<br>Second Specified %d                                 | Invalid<br>configuration. | Check & correct configuration.<br>Refer to technical guide.<br>Contact support. | CCS     |
| 151091 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d)<br>ERROR:Malformed/Unrecognised<br>Date/Timestamp: %s %d             | Invalid<br>configuration. | Check & correct configuration.<br>Refer to technical guide.<br>Contact support. | CCS     |
| 151092 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:Invalid<br>Date/Timestamp specified.                           | Invalid<br>configuration. | Check & correct configuration.<br>Refer to technical guide.<br>Contact support. | CCS     |
| 151093 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:filename<br>must be specified.                                 | Invalid<br>configuration. | Check & correct configuration.<br>Refer to technical guide.<br>Contact support. | CCS     |
| 151094 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:-c not<br>specified                                            | Invalid<br>configuration. | Check & correct configuration.<br>Refer to technical guide.<br>Contact support. | CCS     |
| 151095 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:-d not<br>specified                                            | Invalid<br>configuration. | Check & correct configuration.<br>Refer to technical guide.<br>Contact support. | CCS     |
| 151096 | ERROR    | DEF123ccsMFileDump:<br>ccsMFileDump(%d) ERROR:-c and -d<br>not specified                                     | Invalid<br>configuration. | Check & correct configuration.<br>Refer to technical guide.<br>Contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                            | Cause                       | Resolution                                                                      | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------------------------------------------------------------------------|---------|
| 151097 | WARNING  | DEF123ccsCDRLoader:<br>ccsCDRLoader(%d) WARNING:More<br>than one VWARS Range specified.<br>Overwriting.                                                                         | Invalid<br>configuration.   | Check & correct configuration.<br>Refer to technical guide.<br>Contact support. | CCS     |
| 151098 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): Recipient<br>CLI/Wallet Type Category was not<br>found in the node context,<br>disconnecting call.                               | Internal software<br>error. | Contact support. No further<br>information can be obtained.                     | CCS     |
| 151099 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): No separator<br>found in the GENERICFIELD<br>string, disconnecting call.                                                         | Internal software<br>error. | Contact support. No further<br>information can be obtained.                     | CCS     |
| 151100 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): Unknown state<br>(%d), dropping call                                                                                             | Internal software<br>error. | Contact support. No further<br>information can be obtained.                     | CCS     |
| 151101 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): Could not<br>retrieve number type for rating<br>prefix, disconnecting call.                                                      | Internal software<br>error. | Contact support. No further<br>information can be obtained.                     | CCS     |
| 151102 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): Unsupported<br>switch type possibly CS1 found,<br>not sending reservation to<br>billing engine - following<br>Unsupported branch | Internal software<br>error. | Contact support. No further<br>information can be obtained.                     | CCS     |
| 151103 | NOTICE   | DEF123slee_acs: slee_acs(%d)<br>NOTICE:%s %d(): Failed to create<br>an initial reservation on the BE<br>- extracted BE failure reason:<br>(%s %d) - following BFT branch        | Information only.           | No resolution.                                                                  | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                               | Cause                    | Resolution                                               | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 151104 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): Received unexpected message, Action type (%d), Response type (%d) close the reservation confirming zero - follow Unsupported branch | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151105 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): Received unexpected message, close the reservation confirming zero - follow Unsupported branch                                      | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151106 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): Received unexpected message, confirming reservation - follow Unsupported branch                                                     | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151107 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): Non-CAMEL ACR received, disconnecting call.                                                                                         | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151108 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): No CamelTimeIfNoTariffSwitch in CAMEL ACR, disconnecting call.                                                                      | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151109 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): Time returned is outside acceptable range: maximum expected time (%d), time returned (%d)                                           | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151110 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): No CamelTimeIfNoTariffSwitch or FreeCall in CAMEL ACR, disconnecting call.                                                          | Internal software error. | Contact support. No further information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                                            | Cause                    | Resolution                                               | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 151111 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): Failed to obtain Chassis Context. CDR Failure.                                                   | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151112 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): Time remaining is outside acceptable range.<br>reservation length(%d), time remaining(%d).       | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151113 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:UATB<br>(UATBUpdateCdrForMidcallRatingChange): Failed to add FMC ACS CDR data, buffer size (%d) exceeded. | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151114 | WARNING  | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>WARNING:Unknown command line option                                                        | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151115 | WARNING  | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>WARNING:Missing argument for                                                               | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151116 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>ERROR:getopt error. Status:                                                                | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151117 | NOTICE   | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>NOTICE:Startup successful.                                                                 | Information only.        | No resolution.                                           | CCS     |
| 151118 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught<br>std::length_error                                                     | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151119 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught<br>std::domain_error                                                     | Internal software error. | Contact support. No further information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                            | Cause                    | Resolution                                               | Service |
|--------|----------|-------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 151120 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught<br>std::out_of_range     | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151121 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught<br>std::invalid_argument | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151122 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught<br>std::logic_error      | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151123 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught<br>std::range_error      | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151124 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught<br>std::overflow_error   | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151125 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught<br>std::underflow_error  | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151126 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught<br>std::runtime_error    | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151127 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught std::bad_alloc           | Internal software error. | Contact support. No further information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                             | Cause                       | Resolution                                                  | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 151128 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught<br>std::bad_exception                                     | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151129 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught std::bad_cast                                             | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151130 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught<br>std::bad_typeid                                        | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151131 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught<br>std::ios_base::failure                                 | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151132 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Uncaught std::exception                                            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151133 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Unknown exception<br>caught.                                       | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151134 | NOTICE   | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d) NOTICE:All<br>subsystem stopped.                                               | Information only.           | No resolution.                                              | CCS     |
| 151135 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d) ERROR:OCI<br>error.                                                            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151136 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d) ERROR:Not<br>connected to oracle<br>(DatabaseAccess class not<br>initialised). | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                    | Cause                       | Resolution                                                  | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 151137 | NOTICE   | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>NOTICE:Initialising database<br>abstraction layer subsystem.       | Information only.           | No resolution.                                              | CCS     |
| 151138 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>ERROR:gettimeofday(3c) error.                                      | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151139 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>ERROR:Config option not found<br>(mandatory parameter):            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151140 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>ERROR:Cannot read configuration<br>file:                           | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151141 | NOTICE   | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>NOTICE:Using configuration file:                                   | Information only.           | No resolution.                                              | CCS     |
| 151142 | NOTICE   | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>NOTICE:Using configuration<br>section:                             | Information only.           | No resolution.                                              | CCS     |
| 151143 | WARNING  | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>WARNING:Config option<br>\BeQueueSize\ out of range (1 -<br>1000): | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151144 | WARNING  | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>WARNING:Incorrect config type<br>(default value used):             | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                                      | Cause                       | Resolution                                                  | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 151145 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>ERROR:Incorrect config type<br>(mandatory parameter, no default<br>value):           | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151146 | NOTICE   | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>NOTICE:Initialising<br>configuration subsystem.                                      | Information only.           | No resolution.                                              | CCS     |
| 151147 | NOTICE   | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>NOTICE:Initialising interface to<br>the Billing Engine(s).                           | Information only.           | No resolution.                                              | CCS     |
| 151148 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>ERROR:Unknown BE response<br>received:                                               | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151149 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d) ERROR:BE<br>comms exception received:                                                   | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151150 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>ERROR:Unable to create or open<br>the lock file:                                     | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151151 | NOTICE   | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>NOTICE:Another instance<br>currently running (instance lock<br>file already locked). | Information only.           | No resolution.                                              | CCS     |
| 151152 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d) ERROR:BE<br>exception received:                                                         | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                             | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151153 | CRITICAL | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>CRITICAL:Unable to connect to<br>the Billing Enging(s) after                                                | Internal software<br>error.                | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 151155 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>ERROR:ccsPeriodicCharge: ORACLE<br>returned %s %d when trying to %s<br>%d                                   | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 151156 | NOTICE   | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>NOTICE:ccsPeriodicCharge: %s %d<br>= %d                                                                     | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |
| 151157 | WARNING  | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>WARNING:ccsPeriodicCharge: Error<br>opening profile tag cursor (for<br>id: d). Cursor open Sqlcode is<br>%d | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                        | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151158 | WARNING  | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>WARNING:ccsPeriodicCharge: Error<br>retrieving profile tag (for id:<br>%d). Cursor fetch Sqlcode is %d | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 151159 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>ERROR:ccsPeriodicCharge:<br>INTERNAL ERROR - TOO MANY<br>PRECONDITIONS                                 | Internal software<br>error.                | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 151160 | ERROR    | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>ERROR:Invalid data for periodic<br>charge %s %d                                                        | Internal software<br>error.                | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 151161 | WARNING  | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>WARNING:ccsPeriodicCharge: Error<br>retrieving periodic charge (id:<br>%d)                             | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                   | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151162 | WARNING  | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>WARNING:ccsPeriodicCharge:<br>Failed to retrieve PC<br>precondition record for<br>periodic_charge: %s %d (id=%d). | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 151163 | WARNING  | DEF123ccsPeriodicCharge:<br>ccsPeriodicCharge(%d)<br>WARNING:Invalid precondition<br>configuration for charge (%s<br>%d). Please check replication.                    | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 151165 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:foxActions: %s %d                                                                                                                | Internal software<br>error.                | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 151166 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:Invalid event received by<br>service capabilities handler!<br>call ID = %d                                                       | Internal software<br>error.                | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 151167 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:ServiceCapabilities:<br>Recieved invalid request object                                                                          | Internal software<br>error.                | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |
| 151168 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:Invalid dialog closed<br>notification received by service<br>capabilities handler! call ID =<br>%d                               | Internal software<br>error.                | Contact support. No further<br>information can be obtained.                                                                                                                                                                                                                                                         | CCS     |

| Alarm  | Severity | Text                                                                                                                        | Cause                       | Resolution                                                  | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 151169 | NOTICE   | DEF123slee_acs: slee_acs(%d)<br>NOTICE:                                                                                     | Information only.           | No resolution.                                              | CCS     |
| 151170 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:ActionHandler: Invalid<br>service domain dialog 1f2e3d                                | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151171 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d                                                                                 | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151172 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:Too many outstanding<br>actions                                                       | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151173 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:AddEDRField: Received<br>invalid request object                                       | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151174 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:BadPIN: Received invalid<br>request object                                            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151175 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:AlternateSubscriberDetails<br>: Received invalid request<br>object                    | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151176 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:AlternateSubscriberDetails<br>: %s %d                                                 | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151177 | WARNING  | DEF123slee_acs: slee_acs(%d)<br>WARNING:Application specific 8<br>must be enabled to store<br>alternate subscriber profile. | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151178 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:AlternateWalletDetails:<br>Received invalid request object                            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                | Cause                    | Resolution                                               | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 151179 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:AlternateWalletDetails: %s %d                                 | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151180 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:CascadeOverride: Received invalid request object              | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151181 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:CompareSubscriberPINDetails: Received invalid request object  | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151182 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:ConfirmNamedEventReservation: Received invalid request object | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151183 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:GetCUGDetails: Received invalid request object                | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151184 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:GetCUGDetails: %s %d                                          | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151185 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:ConfirmTimeReservation: Received invalid request object       | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151186 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:CreateEDR: Received invalid request object                    | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151187 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:DirectNamedEvent: Received invalid request object             | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151188 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:DirectTimeCharge: Received invalid request object             | Internal software error. | Contact support. No further information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                        | Cause                    | Resolution                                                                               | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------------------------------------------|---------|
| 151189 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:ExtendTimeWithDurationReservationRequest: Received invalid request object                                                             | Internal software error. | Contact support. No further information can be obtained.                                 | CCS     |
| 151190 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:FOXActionHandler: Using specified VolumeITC (%d) for bearer capability will result in bearer capability from IDP never being matched. | Internal software error. | Contact support. No further information can be obtained.                                 | CCS     |
| 151191 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:%s %d(): Config file error. Reason: %s %d                                                                                             | Invalid configuration.   | Check & correct configuration in config file. Refer to technical guide. Contact support. | CCS     |
| 151192 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:Syntax error in %s %d.%s %d.%s %d configuration. Will use default %s %d\ for all values                                               | Invalid configuration.   | Check & correct configuration in config file. Refer to technical guide. Contact support. | CCS     |
| 151193 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:Incorrect %s %d %s %d\ in %s %d.%s %d.%s %d configuration for %s %d %s %d\ . Will use default %s %d\                                  | Invalid configuration.   | Check & correct configuration in config file. Refer to technical guide. Contact support. | CCS     |
| 151194 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:Syntax error in %s %d.%s %d.%s %d configuration (%s %d = %s %d\, %s %d = %s %d\). Will use default %s %d\                             | Invalid configuration.   | Check & correct configuration in config file. Refer to technical guide. Contact support. | CCS     |
| 151195 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:FOXActionHandler: Unsupported message type %s %d                                                                                      | Internal software error. | Contact support. No further information can be obtained.                                 | CCS     |
| 151196 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:FOXActionHandler: Error getting message from event : %s %d                                                                            | Internal software error. | Contact support. No further information can be obtained.                                 | CCS     |

| Alarm  | Severity | Text                                                                                                                                             | Cause                    | Resolution                                               | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 151197 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:FOXActionHandler: Error processing message: %s %d                                                          | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151198 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:FOXActionHandler: Unsupported wallet expiry extension type specified. Using default hours                  | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151199 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:FOXActionHandler: Unsupported balance expiry extension policy specified. Using best policy                 | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151200 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:FOXActionHandler: Unsupported balance expiry extension type specified. Using default hours                 | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151201 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:FOXActionHandler: Unsupported missing balance policy specified. Using allow policy                         | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151202 | NOTICE   | DEF123slee_acs: slee_acs(%d)<br>NOTICE:MidcallRatingChangeChargingDetails: No rules configured. Disabling midcall rating changes.                | Information only.        | No resolution.                                           | CCS     |
| 151203 | WARNING  | DEF123slee_acs: slee_acs(%d)<br>WARNING:MidcallRatingChangeChargingDetails: Could not find access network for location number %s %d. Using None. | Internal software error. | Contact support. No further information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                   | Cause                       | Resolution                                                  | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 151204 | CRITICAL | DEF123slee_acs: slee_acs(%d)<br>CRITICAL:MidcallRatingChangeChar<br>gingDetails: Corrupt rule found<br>: %s %d. Disabling midcall<br>rating changes.                                   | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151205 | CRITICAL | DEF123slee_acs: slee_acs(%d)<br>CRITICAL:MidcallRatingChangeChar<br>gingDetails: Could not convert<br>rule network ID to a number : %s<br>%d. Disabling midcall rating<br>changes.     | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151206 | CRITICAL | DEF123slee_acs: slee_acs(%d)<br>CRITICAL:MidcallRatingChangeChar<br>gingDetails: Could not convert<br>rule bearer ID to a number : %s<br>%d. Disabling midcall rating<br>changes.      | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151207 | CRITICAL | DEF123slee_acs: slee_acs(%d)<br>CRITICAL:MidcallRatingChangeChar<br>gingDetails: Could not convert<br>rule Tariff Plan ID to a number<br>: %s %d. Disabling midcall<br>rating changes. | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151208 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:FOXActionHandler: Received<br>%d instances of exception<br>message Code(%s %d) Text(%s %d)                                                       | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151209 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:FOXActionHandler: Received<br>%d invalid messages                                                                                                | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151210 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:FOXActionHandler: %s %d -<br>Received an exception message<br>Code(%s %d) Text(%s %d)                                                            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                  | Cause                    | Resolution                                               | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 151211 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:FOXActionHandler: %s %d -<br>Received an invalid message        | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151212 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:GetCreditCardDetails: %s %d                                     | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151213 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:GetCreditTransferDetails:<br>Received invalid request object    | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151214 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:GetCreditTransferDetails:<br>%s %d                              | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151215 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:GetNamedEventRates:<br>Received invalid request object          | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151216 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:InitialTimeReservation:<br>Received invalid request object      | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151217 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeWalletRecharge:<br>Received invalid request object   | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151218 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:NamedEventReservation:<br>Received invalid request object       | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151219 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RevokeNamedEventReservation:<br>Received invalid request object | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151220 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RevokeTimeReservation:<br>Received invalid request object       | Internal software error. | Contact support. No further information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                         | Cause                       | Resolution                                                  | Service |
|--------|----------|----------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 151221 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:SetDiscount: Received<br>invalid request object        | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151222 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:SetWallet: Received<br>invalid request object          | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151223 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:SetWallet: %s %d                                       | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151224 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:TariffPlanOverride:<br>Received invalid request object | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151225 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherConfirm: Received<br>invalid request object     | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151226 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherInfo: Received<br>invalid request object        | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151227 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherRedeem: Received<br>invalid request object      | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151228 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeConfirm:<br>Received invalid request object | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151229 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeRedeem:<br>Recieved invalid request object  | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151230 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:WalletInfo: Received<br>invalid request object         | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151231 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:WalletRecharge: Received<br>invalid request object     | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                         | Cause                    | Resolution                                               | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 151232 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:WalletUpdate: Received invalid request object                                          | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151233 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:ExtendedWalletUpdate: Received invalid request object                                  | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151234 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:ExtendedWalletInfo: Received invalid request object                                    | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151235 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:MidcallTariffPlanRules: Received invalid request object                                | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151236 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:Invalid event received by voucher delegator handler! call ID = %d                      | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151237 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherDelegator: Recieved invalid request object                                      | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151238 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:Invalid dialog closed notification received by voucher delegator handler! call ID = %d | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151239 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherAlternateDetailsRetrieved: Received invalid callback details                    | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151240 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:AlternateDetailsRetrieved: Received invalid callback status                            | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151241 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RechargeComplete: Received invalid callback details                                    | Internal software error. | Contact support. No further information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                      | Cause                    | Resolution                                               | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 151242 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RechargeComplete: Received invalid callback status                  | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151243 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RechargeFailure: Received invalid callback details                  | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151244 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RechargeFailure: Received invalid callback status                   | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151245 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RedeemComplete: Received invalid callback details                   | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151246 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RedeemComplete: Received invalid callback status                    | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151247 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:ReservationComplete: Received invalid callback details              | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151248 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:ReservationComplete: Received invalid callback status               | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151249 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:ReservationComplete: Voucher reservation with no revoke capability! | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151250 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RedeemFailure: Received invalid callback details                    | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151251 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RedeemFailure: Received invalid callback status                     | Internal software error. | Contact support. No further information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                  | Cause                       | Resolution                                                  | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 151252 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RedeemFailureBadPIN:<br>Received invalid callback<br>details    | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151253 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RedeemFailureBadPIN:<br>Received invalid callback status        | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151254 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:ConfirmComplete: Received<br>invalid callback details           | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151255 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:ConfirmComplete: Received<br>invalid callback status            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151256 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RevokeComplete: Received<br>invalid callback details            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151257 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:WalletRechargeComplete:<br>Received invalid callback<br>details | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151258 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:WalletRechargeComplete:<br>Received invalid callback status     | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151259 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:WalletRechargeFailure:<br>Received invalid callback<br>details  | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151260 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:WalletRechargeFailure:<br>Received invalid callback status      | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                        | Cause                       | Resolution                                                  | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 151261 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RechargeFailureBadPIN:<br>Received invalid callback<br>details        | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151262 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:RechargeFailureBadPIN:<br>Received invalid callback status            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151263 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:CreateEDRComplete:<br>Received invalid callback<br>details            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151264 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:CreateEDRComplete:<br>Received invalid callback status                | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151265 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:BadPINComplete: Received<br>invalid callback details                  | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151266 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:BadPINComplete: Received<br>invalid callback status                   | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151267 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeRechargeComple<br>te: Received invalid callback<br>details | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151268 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeRechargeComple<br>te: Received invalid callback<br>status  | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151269 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeRechargeFailure<br>: Received invalid callback<br>details  | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                           | Cause                       | Resolution                                                  | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 151270 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeRechargeFailure<br>: Received invalid callback<br>status      | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151271 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeRedeemComplete:<br>Received invalid callback<br>details       | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151272 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeRedeemComplete:<br>Received invalid callback status           | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151273 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeRedeemNoVoucher<br>Info: Received invalid callback<br>details | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151274 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeRedeemNoVoucher<br>Info: Received invalid callback<br>status  | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151275 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeRedeemFailure:<br>Received invalid callback<br>details        | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151276 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeRedeemFailure:<br>Received invalid callback status            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151277 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeConfirmComplete<br>: Received invalid callback<br>details     | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151278 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeConfirmComplete<br>: Received invalid callback<br>status      | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                             | Cause                                                | Resolution                                               | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|----------------------------------------------------------|---------|
| 151279 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeWalletRechargeComplete: Received invalid callback details       | Internal software error.                             | Contact support. No further information can be obtained. | CCS     |
| 151280 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeWalletRechargeComplete: Received invalid callback status        | Internal software error.                             | Contact support. No further information can be obtained. | CCS     |
| 151281 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeWalletRechargeFailure: Received invalid callback details        | Internal software error.                             | Contact support. No further information can be obtained. | CCS     |
| 151282 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:WalletInfoComplete: Received invalid callback details                      | Internal software error.                             | Contact support. No further information can be obtained. | CCS     |
| 151283 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:WalletInfoComplete: Received invalid callback status                       | Internal software error.                             | Contact support. No further information can be obtained. | CCS     |
| 151284 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:Invalid event received by voucher type delegator handler! call ID = %d     | Internal software error.                             | Contact support. No further information can be obtained. | CCS     |
| 151285 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR:VoucherTypeDelegator: Received invalid request object                      | Internal software error.                             | Contact support. No further information can be obtained. | CCS     |
| 151286 | ERROR    | DEF123ccsMacroNode:<br>ccsMacroNode(%d) ERROR: %z (): Invalid balance cascade %z , following unsupported branch. | Balance Cascade Override node parameters are corrupt | Contact support. No further information can be obtained. | CCS     |
| 151287 | ERROR    | DEF123ccsMacroNode:<br>ccsMacroNode(%d) ERROR: %z (): Invalid balance type %z , following unsupported branch.    | Balance Type Branch node parameters are corrupt      | Contact support. No further information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                                  | Cause                                                  | Resolution                                                                                                                                                                                                     | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151288 | ERROR    | DEF123ccsMacroNode:<br>ccsMacroNode(%d) ERROR: %z ():<br>Invalid tariff plan %z<br>,following unsupported branch.                     | Tariff Plan Override<br>node parameters are<br>corrupt | Contact support. No further<br>information can be obtained.                                                                                                                                                    | CCS     |
| 151289 | ERROR    | DEF123ccsMacroNode:<br>ccsMacroNode(%d) ERROR: %z ():<br>Could not find balance cascade<br>name %z , following unsupported<br>branch. | Balance cascade name<br>not found in the<br>Database.  | Ensure that the Balance Cascade<br>Override node in the call plan<br>that was being executed has a<br>valid balance cascade name.                                                                              | CCS     |
| 151290 | ERROR    | %z VoucherRedeemFailPlugin:<br>Failed to open report file.<br>Reason: %s %d                                                           | File I/O error.                                        | Check the following: 1) Does the<br>specified file exist? 2) Are the<br>correct permissions set for the<br>file? 3) Is the file corrupt,<br>can it be opened? 4) Is the disk<br>full? Finally contact support. | CCS     |
| 151291 | ERROR    | DEF123ccsMacroNode:<br>ccsMacroNode(%d) ERROR: %z ():<br>Could not find balance type %z ,<br>following unsupported branch.            | Balance type name<br>not found in the<br>Database.     | Ensure that the Balance Type<br>Branching node in the call plan<br>that was being executed has a<br>valid balance type name.                                                                                   | CCS     |
| 151292 | ERROR    | DEF123ccsMacroNode:<br>ccsMacroNode(%d) ERROR: %z ():<br>Could not find periodic charge<br>name %z , following unsupported<br>branch. | Periodic Charge name<br>not found in the<br>Database.  | Ensure that the Periodic Charge<br>State Branching node in the call<br>plan that was being executed has<br>a valid periodic charge name.                                                                       | CCS     |
| 151293 | ERROR    | DEF123ccsMacroNode:<br>ccsMacroNode(%d) ERROR: %z ():<br>Could not find tariff plan name<br>%z , following unsupported<br>branch.     | Tariff plan name not<br>found in the<br>Database.      | Ensure that the Tariff Plan<br>Override node in the call plan<br>that was being executed has a<br>tariff plan name.                                                                                            | CCS     |
| 151294 | NOTICE   | %z ccsAuthRule:<br>CCS.voucherHandler.blackListSepa<br>rator = %s %d\                                                                 | Information only.                                      | No resolution.                                                                                                                                                                                                 | CCS     |

| Alarm  | Severity | Text                                                                         | Cause                       | Resolution                                                  | Service |
|--------|----------|------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 151295 | NOTICE   | %z ccsAuthRule:<br>CCS.common.authCB10ValidateSeed<br>= \%s %d\<br>          | Information only.           | No resolution.                                              | CCS     |
| 151296 | NOTICE   | %z ccsCommon:<br>CCS.common.chargingDomainsCacheA<br>geSeconds = %d          | Information only.           | No resolution.                                              | CCS     |
| 151297 | NOTICE   | %z ccsCommon:<br>CCS.common.ccsDomainTypeIdCacheA<br>geSeconds = %d          | Information only.           | No resolution.                                              | CCS     |
| 151298 | NOTICE   | %z ccsCommon:<br>CCS.common.voucherTypeIdCacheAge<br>Seconds = %d            | Information only.           | No resolution.                                              | CCS     |
| 151299 | NOTICE   | %z Avoided data corruption<br>error, cache:HEX_REPEATED                      | Information only.           | No resolution.                                              | CCS     |
| 151300 | NOTICE   | %z Not unloading MFile, memory<br>location is NULL? cache:<br>HEX_REPEATED   | Information only.           | No resolution.                                              | CCS     |
| 151301 | NOTICE   | %z Unloaded MFile at<br>HEX_REPEATED, cache:<br>HEX_REPEATED                 | Information only.           | No resolution.                                              | CCS     |
| 151302 | CRITICAL | %z Failed to map MFile %s %d<br>(even after flushing MFile<br>cache) : %s %d | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151303 | NOTICE   | %z Loaded MFile %s %d at<br>HEX_REPEATED, cache:<br>HEX_REPEATED             | Information only.           | No resolution.                                              | CCS     |
| 151304 | ERROR    | %z RewardsConfig: Config error.<br>Reason: %s %d                             | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151305 | NOTICE   | %z<br>ccs::cmn::RewardsConfig::readCon<br>fig()r .cacheTimer = %d            | Information only.           | No resolution.                                              | CCS     |

| Alarm  | Severity | Text                                                                            | Cause                    | Resolution                                               | Service |
|--------|----------|---------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 151306 | NOTICE   | %z<br>ccs::cmn::RewardsConfig::readConfig(): .ccsBplServiceHandle = \s %d\      | Information only.        | No resolution.                                           | CCS     |
| 151307 | NOTICE   | %z<br>ccs::cmn::RewardsConfig::readConfig(): .beServiceTriggerIfHandle = \s %d\ | Information only.        | No resolution.                                           | CCS     |
| 151308 | ERROR    | %z ACS customer ID %d is missing a Monthly Expenditure type                     | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151309 | ERROR    | %z ACS customer ID %d is missing a Yearly Expenditure type                      | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151310 | ERROR    | %z ACS customer ID %d is missing a Wallet Expenditure type                      | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151322 | ERROR    | %z GetRates: Received invalid request object                                    | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151323 | ERROR    | %z GetTariffPlan: Received invalid request object                               | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151324 | ERROR    | %z %s %d(): Could not retrieve node configuration, disconnecting call.          | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151325 | ERROR    | %z %s %d(): Failed to parse node parameters, disconnecting call.                | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151326 | WARNING  | %z acsEngine:<br>ccsPlayNextReward: Balances do not equal rewards.              | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151327 | WARNING  | %z acsEngine:<br>ccsPlayNextReward: Unable to extract value for next reward.    | Internal software error. | Contact support. No further information can be obtained. | CCS     |

| Alarm  | Severity | Text                                                                                                                   | Cause                       | Resolution                                                  | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------|---------|
| 151328 | WARNING  | %z acsEngine:<br>ccsPlayNextReward: Unable to<br>extract announcement for next<br>reward.                              | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151329 | ERROR    | %z %s %d(): Extra information<br>cdr details too large for Wallet<br>Recharge cdr, not adding to the<br>resulting cdr. | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151330 | ERROR    | %z                                                                                                                     | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151331 | WARNING  | %z Configuration section %s %d<br>not found, using defaults                                                            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151332 | WARNING  | %z Configuration section %s<br>%d.%s %d not found, using<br>defaults                                                   | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151333 | WARNING  | %z Configuration section %s<br>%d.%s %d.%s %d not found, using<br>defaults                                             | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151334 | ERROR    | %z Domain Migration aborted                                                                                            | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151335 | NOTICE   | %z Reloading configuration due<br>to SIGHUP                                                                            | Information only.           | No resolution.                                              | CCS     |
| 151336 | NOTICE   | %z Cant catch SIGHUP - reload<br>config not available: %s %d                                                           | Information only.           | No resolution.                                              | CCS     |
| 151337 | NOTICE   | %z Cant catch SIGINT: %s %d                                                                                            | Information only.           | No resolution.                                              | CCS     |
| 151338 | NOTICE   | %z Cant catch SIGTERM: %s %d                                                                                           | Information only.           | No resolution.                                              | CCS     |
| 151339 | ERROR    | %z Could not connect to<br>database                                                                                    | Internal software<br>error. | Contact support. No further<br>information can be obtained. | CCS     |
| 151340 | NOTICE   | %z Domain migration starting                                                                                           | Information only.           | No resolution.                                              | CCS     |
| 151341 | NOTICE   | %z Domain migration complete                                                                                           | Information only.           | No resolution.                                              | CCS     |

| Alarm  | Severity | Text                                                                     | Cause                    | Resolution                                               | Service |
|--------|----------|--------------------------------------------------------------------------|--------------------------|----------------------------------------------------------|---------|
| 151343 | ERROR    | %z Memory allocation exception, exiting ...                              | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151344 | ERROR    | %z Uncaught exception: %s %d                                             | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151345 | ERROR    | %z Unknown uncaught exception                                            | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151346 | ERROR    | %z Could not create lock file, reason: %s %d.                            | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151347 | ERROR    | %z Could not stat lock file, reason: %s %d.                              | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151348 | ERROR    | %z Could not open the lock file, reason: %s %d.                          | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151349 | ERROR    | %z ccsDomainMigration instances cannot be run concurrently.              | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151350 | ERROR    | %z Could not obtain lock for lock file, reason: %s %d.                   | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151351 | ERROR    | %z Replacing existing info request for input row %d                      | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151352 | ERROR    | %z Replacing existing delete request for input row %d                    | Internal software error. | Contact support. No further information can be obtained. | CCS     |
| 151353 | ERROR    | slee_acs: slee_acs(%d) ERROR: %s %d not found for %s %d, in file %z      | Configuration error      | Check configuration                                      | CCS     |
| 151354 | ERROR    | slee_acs: slee_acs(%d) ERROR: error initialising plugin %s %d in file %z | Internal software error. | Contact support                                          | CCS     |
| 151355 | NOTICE   | %z %s %d = %d                                                            | Information only.        | No resolution.                                           | CCS     |
| 151356 | NOTICE   | %z %s %d = %s %d                                                         | Information only.        | No resolution.                                           | CCS     |
| 151357 | NOTICE   | %z ccsVWARSEpiry: %s %d.%s %d = %s %d                                    | Information only.        | No resolution.                                           | CCS     |

| Alarm  | Severity | Text                                                                                                                                                   | Cause                                                                                                                                                                   | Resolution                                                                                                  | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|---------|
| 151358 | NOTICE   | %z ccsVWARSEpiry: %s %d.%s %d = NOT SET                                                                                                                | Information only.                                                                                                                                                       | No resolution.                                                                                              | CCS     |
| 151359 | NOTICE   | %z ccsVWARSEpiry: %s %d is set, this plugin will handle PC bucket expiries                                                                             | Information only.                                                                                                                                                       | No resolution.                                                                                              | CCS     |
| 151360 | WARNING  | %z ccsVWARSEpiry: %s %d.%s %d is set to true, which will expire -ve buckets of any type, including negative expenditure buckets                        | The beVWARSEpiry plugin is configured to expire negative buckets, and will therefore override the setting of the expireNegativeExpenditureBuckets configuration option. | To remove this warning, change the expireNegativeExpenditureBuckets setting to false                        | CCS     |
| 151361 | WARNING  | %z ccsVWARSEpiry: ccsVWARSEpiry.so must be loaded after beVWARSEpiry.so in order for the expireNegativeExpenditureBuckets config option to take effect | The ccsVWARSEpiry.so beVWARSE plugin is configured to be loaded before the beVWARSEpiry.so plugin                                                                       | Modify the beVWARSE plugins configuration in config file so ccsVWARSEpiry.so appears after beVWARSEpiry.so. | CCS     |
| 151362 | ERROR    | DEF123slee_acs: slee_acs(213) ERROR: Voucher Recharge State 3b: No voucher found in profile %d, with tag %s %d for Call ID %d                          | COntfigured profile location does not contain voucher information                                                                                                       | Check call plan. Make sure that the voucher number is being extracted and stored to the specified profile   | CCS     |
| 151363 | ERROR    | %z ccsRating: invalid discount periods                                                                                                                 | Internal software error.                                                                                                                                                | Contact support. No further information can be obtained.                                                    | CCS     |
| 151364 | NOTICE   | %z ccsRating: %s %d.%s %d = u                                                                                                                          | Information only.                                                                                                                                                       | No resolution.                                                                                              | CCS     |
| 151365 | ERROR    | %z %s %d(): Recipient CLI/Wallet Type Category was not found in the node context, disconnecting call.                                                  | Internal software error.                                                                                                                                                | Contact support. No further information can be obtained.                                                    | CCS     |

| Alarm  | Severity | Text                                                                                                                                                               | Cause                                                                    | Resolution                                                                                                                                                                                                                                                                               | Service |
|--------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151366 | ERROR    | %z The ccsVWARSReservationExpiry plugin must NOT be run on the Secondary BE. Stop the BE and remove it from the list of plugins in config file                     | The ccsVWARSReservationExpiry plugin must NOT be run on the Secondary BE | Stop the BE and remove it from the list of plugins in config file                                                                                                                                                                                                                        | CCS     |
| 151367 | ERROR    | DEF123ccsCDRTrimDB: ccsCDRTrimDB(%d) ERROR: Cant commit changes to EDR database.                                                                                   | Kernel communication with Oracle error.                                  | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 151368 | WARNING  | DEF123ccsCDRTrimDB: ccsCDRTrimDB(%d) WARNING: Unsuccessful attempt to delete from EDR database. Possibly because it is on a read-only partition. Oracle error - %d | Configuration error.                                                     | The CCS_BE_EDR table may have read-only partitions, especially if CCS_PART is in use. Check ccsPart config options. Possibly remove ccsCDRTrimDB from ccs_opsers crontab.                                                                                                                | CCS     |
| 151369 | ERROR    | DEF123ccsMacroNode: ccsMacroNode(%d) ERROR: %z (): Invalid periodic charge %z , following unsupported branch.                                                      | Periodic Charge State Branching node parameters are corrupt              | Contact support. No further information can be obtained.                                                                                                                                                                                                                                 | CCS     |
| 151370 | CRITICAL | %z VoucherRedeemFailPlugin: directory: % either does not exist or unable to create.                                                                                | File I/O error                                                           | Check the following: 1) Does the specified directory exist? 2) Are the correct permissions set for the directory? 3) Is the directory corrupt, can it be opened? 4) Is the disk full? Finally contact support.                                                                           | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                                      | Cause                                                                                               | Resolution                                                                                                                                                                                             | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151371 | NOTICE   | %z VoucherRedeemFailPlugin:<br>Falling back on default<br>configuration. Reason: %s %d                                                                                                                    | Information only.                                                                                   | No resolution.                                                                                                                                                                                         | CCS     |
| 151372 | ERROR    | %z Skipping CDR entry: %s %d                                                                                                                                                                              | Internal software<br>error.                                                                         | Contact support. No further<br>information can be obtained.                                                                                                                                            | CCS     |
| 151373 | ERROR    | %z whilst parsing %s %d                                                                                                                                                                                   | Internal software<br>error.                                                                         | Contact support. No further<br>information can be obtained.                                                                                                                                            | CCS     |
| 151374 | ERROR    | %z CDR length greater than %d<br>bytes                                                                                                                                                                    | Internal software<br>error.                                                                         | Contact support. No further<br>information can be obtained.                                                                                                                                            | CCS     |
| 151375 | CRITICAL | %z amPrimary must be defined in<br>eserv.config BE Section                                                                                                                                                | The amPrimary<br>parameter cannot be<br>found in the BE<br>section of<br>eserv.config               | Ensure that the amPrimary<br>parameter has been properly<br>defined in the BE section of<br>eserv.config                                                                                               | CCS     |
| 151375 | WARNING  | DEF123beVWARS Plugin: beVWARS<br>Plugin(%d) WARNING:<br>ccsVWARSPeriodicCharge: Apply<br>Charge request ignored due to<br>subscriber resubscribing from<br>unsubscribed state (bucket<br>reference : %z ) | Periodic Charge<br>Subscription node<br>has the Apply Charge<br>checkbox checked<br>inappropriately | Control plan should use the<br>Periodic Charge State Branching<br>node to determine whether or not<br>to check the Apply Charge<br>checkbox in the subsequent<br>Periodic Charge Subscription<br>node. | CCS     |
| 151376 | CRITICAL | %z amPrimary has not been<br>correctly defined. Check<br>configuration.                                                                                                                                   | The amPrimary<br>parameter has not<br>been correctly<br>defined in<br>eserv.config                  | Check the amPrimary parameter in<br>the BE section of reserv.config                                                                                                                                    | CCS     |
| 151380 | CRITICAL | %z Syntax error reading<br>configuration: %s %d: %s %d                                                                                                                                                    | Invalid<br>configuration.                                                                           | Check and correct configuration<br>in config file. Refer to<br>technical guide. Contact<br>support.                                                                                                    | CCS     |
| 151381 | NOTICE   | %z ccsChangeDaemon aborting:<br>would have used exit code %d                                                                                                                                              | Information only.                                                                                   | No resolution.                                                                                                                                                                                         | CCS     |
| 151382 | NOTICE   | %z ccsChangeDaemon starting                                                                                                                                                                               | Information only.                                                                                   | No resolution.                                                                                                                                                                                         | CCS     |

| Alarm  | Severity | Text                                                            | Cause                    | Resolution                                                                                                                                                                                                                   | Service |
|--------|----------|-----------------------------------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151383 | ERROR    | %z select() failed with %d (%s %d)                              | Internal software error. | Connection to the beServer failed for the given reason. Check that the beServer is running correctly. Refer to technical guide. Contact support.                                                                             | CCS     |
| 151384 | CRITICAL | %z Uncaught non-exception                                       | Internal software error. | Contact support.                                                                                                                                                                                                             | CCS     |
| 151385 | NOTICE   | %z Finished processing CCS_PC_QUEUE entry %d for acs_cust_id %d | Information only.        | No resolution.                                                                                                                                                                                                               | CCS     |
| 151386 | CRITICAL | %z Cannot create or write to recovery file directory %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. | CCS     |
| 151387 | ERROR    | %z Bad data reading recovery 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. | CCS     |
| 151388 | CRITICAL | %z Cannot write to file %s %d. Would have written \ %d %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. | CCS     |

| Alarm  | Severity | Text                                                                          | Cause                            | Resolution                                                                                                                                                                                                                   | Service |
|--------|----------|-------------------------------------------------------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151389 | CRITICAL | %z Cannot write to file %s %d.<br>Would have written \%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. | CCS     |
| 151390 | ERROR    | %z Error %s %d wallet %d. See file %s %d: %s %d: %s %d                        | Internal software error.         | Contact support. Further information may be available in error message.                                                                                                                                                      | CCS     |
| 151391 | WARNING  | %z Failed to send WalletUpdateRequest to billing engine id %d                 | Kernel communication/disk error. | Check that the specified billing engine is running. The daemon will stop processing the request and will retry later. If the problem persists, contact support.                                                              | CCS     |
| 151392 | WARNING  | %z Failed to send WalletInfoRequest to billing engine id %d                   | Kernel communication/disk error. | Check that the specified billing engine is running. The daemon will stop processing the request and will retry later. If the problem persists, contact support.                                                              | CCS     |
| 151393 | ERROR    | %z Attempt to abort non-existent session with id of %d                        | Internal software error.         | Contact support.                                                                                                                                                                                                             | CCS     |
| 151394 | ERROR    | %z Attempt to remove non-existent session with id of %d                       | Internal software error.         | Contact support.                                                                                                                                                                                                             | CCS     |
| 151395 | ERROR    | %z Received response message for non-existent session with id of %d           | Internal software error.         | Contact support.                                                                                                                                                                                                             | CCS     |
| 151396 | ERROR    | %z Received com error exception for non-existent session with id of %d: %s %d | Internal software error.         | Contact support.                                                                                                                                                                                                             | CCS     |

| Alarm  | Severity | Text                                                                              | Cause                           | Resolution                                                                                                                                                       | Service |
|--------|----------|-----------------------------------------------------------------------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151397 | CRITICAL | %z Database connection lost - exiting                                             | Kernel communication/disk error | The daemon lost connection to the database. It should restart and recover. Check the database is functioning correctly. Consult support if the problem persists. | CCS     |
| 151398 | ERROR    | %z Error deleting CCS_PC_QUEUE id %d: %d: %s %d                                   | Internal software error.        | Contact support.                                                                                                                                                 | CCS     |
| 151399 | ERROR    | %z SQL Error reading CCS_PC_QUEUE: %d: %s %d                                      | Internal software error.        | Contact support.                                                                                                                                                 | CCS     |
| 151400 | ERROR    | %z Invalid data reading CCS_PC_QUEUE id %d: NULL ccs_pc_queue.subscriber_id       | Internal software error.        | Contact support.                                                                                                                                                 | CCS     |
| 151401 | ERROR    | %z Invalid data reading CCS_PC_QUEUE id %d: NULL ccs_pc_queue.wallet_id           | Internal software error.        | Contact support.                                                                                                                                                 | CCS     |
| 151402 | ERROR    | %z Invalid data reading CCS_PC_QUEUE id %d: NULL ccs_pc_queue.change_action       | Internal software error.        | Contact support.                                                                                                                                                 | CCS     |
| 151403 | ERROR    | %z Invalid data reading CCS_PC_QUEUE id %d: Invalid ccs_pc_queue.change_action %z | Internal software error.        | Contact support.                                                                                                                                                 | CCS     |
| 151404 | ERROR    | %z Invalid data reading CCS_PC_QUEUE id %d: NULL ccs_pc_queue.product_id          | Internal software error.        | Contact support.                                                                                                                                                 | CCS     |
| 151405 | ERROR    | %z Invalid data reading CCS_PC_QUEUE id %d: Invalid ccs_pc_queue.change_type %z   | Internal software error.        | Contact support.                                                                                                                                                 | CCS     |

| Alarm  | Severity | Text                                                                                | Cause                                               | Resolution                                                                                                                                                                                                                                                                               | Service |
|--------|----------|-------------------------------------------------------------------------------------|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151406 | ERROR    | %z SQL Error reading periodic charge balance type id: %d: %s %d                     | Kernel communication with Oracle error.             | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 151407 | ERROR    | %z Error connecting (top half) to BE %s %d: %s %d (%d: %s %d)                       | Remote connection to specified BE has failed.       | Refer to application expert. Check 1) Is the specified billing engine running? 2) Is the id wrong in the configuration?                                                                                                                                                                  | CCS     |
| 151408 | NOTICE   | %z write of BEG message failed to BE %s %d                                          | Information only.                                   | No resolution.                                                                                                                                                                                                                                                                           | CCS     |
| 151409 | NOTICE   | %z Connection to BE %s %d is established.                                           | Information only.                                   | No resolution.                                                                                                                                                                                                                                                                           | CCS     |
| 151410 | ERROR    | %z Received message on available socker without consumer. Please report this error! | Communication over a dead socket has been detected. | Contact support.                                                                                                                                                                                                                                                                         | CCS     |
| 151411 | ERROR    | %z Connection to BE %s %d has failed.                                               | Remote connection to specified BE has failed.       | Refer to application expert. Check 1) Is the specified billing engine running? 2) Is the id wrong in the configuration?                                                                                                                                                                  | CCS     |
| 151412 | WARNING  | %z Error checking plugins for interest: %s %d                                       | Internal software error.                            | Contact support.                                                                                                                                                                                                                                                                         | CCS     |

| Alarm  | Severity | Text                                                                                    | Cause                                        | Resolution                                                                                                                        | Service |
|--------|----------|-----------------------------------------------------------------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|---------|
| 151413 | ERROR    | %z Asked to send message to unknown BE ID %d.                                           | Failed to communicate with the specified BE. | Refer to application expert. Check 1) Is the specified billing engine running? 2) Is the id wrong in the configuration?           | CCS     |
| 151414 | ERROR    | %z Error loading beLocationPlugin: %s %d                                                | Specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library specified in the alarm. | CCS     |
| 151415 | ERROR    | %z eserv.config messageTimeoutSeconds %d is less than 0, setting to 0 (no timeouts)     | Invalid configuration.                       | Check and correct configuration in config file. Refer to technical guide. Contact support.                                        | CCS     |
| 151416 | ERROR    | %z eserv.config messageTimeoutSeconds %d is greater than %d, setting to 0 (no timeouts) | Invalid configuration.                       | Check and correct configuration in config file. Refer to technical guide. Contact support.                                        | CCS     |
| 151417 | ERROR    | %z Invalid beLocationPlugin name                                                        | Invalid configuration.                       | Check and correct configuration in config file. Refer to technical guide. Contact support.                                        | CCS     |
| 151418 | NOTICE   | %z No plugin configuration defined                                                      | Information only.                            | No resolution.                                                                                                                    | CCS     |
| 151419 | ERROR    | %z Problem reading plugin config section                                                | Invalid configuration.                       | Check and correct configuration in config file. Refer to technical guide. Contact support.                                        | CCS     |
| 151420 | ERROR    | %z failed to find symbol %s %d in plugin library %s %d. Ignoring.                       | Specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library specified in the alarm. | CCS     |

| Alarm  | Severity | Text                                                                                 | Cause                                        | Resolution                                                                                                                        | Service |
|--------|----------|--------------------------------------------------------------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|---------|
| 151421 | ERROR    | %z failed to find plugin library %s %d. Ignoring.                                    | Specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library specified in the alarm. | CCS     |
| 151422 | ERROR    | %z Problem reading plugin configuration: %s %d                                       | Specified shared library is missing/corrupt. | Assuming basic UNIX skills (Check the following). 1) Check validity and permissions of the shared library specified in the alarm. | CCS     |
| 151423 | NOTICE   | %z In last %d seconds %d requests where rejected due to BE congestion                | Information only.                            | No resolution.                                                                                                                    | CCS     |
| 151424 | NOTICE   | %z In last %d seconds %d new requests failed due to BE connection failure            | Information only.                            | No resolution.                                                                                                                    | CCS     |
| 151425 | NOTICE   | %z In last %d seconds %d requests failed due unknown be id                           | Information only.                            | No resolution.                                                                                                                    | CCS     |
| 151426 | NOTICE   | %z In last %d seconds %d subsequent requests failed due to BE connection failure     | Information only.                            | No resolution.                                                                                                                    | CCS     |
| 151427 | ERROR    | %z error while reading billingEngines from config file %s %d                         | Invalid configuration.                       | Check and correct configuration in config file. Refer to technical guide. Contact support.                                        | CCS     |
| 151428 | ERROR    | %z BillingEngine::BeHalfInfo::timeout_expired: Unknown request %d timed out in %s %d | Internal software error.                     | Contact support.                                                                                                                  | CCS     |
| 151429 | ERROR    | %z In last %d seconds %d message%s %d sent to %s %d timed out.                       | Internal software error.                     | Contact support.                                                                                                                  | CCS     |

| Alarm  | Severity | Text                                                                    | Cause                            | Resolution                                                                                                                                                                                                                   | Service |
|--------|----------|-------------------------------------------------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151430 | ERROR    | %z In last %d seconds we received %d orphaned response%s %d from %s %d. | Potential congestion build up.   | Refer to application expert if alarm persists.                                                                                                                                                                               | CCS     |
| 151431 | ERROR    | %z libBeClient: message without msgID received from BE %d %s %d         | Incomplete msg received from BE. | Contact support.                                                                                                                                                                                                             | CCS     |
| 151432 | 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. | CCS     |
| 151433 | ERROR    | %z Exception reloading config file: %s %d                               | Invalid configuration.           | Check and correct configuration in config file. Refer to technical guide. Contact support.                                                                                                                                   | CCS     |
| 151434 | WARNING  | %z getConfig: No trailing : on section %s %d                            | Invalid configuration.           | Check and correct configuration in config file. Refer to technical guide. Contact support.                                                                                                                                   | CCS     |
| 151435 | WARNING  | %z getValue: unable to open %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. | CCS     |

| Alarm  | Severity | Text                                                                             | Cause                                              | Resolution                                                                                                                                                                                                                                        | Service |
|--------|----------|----------------------------------------------------------------------------------|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151436 | WARNING  | %z cmnConfigGetStringVector:<br>unable to open %s %d                             | File I/O error.                                    | Assuming basic UNIX skills<br>(Check the following). 1) Does<br>the specified file exist? 2) Are<br>the correct permissions set for<br>the file? 3) Is the file<br>corrupt, can it be opened? 4) Is<br>the disk full? Finally contact<br>support. | CCS     |
| 151437 | ERROR    | %z cmnPlugin: error loading<br>library %s %d: %s %d                              | Specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library specified in the<br>alarm.                                                                                                     | CCS     |
| 151438 | ERROR    | %z cmnPluginReleaseHandle<br>received NULL handle!                               | Internal software<br>error.                        | Contact support.                                                                                                                                                                                                                                  | CCS     |
| 151439 | WARNING  | %z cmnPluginReleaseHandle:<br>released already-released plugin<br>%s %d          | Internal software<br>error.                        | Contact support.                                                                                                                                                                                                                                  | CCS     |
| 151440 | WARNING  | %z cmnPluginLookupFunction:<br>Symbol %s %d:%s %d Lookup Failed<br>- %s %d       | Specified shared<br>library is<br>missing/corrupt. | Assuming basic UNIX skills<br>(Check the following). 1) Check<br>validity and permissions of the<br>shared library specified in the<br>alarm.                                                                                                     | CCS     |
| 151441 | NOTICE   | %z Configuration key CCS not<br>found, using defaults                            | Information only.                                  | No resolution.                                                                                                                                                                                                                                    | CCS     |
| 151442 | NOTICE   | %z ccsCommon:<br>CCS.common.balanceTypeCascadeIdC<br>acheAgeSeconds = %d         | Information only.                                  | No resolution.                                                                                                                                                                                                                                    | CCS     |
| 151443 | NOTICE   | %z ccsCommon:<br>CCS.common.balanceTypeCascadeCac<br>heAgeSeconds = %d           | Information only.                                  | No resolution.                                                                                                                                                                                                                                    | CCS     |
| 151444 | NOTICE   | %z ccsCommon:<br>CCS.common.balanceTypeNameBalanc<br>eTypeIdCacheAgeSeconds = %d | Information only.                                  | No resolution.                                                                                                                                                                                                                                    | CCS     |

| Alarm  | Severity | Text                                                                                                                        | Cause             | Resolution     | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|---------|
| 151445 | NOTICE   | %z ccsCommon:<br>CCS.common.balanceUnitCacheAgeSeconds = %d                                                                 | Information only. | No resolution. | CCS     |
| 151446 | NOTICE   | %z ccsCommon:<br>CCS.common.balanceUnitTypeCacheAgeSeconds = %d                                                             | Information only. | No resolution. | CCS     |
| 151447 | NOTICE   | %z ccsCommon:<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d                                                          | Information only. | No resolution. | CCS     |
| 151448 | NOTICE   | %z ccsCommon: using<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d, for<br>configLEOBalanceTypeCacheAgeSeconds        | Information only. | No resolution. | CCS     |
| 151449 | NOTICE   | %z ccsCommon: using<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d, for<br>configDomainTypeBalanceTypeCacheAgeSeconds | Information only. | No resolution. | CCS     |
| 151450 | NOTICE   | %z ccsCommon:<br>CCS.common.systemCurrencyBalanceUnitCacheAgeSeconds = %d                                                   | Information only. | No resolution. | CCS     |
| 151451 | NOTICE   | %z ccsCommon:<br>CCS.common.accountCacheAgeSeconds = %d                                                                     | Information only. | No resolution. | CCS     |
| 151452 | NOTICE   | %z ccsCommon:<br>CCS.common.accountTypeBestPeriodsCacheAgeSeconds = %d                                                      | Information only. | No resolution. | CCS     |
| 151453 | NOTICE   | %z ccsCommon:<br>CCS.common.ccsBonusTypeAgeSeconds = %d                                                                     | Information only. | No resolution. | CCS     |

| Alarm  | Severity | Text                                                                                                                                  | Cause             | Resolution     | Service |
|--------|----------|---------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------|---------|
| 151454 | NOTICE   | %z ccsCommon:<br>CCS.common.ccsVoucherTypeAgeSeconds = %d                                                                             | Information only. | No resolution. | CCS     |
| 151455 | NOTICE   | %z ccsCommon:<br>CCS.common.acsCustIdAgeSeconds = %d                                                                                  | Information only. | No resolution. | CCS     |
| 151456 | NOTICE   | %z ccsCommon:<br>CCS.common.configGeographySetCacheAgeSeconds = %d                                                                    | Information only. | No resolution. | CCS     |
| 151457 | NOTICE   | %z ccsCommon:<br>CCS.common.tariffPlanIdCacheAgeSeconds = %d                                                                          | Information only. | No resolution. | CCS     |
| 151458 | NOTICE   | %z ccsCommon: using<br>CCS.common.defaultDomainTypeBalanceTypeCacheAgeSeconds = %d, for<br>configDomainTypeBalanceTypeCacheAgeSeconds | Information only. | No resolution. | CCS     |
| 151459 | NOTICE   | %z ccsCommon:<br>CCS.common.profileDetailsSubtagsCacheAgeSeconds = %d                                                                 | Information only. | No resolution. | CCS     |
| 151460 | NOTICE   | %z ccsCommon:<br>CCS.common.domainsCacheAgeSeconds = %d                                                                               | Information only. | No resolution. | CCS     |
| 151461 | NOTICE   | %z ccsCommon: using<br>CCS.common.defaultBalanceTypeCacheAgeSeconds = %d, for<br>configPeriodicChargeDeletionDateCacheAgeSeconds      | Information only. | No resolution. | CCS     |
| 151462 | NOTICE   | %z ccsCommon:<br>CCS.common.ccsWlcAgeSeconds = %d                                                                                     | Information only. | No resolution. | CCS     |
| 151463 | NOTICE   | %z ccsCommon:<br>CCS.common.ccsProductTypeAgeSeconds = %d                                                                             | Information only. | No resolution. | CCS     |

| Alarm  | Severity | Text                                                                                           | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151464 | NOTICE   | %z ccsCommon:<br>CCS.common.lowCreditDapDisableCa<br>cheAgeSeconds = %d                        | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |
| 151465 | NOTICE   | %z ccsCommon:<br>CCS.common.maxConcurrentCharging<br>Sessions = %d                             | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |
| 151466 | NOTICE   | %z ccsCommon:<br>CCS.common.ccsAcctReferenceCache<br>AgeSeconds = %d                           | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |
| 151467 | NOTICE   | %z ccsCommon:<br>CCS.common.ccsAcctAcctReferences<br>CacheAgeSeconds = %d                      | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |
| 151468 | NOTICE   | %z ccsCommon:<br>CCS.common.detailedCascadeCacheA<br>geSeconds = %d                            | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |
| 151469 | ERROR    | %z Ignoring invalid value (%d)<br>provided for<br>CCS.common.maxConcurrentCharging<br>Sessions | Invalid<br>configuration.                  | Check and correct configuration.<br>Refer to technical guide.<br>Contact support.                                                                                                                                                                                                                                   | CCS     |
| 151470 | NOTICE   | %z Error processing config<br>section %s %d                                                    | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |
| 151471 | NOTICE   | %z Configuration key %s %d.%s<br>%d not found. Optional EDR tags<br>will be enabled.           | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |
| 151472 | ERROR    | %z Error loading reward<br>description translation. Sqlcode<br>is %d                           | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                     | Cause                                   | Resolution                                                                                                                                                                                                                                                                               | Service |
|--------|----------|----------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151473 | ERROR    | %z Error loading wallet name translation. Sqlcode is %d  | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 151474 | ERROR    | %z Error loading ACS language details. Sqlcode is %d     | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 151475 | ERROR    | %z Error loading balance template details. Sqlcode is %d | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |

| Alarm  | Severity | Text                                                                       | Cause                                   | Resolution                                                                                                                                                                                                                                                                               | Service |
|--------|----------|----------------------------------------------------------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151476 | ERROR    | %z Error loading SMS notification. Sqlcode is %d                           | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 151477 | ERROR    | %z Unable to find balance unit for balance type ID (%d), error: %s %d      | Internal software error.                | Contact support. Further information may be available in error message.                                                                                                                                                                                                                  | CCS     |
| 151478 | ERROR    | %z Unable to find balance unit type for balance unit ID (%d), error: %s %d | Internal software error.                | Contact support. Further information may be available in error message.                                                                                                                                                                                                                  | CCS     |
| 151479 | ERROR    | %z Error loading PeriodicChargeGroupNameCache. Sqlcode is %d               | Kernel communication with Oracle error. | Refer to ORACLE/application expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Obtain SQL error code from alarm string and translate the error. Finally contact support. | CCS     |
| 151480 | NOTICE   | %z Configuration key %s %d not found, using defaults                       | Information only.                       | No resolution.                                                                                                                                                                                                                                                                           | CCS     |
| 151481 | NOTICE   | %z ccsCommon: CCS.common.acctRefProfileAgeSeconds = %d                     | Information only.                       | No resolution.                                                                                                                                                                                                                                                                           | CCS     |

| Alarm  | Severity | Text                                                                                    | Cause                  | Resolution                                                                                                                                                                                                                                  | Service |
|--------|----------|-----------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151485 | CRITICAL | %z Configured to start on secondary UBE. Will not run on secondary UBE                  | Invalid configuration. | The daemon cannot be run on the secondary node of a UBE pair. It should only be run on the primary node of a UBE pair. Check and correct configuration. Refer to technical guide. Contact support.                                          | CCS     |
| 151486 | NOTICE   | %z ccsSLEEChangeDaemon aborting: would have used exit code %d                           | Information only.      | No resolution.                                                                                                                                                                                                                              | CCS     |
| 151487 | NOTICE   | %z ccsSLEEChangeDaemon starting                                                         | Information only.      | No resolution.                                                                                                                                                                                                                              | CCS     |
| 151488 | CRITICAL | %z Invalid replication node number (not between 512 and 1023)                           | Invalid configuration. | The daemon start-up script specifies an out-of-range replication node id. Alter the script to specify a different id. Refer to technical guide. Contact support.                                                                            | CCS     |
| 151489 | CRITICAL | %z Cannot initialise replication node %d                                                | Invalid configuration. | The daemon needs to register as a replication node. Check that replication is working correctly and that the specified replication node id in the -r parameter in the start-up script is unique. Refer to technical guide. Contact support. | CCS     |
| 151490 | CRITICAL | %z A replication node number is required for ccsSLEEChangeDaemon (between 512 and 1023) | Invalid configuration. | The daemon needs to register as a replication node. Check that a valid node id is specified in the start-up script. Refer to technical guide. Contact support.                                                                              | CCS     |
| 151491 | NOTICE   | %z Failed to process CCS_PC_QUEUE entry %d for acs_cust_id %d                           | Information only.      | No resolution.                                                                                                                                                                                                                              | CCS     |

| Alarm  | Severity | Text                                                                                | Cause                        | Resolution                                                                                                                                                                                                                   | Service |
|--------|----------|-------------------------------------------------------------------------------------|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151492 | CRITICAL | %z Cannot write to file %s %d.<br>Would have written \ %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. | CCS     |
| 151493 | ERROR    | %z<br>beServiceTriggerClient::sendEvent - unable to send notification, no interface | SLEE event processing error. | Contact support.                                                                                                                                                                                                             | CCS     |
| 151494 | ERROR    | %z<br>beServiceTriggerClient::sendEvent - unable to send notification, no dialogs   | SLEE event processing error. | Contact support.                                                                                                                                                                                                             | CCS     |
| 151495 | ERROR    | %z<br>beServiceTriggerClient::sendEvent - unable to send notification               | SLEE event processing error. | Contact support.                                                                                                                                                                                                             | CCS     |
| 151496 | WARNING  | %z Slee management event could not be processed (type: %d)                          | SLEE event processing error. | Contact support.                                                                                                                                                                                                             | CCS     |
| 151497 | WARNING  | %z Dialog not found, event could not be processed (type: %s %d)                     | SLEE event processing error. | Contact support.                                                                                                                                                                                                             | CCS     |
| 151498 | WARNING  | %z Slee non-management event could not be processed (type: %s %d)                   | SLEE event processing error. | Contact support.                                                                                                                                                                                                             | CCS     |
| 151499 | ERROR    | %z Unknown ActionEvent state, skipping event                                        | Internal software error.     | Contact support.                                                                                                                                                                                                             | CCS     |
| 151500 | ERROR    | %z SQL Error reading : %d: %s %d                                                    | Internal software error.     | Contact support.                                                                                                                                                                                                             | CCS     |

| Alarm  | Severity | Text                                                                                                                             | Cause                                      | Resolution                                                                                                                                                                                                                                                                                                          | Service |
|--------|----------|----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151501 | ERROR    | %z Invalid data reading<br>CCS_PC_QUEUE id %d:<br>ccs_pc_queue.change_action not<br>%z or %z                                     | Internal software<br>error.                | Contact support.                                                                                                                                                                                                                                                                                                    | CCS     |
| 151502 | ERROR    | %z Invalid data reading<br>CCS_PC_QUEUE id %d: NULL<br>ccs_pc_queue.productId                                                    | Internal software<br>error.                | Contact support.                                                                                                                                                                                                                                                                                                    | CCS     |
| 151503 | ERROR    | %z Invalid data reading<br>CCS_PC_QUEUE id %d: NULL<br>ccs_pc_queue.pc_balance_type_id                                           | Internal software<br>error.                | Contact support.                                                                                                                                                                                                                                                                                                    | CCS     |
| 151504 | ERROR    | %z SQL Error reading<br>CCS_ACCT_ACCT_REFERENCES: %d: %s<br>%d                                                                   | Kernel communication<br>with Oracle error. | Refer to ORACLE/application<br>expert first (Check the<br>following). 1) Verify that<br>ORACLE is running through<br>checking the status of the<br>listener(lsnrctl) and restart<br>ORACLE only if necessary. 2)<br>Obtain SQL error code from alarm<br>string and translate the error.<br>Finally contact support. | CCS     |
| 151505 | ERROR    | %z Invalid data reading<br>CCS_PC_QUEUE id %d: both fields<br>are NULL for<br>ccs_pc_queue.numMonths and<br>ccs_pc_queue.numDays | Internal software<br>error.                | Contact support.                                                                                                                                                                                                                                                                                                    | CCS     |
| 151506 | ERROR    | %z repInitRequester() has<br>already been called!                                                                                | Internal software<br>error.                | No resolution. If problem<br>persists then contact support.                                                                                                                                                                                                                                                         | CCS     |
| 151507 | NOTICE   | %z Update Requester `%s %d<br>process registered (node %d)                                                                       | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |
| 151508 | NOTICE   | %z Reached master node %d at<br>`%s %d                                                                                           | Information only.                          | No resolution.                                                                                                                                                                                                                                                                                                      | CCS     |

| Alarm  | Severity | Text                                                     | Cause                                | Resolution                                                                                                                                                                                                                                                                                                                                                                         | Service |
|--------|----------|----------------------------------------------------------|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151509 | ERROR    | %z Unable to reach master node<br>%d at `%s %d           | Internal<br>communications<br>error. | Refer to UNIX/application expert first. Check specific process log for further information. Check network for communication issues. If problem persists then contact support.                                                                                                                                                                                                      | CCS     |
| 151510 | ERROR    | %z No Master Found - suggests a replication config error | Internal<br>communications<br>error. | Refer to UNIX/application expert first. Check the following 1) is the smsMaster process running on the SMP? 2) is the SMP machine available? 3) are there any related smsMaster errors shown in the log on the SMP? 4) does the replication.config file still exist on the SMP? 5) Has a resync been started - check the updateLoader log for details. 6) Finally contact support. | CCS     |
| 151511 | ERROR    | %z Connection to `%s %d lost HB late by dms              | Internal<br>communications<br>error. | Refer to UNIX/application expert first. Check specific process log for further information. Check network for communication issues. If problem persists then contact support.                                                                                                                                                                                                      | CCS     |
| 151512 | ERROR    | %z read-Connection read error -<br>%s %d                 | Internal<br>communications<br>error. | Refer to UNIX/application/LAN expert first (Check the following). 1) TCP/IP connection integrity. 2) Type netstat -na (see man netstat for more information) to determine the status of the listening socket for this connection. (Should be a configuration parameter). Finally contact support.                                                                                  | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                                            | Cause                          | Resolution                                                                                                                                                                                                            | Service |
|--------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151513 | ERROR    | %z TCP connection to %s %d:%d was lost                                                                                                                                                                          | Internal communications error. | Refer to UNIX/application expert first. Check specific process log for further information. Check network for communication issues. If problem persists then contact support.                                         | CCS     |
| 151514 | ERROR    | %z Invalid message (type: %d) received on connection: HEX_REPEATED from: %s %d:%d                                                                                                                               | Internal communications error. | Contact support.                                                                                                                                                                                                      | CCS     |
| 151515 | ERROR    | %z Invalid message type: %d received on connection: HEX_REPEATED from: %s %d:%d                                                                                                                                 | Internal communications error. | Contact support.                                                                                                                                                                                                      | CCS     |
| 151516 | ERROR    | %z Unexpected behaviour - lost master connection during initialisation                                                                                                                                          | Internal communications error. | Refer to UNIX/application expert first. Check specific process log for further information. Check network for communication issues. If problem persists then contact support.                                         | CCS     |
| 151517 | ERROR    | DEF123ccsMacroNodes: ccsMacroNodes(%d) ERROR: %z (): ACS Customer ID (%d) has no cash balance types configured in the DB, ignoring.....                                                                         | Configuration error            | It is likely that the ACS customer id in the Balance Status Branch configuration section of the eserv.config file is invalid. ACS customers should have at least one cash balance type configured for them in the DB. | CCS     |
| 151518 | WARNING  | DEF123ccsMacroNodes: ccsMacroNodes(%d) WARNING: %z (): ACS Customer IC (%d) has no valid cash balances defined for it. The BalanceStatusBranch node will always return No Credit for this customers subscribers | Configuration error            | Define at least one non-expenditure cash balance type for the ACS customer id in the Balance Status Branch configuration section of the eserv.config file.                                                            | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                    | Cause                       | Resolution                                                                                                                                                                  | Service |
|--------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 151519 | ERROR    | DEF123ccsMacroNodes:<br>ccsMacroNodes(%d) ERROR: %z ():<br>Tried to insert a duplicate<br>balance type ID (%d) for ACS<br>customer ID (%d), ignoring.....               | Configuration error         | Correct Balance Status Branch<br>configuration for customer in<br>the eserv.config file.                                                                                    | CCS     |
| 151520 | ERROR    | DEF123ccsMacroNodes:<br>ccsMacroNodes(%d) ERROR: %z ():<br>Tried to insert an invalid<br>balance type ID (141792) for ACS<br>customer ID (4294967295),<br>ignoring..... | Configuration error         | The balance type id is not a<br>cash type (non-expenditure)<br>balance. Correct the Balance<br>Status Branch configuration for<br>the customer in the eserv.config<br>file. | CCS     |
| 151521 | ERROR    | DEF123ccsBeOrb: ccsBeOrb(%d)<br>ERROR: \{151521\<br>WalletStateInfoRequest finished<br>with %d requests outstanding                                                     | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                                                                                                 | CCS     |
| 151522 | ERROR    | DEF123slee_acs: ccsBeOrb(%d)<br>ERROR: \{151522\<br>Failed to<br>initialise the<br>ccsCreditCardsByTokenCache                                                           | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                                                                                                 | CCS     |
| 151523 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR: \{151523\<br>Failed to<br>initialise the<br>ccsRegistrationsForSubscriberCac<br>he                                               | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                                                                                                 | CCS     |
| 151524 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR: \{151524\<br>Failed to<br>initialise the<br>ccsRegistrationsForCreditCardCac<br>he                                               | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                                                                                                 | CCS     |
| 151525 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR: \{151525\<br>Failed to<br>convert Masking Rule Name: %z                                                                          | Internal software<br>error. | Contact support. No further<br>information can be obtained.                                                                                                                 | CCS     |

| Alarm  | Severity | Text                                                                                                                                                                                     | Cause                                                                              | Resolution                                                                                   | Service |
|--------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------|
| 151526 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR: \{151526\} Failed to initialise the ccsMaskingRuleCache                                                                                           | Internal software error.                                                           | Contact support. No further information can be obtained.                                     | CCS     |
| 151527 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR: UATB<br>(UATBTriggerActionResponse): Failed to send trigger because acsTriggerIF interface is not running or configuration is missing / incorrect | The acsTriggerIF interface is not running or configuration is missing / incorrect. | Check SLEE and ACS configuration to ensure acsTriggerIF interface is configured and started. | CCS     |
| 151528 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR: UATB<br>(UATBTriggerActionResponse): Failed to send trigger because trigger definition is missing                                                 | The ACS trigger definition set for the CCS capability is missing.                  | Check the ACS and CCS trigger settings.                                                      | CCS     |
| 151529 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR: UATB<br>(UATBTriggerActionResponse): Failed to send trigger due to resource limitations                                                           | No available SLEE resources to send trigger event.                                 | Check SLEE dialog and event configuration and increase as required.                          | CCS     |
| 151530 | ERROR    | DEF123slee_acs: slee_acs(%d)<br>ERROR: UATB<br>(UATBTriggerActionResponse): Unexpected trigger action status                                                                             | Internal software error.                                                           | Contact support. No further information can be obtained.                                     | CCS     |