

Oracle® Communications Network Charging and Control

Messaging Manager Navigator Alarms Guide



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Contents

| | |
|--|---|
| Alarm Topic Description | 1 |
| Messaging Manager Navigator 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. Note: In some cases, the entire alarm text is generated from variables. |

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

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

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

Alarm Text and Variables

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

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

Further Information

For more information about:

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

Messaging Manager Navigator Alarms

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|---|--|--|---------|
| | | | | | |
| 380001 | WARNING | %s %d: rims(%d) WARNING: out of memory | Resource allocation error. | Contact support. | RIMS |
| 380003 | ERROR | %s %d: rims(%d) ERROR: File not found when reloading config file %s %d | There was an error reloading the config file. | Ensure that the config file exists and is readable by the application raising the alarm. | RIMS |
| 380004 | ERROR | %s %d: rims(%d) ERROR: Exception reloading config file: %s %d | Config error, probably caused by a plugin failing to load its configuration. | Check plugin configuration sections. | RIMS |
| 380006 | ERROR | %s %d: rims(%d) ERROR: dt_find: Require appID, statID, statInfo all non-NULL | An internal statistics function call has passed invalid parameters. | Contact support. | RIMS |
| 380007 | ERROR | %s %d: rims(%d) ERROR: dt_add: Require appID, statID, statInfo all non-NULL | An internal statistics function call has passed invalid parameters. | Contact support. | RIMS |
| 380008 | ERROR | %s %d: rims(%d) ERROR: dt_add: Require appID, statID, statInfo all non-zero len | An internal statistics function call has passed invalid parameters. | Contact support. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|---|--|---|---------|
| 380009 | NOTICE | %s %d: rims(%d) NOTICE: dt_add: Parent statistic %s %d.%s %d does not exist | The indicated statistics value could not be written. This typically indicates that the statistics value does not exist in the SMF_STATISTICS_DEFN table. | Check that SMF_STATISTICS_DEFN contains the indicated statistics value. Check for spelling errors. Restart the smsStatsDaemon if necessary. | RIMS |
| 380010 | ERROR | %s %d: rims(%d) ERROR: smsTryRecordStats: Cannot attach to SHM | A problem has occurred attempting to attach the shared memory segment used by the smsStatsDaemon. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |
| 380011 | ERROR | %s %d: rims(%d) ERROR: smsTryRecordStats: Cannot reattach to SHM | A problem has occurred attempting to attach the shared memory segment used by the smsStatsDaemon. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |
| 380012 | ERROR | %s %d: rims(%d) ERROR: smsTryRecordStats: Memory state not VALID - giving up | A problem has occurred attempting to attach the shared memory segment used by the smsStatsDaemon. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|---|--|---|---------|
| 380013 | ERROR | %s %d: rims(%d) ERROR: smsTryRecordStats: Internal error updating %s %d.%s %d | The indicated statistics value could not be written. This is a system error, not just a missing statistics entry problem. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |
| 380014 | NOTICE | %s %d: rims(%d) NOTICE: smsRecordStats: Statistic not found %s %d.%s %d | The indicated statistics value could not be written. This typically indicates that the statistics value does not exist in the SMF_STATISTICS_DEFN table. | Check that SMF_STATISTICS_DEFN contains the indicated statistics value. Check for spelling errors. Restart the smsStatsDaemon if necessary. | RIMS |
| 380015 | ERROR | %s %d: rims(%d) ERROR: smsRetrieveStats: Cannot attach to SHM | A problem has occurred attempting to attach the shared memory segment used by the smsStatsDaemon. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |
| 380016 | ERROR | %s %d: rims(%d) ERROR: smsRetrieveStats: Cannot reattach to SHM | A problem has occurred attempting to attach the shared memory segment used by the smsStatsDaemon. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|--|---|---|---------|
| 380017 | ERROR | %s %d: rims(%d) ERROR: smsTrySetStats: Internal error retrieving %s %d.%s %d | The indicated statistics value could not be written. This is a system error, not just a missing statistics entry problem. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |
| 380018 | ERROR | %s %d: rims(%d) ERROR: smsTrySetStats: Internal error updating %s %d.%s %d | The indicated statistics value could not be written. This is a system error, not just a missing statistics entry problem. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |
| 380019 | ERROR | %s %d: rims(%d) ERROR: smsSetStats: Could not retrieve %s %d.%s %d | The indicated statistics value could not be read. This typically indicates that the statistics value does not exist in the SMF_STATISTICS_DEFN table. | Check that SMF_STATISTICS_DEFN contains the indicated statistics value. Check for spelling errors. Restart the smsStatsDaemon if necessary. | RIMS |
| 380020 | WARNING | %s %d: rims(%d) WARNING: Error detaching from smsStatsDaemon shm. %d (%s %d) | A problem has occurred attempting to detach the shared memory segment used by the smsStatsDaemon. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|--|---|---|---------|
| 380021 | ERROR | %s %d: rims(%d) ERROR: shmAttach: Error %d getting INODE for %s %d | A problem has occurred attempting to attach the shared memory segment used by the smsStatsDaemon. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |
| 380022 | ERROR | %s %d: rims(%d) ERROR: shmAttach: Cannot get semID from semKey %d | A problem has occurred attempting to attach the shared memory segment used by the smsStatsDaemon. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |
| 380023 | ERROR | %s %d: rims(%d) ERROR: shmAttach: Cannot get shmKey from semID %d | A problem has occurred attempting to attach the shared memory segment used by the smsStatsDaemon. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |
| 380024 | ERROR | %s %d: rims(%d) ERROR: shmAttach: Cannot attach to shmKey %d | A problem has occurred attempting to attach the shared memory segment used by the smsStatsDaemon. | Check that the smsStatsDaemon is running without errors. If necessary, restart the smsStatsDaemon. Check that the system settings for shared memory and semaphores have been set to recommended levels. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|---|--|---|---------|
| 380025 | ERROR | %s %d: rims(%d) ERROR: Reattached to shmKey %d. Lost stats on %d calls | The shared memory segment used by the smsStatsDaemon had become unavailable, and is now available again. A number of statistics values have been lost. | Check for a problem with the smsStatsDaemon. | RIMS |
| 380026 | WARNING | %s %d: rims(%d) WARNING: Terminated with INTERFACE_END | XmsTriggerApplication terminated after receiving an interface end management event. | No action required. | RIMS |
| 380027 | WARNING | %s %d: rims(%d) WARNING: Terminated with INTERFACE_KILL | XmsTriggerApplication terminated after receiving an interface end management event. | No action required. | RIMS |
| 380028 | WARNING | %s %d: rims(%d) WARNING: Received Unsupported EventType 0x123 | Received a SLEE event that is not supported | Contact support. | RIMS |
| 380029 | NOTICE | %s %d: rims(%d) NOTICE: Management Event REPORT_REQUEST | Event report request received | No action required. | RIMS |
| 380030 | NOTICE | %s %d: rims(%d) NOTICE: Management Event REREAD_CONFIG | Event report request received | No action required. | RIMS |
| 380031 | WARNING | %s %d: rims(%d) WARNING: setCounter: Failed to set statistic %s %d.%s %d.%s %d | Failed to set statistic. | Contact support. | RIMS |
| 380032 | WARNING | %s %d: rims(%d) WARNING: deltaCounter: Failed to delta statistic %s %d.%s %d.%s %d | Failed to increment a statistic counter. | Contact support. | RIMS |
| 380033 | WARNING | %s %d: rims(%d) WARNING: getCounter: Failed to get value for statistic %s %d.%s %d.%s %d | Failed to look up a statistic counter. | Contact support. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|---|---------------------------------------|---|---------|
| 380034 | CRITICAL | %s %d: rims(%d) CRITICAL: Config File error: %s %d | Configuration error detected. | Consult tech guide for a range of appropriate values. | RIMS |
| 380036 | ERROR | %s %d: rims(%d) ERROR: Couldnt send SLEE event on dialog %s %d. | Communications error, route failed. | Contact support. | RIMS |
| 380038 | ERROR | %s %d: rims(%d) ERROR: MapTransaction received MAP-OPEN with unrecognised Application-Context-Name. | Invalid MAP message received | Check validity of incoming messages. | RIMS |
| 380039 | ERROR | %s %d: rims(%d) ERROR: MapTransaction received unexpected MAP-OPEN. | Invalid MAP message received | Check validity of incoming messages. | RIMS |
| 380040 | ERROR | %s %d: rims(%d) ERROR: MapTransaction: Received SLEE TCAP event with no primitive. | SLEE communication attempt failed. | Check configuration, contact support. | RIMS |
| 380041 | WARNING | %s %d: rims(%d) WARNING: MapTransactions HLR response arrived on dialog %s %d, expected %s %d. | Internal software error | Contact support. | RIMS |
| 380042 | ERROR | %s %d: rims(%d) ERROR: MapTransaction failed: No components in TCAP primitive. | Invalid TCAP message received | Check validity of incoming TCAP messages. | RIMS |
| 380043 | ERROR | %s %d: rims(%d) ERROR: MapTransaction received TCAP_U_ERROR (%d). | Map transaction received a TCAP error | Check error cause given in error message, check error log on HLR. | RIMS |
| 380044 | ERROR | %s %d: rims(%d) ERROR: MapTransaction: Received bad TCAP component type %d. | Invalid TCAP message received | Check validity of incoming TCAP messages. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|---|--|---|---------|
| 380045 | ERROR | %s %d: rims(%d) ERROR: MapTransaction: HLR requested fallback using an unrecognised Application Context Name. | The MAP plugin didn't recognise the MAP application context the HLR requested. | Investigate the TCAP messages between MMX and the HLR; contact support. | RIMS |
| 380046 | ERROR | %s %d: rims(%d) ERROR: MapTransaction: Received TCAP_ABORT(%s %d) from HLR. | The HLR has aborted its dialog to us. | Contact support. | RIMS |
| 380047 | ERROR | %s %d: rims(%d) ERROR: MapTransaction: received TCAP_NOTICE from HLR. | The HLR sent RIMS a TCAP Notice. | Contact support, check the HLR error log. | RIMS |
| 380048 | WARNING | %s %d: rims(%d) WARNING: Request for fallback to bad MAP version %d, using version 3 instead. | RIMS received invalid MAP fallback request. | Check validity of incoming messages, contact support. | RIMS |
| 380049 | ERROR | %s %d: rims(%d) ERROR: MapTransaction: MAPv1 HLR result component is not an SRI-SM result. | RIMS received invalid MAP message from HLR. | Check validity of incoming messages, check HLR log. | RIMS |
| 380050 | ERROR | %s %d: rims(%d) ERROR: MapTransaction: HLR MAPv1 SRI-SM response did not contain an MSC address. | RIMS received invalid MAP message from HLR. | Check validity of incoming messages, check HLR log. | RIMS |
| 380051 | ERROR | %s %d: rims(%d) ERROR: MapTransaction: MAPv2 HLR result component is not an SRI-SM result. | RIMS received invalid MAP message from HLR. | Check validity of incoming messages, check HLR log. | RIMS |
| 380052 | ERROR | %s %d: rims(%d) ERROR: MapTransaction: HLR MAPv2 SRI-SM response did not contain an MSC or SGSN address. | RIMS received invalid MAP message from HLR. | Check validity of incoming messages, check HLR log. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|---|---|--|---------|
| 380053 | ERROR | %s %d: rims(%d) ERROR: MapTransaction: MAPv3 HLR result component is not an SRI-SM result. | RIMS received invalid MAP message from HLR. | Check validity of incoming messages, check HLR log. | RIMS |
| 380054 | CRITICAL | %s %d: rims(%d) CRITICAL: Could not initialise RIMS interface. | Could not start RIMS. | Check SLEE status, contact support. | RIMS |
| 380055 | CRITICAL | %s %d: rims(%d) CRITICAL: Reloading configuration failed. | There was an error reloading the config file. | Ensure that the config file exists and is readable by the application raising the alarm. | RIMS |
| 380056 | ERROR | %s %d: rims(%d) ERROR: Cannot get SLEE Interface API handle. | SLEE resource shortage. | Contact support. | RIMS |
| 380057 | ERROR | %s %d: rims(%d) ERROR: Cannot get SLEE event types (Management=%s %d, TCAP=%s %d, RIMS=%s %d). | Internal software error. | Contact support. | RIMS |
| 380058 | ERROR | %s %d: rims(%d) ERROR: Cannot install SIGHUP handler - %s %d [%d]. | Failed to install signal handler. | Contact support. | RIMS |
| 380059 | ERROR | %s %d: rims(%d) ERROR: Cannot install SIGUSR1 handler - %s %d [%d]. | Failed to install signal handler. | Contact support. | RIMS |
| 380060 | ERROR | %s %d: rims(%d) ERROR: RIMS cannot route incoming TCAP event to any existing transaction (primitive type %d). | Internal communications error. | Contact support. | RIMS |
| 380061 | ERROR | %s %d: rims(%d) ERROR: No appropriate key present in RIMS update message. | MMX sent RIMS an invalid request. | Contact support. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|--|------------------------------------|---|---------|
| 380062 | ERROR | %s %d: rims(%d) ERROR: RIMS protocol error: MAP update sets SGSN but does not allow GPRS. | MMX sent RIMS an invalid request. | Reconfigure MMX and RIMS to ensure GPRS consistency, contact support. | RIMS |
| 380063 | WARNING | %s %d: rims(%d) WARNING: RIMS update operation invalid: no MSISDN specified. | MMX sent RIMS an invalid request. | Contact support. | RIMS |
| 380064 | WARNING | %s %d: rims(%d) WARNING: RIMS update operation invalid: no MDN specified. | MMX sent RIMS an invalid request. | Contact support. | RIMS |
| 380065 | ERROR | %s %d: rims(%d) ERROR: RIMS protocol error: Bad protocol type %d | MMX sent RIMS an invalid request. | Contact support. | RIMS |
| 380066 | ERROR | %s %d: rims(%d) ERROR: Cant respond to RIMSQuery: SLEE dialog is NULL. | SLEE communication attempt failed. | Contact support, check SLEE status. | RIMS |
| 380067 | ERROR | %s %d: rims(%d) ERROR: RIMS protocol error: MAP query requires MSISDN or IMSI key. | MMX sent RIMS an invalid request. | Contact support. | RIMS |
| 380068 | ERROR | %s %d: rims(%d) ERROR: RIMS protocol error: IS41 parameters requested by MAP query. | MMX sent RIMS an invalid request. | Contact support. | RIMS |
| 380069 | ERROR | %s %d: rims(%d) ERROR: RIMS protocol error: MAP query requests SGSN but does not allow GPRS. | MMX sent RIMS an invalid request. | Contact support. | RIMS |
| 380070 | ERROR | %s %d: rims(%d) ERROR: RIMS protocol error: CDMA query requires MIN or MDN key. | MMX sent RIMS an invalid request. | Contact support. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|---|--|---|---------|
| 380071 | ERROR | %s %d: rims(%d) ERROR: RIMS protocol error: MAP parameters requested by IS41 query. | MMX sent RIMS an invalid request. | Contact support. | RIMS |
| 380072 | ERROR | %s %d: rims(%d) ERROR: RIMS protocol error: CDMA query requests SGSN. | MMX sent RIMS an invalid request. | Contact support. | RIMS |
| 380073 | ERROR | %s %d: rims(%d) ERROR: RIMS protocol error: Bad message type %d | MMX sent RIMS an invalid request. | Contact support. | RIMS |
| 380074 | CRITICAL | %s %d: rims(%d) CRITICAL: Failed to open RIMS section in config file. | Config error - No RIMS section | Correct and reload config file | RIMS |
| 380075 | CRITICAL | %s %d: rims(%d) CRITICAL: One of Global Title (GT) or Point Code/Subsystem Number (PC/SSN) must be specified. | Configuration error. Ensure either PC/SSN or GT is set. | Consult tech guide for a range of appropriate values. | RIMS |
| 380076 | ERROR | %s %d: rims(%d) ERROR: RIMS SLEE interface requires tcapInterfaceServiceKey. | Configuration error. Specify tcapInterfaceServiceKey . | Consult tech guide for a range of appropriate values. | RIMS |
| 380077 | ERROR | %s %d: rims(%d) ERROR: MAP.defaultMapVersionToHlr must be 1, 2 or 3. | Configuration error. Ensure defaultMapVersionToHlr is set. | Consult tech guide for a range of appropriate values. | RIMS |
| 380078 | ERROR | %s %d: rims(%d) ERROR: Cache configuration invalid. | Configuration error. Check cache configuration. | Consult tech guide for a range of appropriate values. | RIMS |
| 380079 | ERROR | %s %d: rims(%d) ERROR: No cache configuration found. | Configuration error. Add cache configuration. | Consult tech guide for a range of appropriate values. | RIMS |
| 380080 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: %z GT = %s %d | New configuration loaded. | No action required. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|---|---|---|---------|
| 380081 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: %z PC = %d | New configuration loaded. | No action required. | RIMS |
| 380082 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: %z SSN= %d | New configuration loaded. | No action required. | RIMS |
| 380083 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: TcapInterfaceServiceKey = %d | New configuration loaded. | No action required. | RIMS |
| 380084 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: sleepTime = %d | New configuration loaded. | No action required. | RIMS |
| 380085 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: hlrTimeout= %d | New configuration loaded. | No action required. | RIMS |
| 380086 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: MAP.defaultMapVersionToHlr = %d | New configuration loaded. | No action required. | RIMS |
| 380087 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: MAP.SCA = %s %d | New configuration loaded. | No action required. | RIMS |
| 380088 | ERROR | %s %d: rims(%d) ERROR: CdmaTransaction cannot handle unknown teleservice %d. | CDMA transaction received message containing unknown teleservice. | Check validity of incoming messages. | RIMS |
| 380089 | ERROR | %s %d: rims(%d) ERROR: CdmaTransaction received invalid SLEE event. | Invalid SLEE event received. | Check SLEE status, contact support. | RIMS |
| 380090 | ERROR | %s %d: rims(%d) ERROR: CdmaTransaction received invalid TCAP primitive. | Invalid TCAP message received | Check validity of incoming TCAP messages. | RIMS |
| 380091 | ERROR | %s %d: rims(%d) ERROR: CdmaTransaction received TCAP_ABORT(%d) from HLR for MIN %s %d using teleservice %d. | Invalid TCAP message received | Check validity of incoming TCAP messages. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|---|---|--|---------|
| 380092 | ERROR | %s %d: rims(%d) ERROR: CdmaTransaction received TCAP_NOTICE from HLR for MIN %s %d using teleservice %d. | Invalid TCAP message received | Check validity of incoming TCAP messages. | RIMS |
| 380093 | ERROR | %s %d: rims(%d) ERROR: CdmaTransaction received %s %d while expecting TCAP_RESPONSE(TC_RESULT_L) for MIN %s %d. | Invalid TCAP message received | Check validity of incoming TCAP messages. | RIMS |
| 380094 | ERROR | %s %d: rims(%d) ERROR: CdmaTransaction couldnt extract TCAP component from HLR response for MIN %s %d. | Invalid TCAP message received | Check validity of incoming TCAP messages. | RIMS |
| 380095 | ERROR | %s %d: rims(%d) ERROR: CdmaTransaction received unreadable response for MIN %s %d. | Invalid message received. | Check SLEE status, contact support. | RIMS |
| 380096 | ERROR | %s %d: rims(%d) ERROR: CdmaTransaction couldnt retrieve SMSAddress from SMSREQ result for MIN %s %d. | Invalid message received. | Contact support. | RIMS |
| 380097 | WARNING | %s %d: rims(%d) WARNING: MDN (%s %d) too short, assuming that it is already a MIN | Received a MDN of incorrect size, not converting to MIN | Check numbers to ensure assumption is correct, if not contact support. | RIMS |
| 380098 | ERROR | %s %d: rims(%d) ERROR: Cant send protocolFailure status to RIMS client: no SLEE dialog. | Internal communications error. | Contact support. | RIMS |
| 380099 | ERROR | %s %d: rims(%d) ERROR: Cant send protocolFailure status to RIMS client: send failed. | Internal communications error. | Contact support. | RIMS |
| 380100 | ERROR | %s %d: rims(%d) ERROR: CacheElement::isValid unable to call gettimeofday | Internal software error | Contact support. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------|----------|--|---|--|---------|
| 380101 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: cache.size = %d | New configuration loaded. | No action required. | RIMS |
| 380102 | ERROR | %s %d: rims(%d) ERROR: Unable to allocate space for %d elements in Cache::config: | Resource allocation error. | Contact support. | RIMS |
| 380103 | CRITICAL | %s %d: rims(%d) CRITICAL: Could not initialise RIMS interface: %z | Could not start RIMS. | Check SLEE status, contact support. | RIMS |
| 380104 | ERROR | %s %d: rims(%d) ERROR: Config file reload failed: %z - keeping existing config | There was an error reloading the config file. | Ensure that the config file exists and is readable by the application raising the alarm. | RIMS |
| 380105 | ERROR | %s %d: rims(%d) ERROR: CdmaTransaction couldnt retrieve MobileIdentificationNumber from SMSREQ result for MDN %s %d. | Invalid message received. The MIN was not present in an IS841 SMSRequestResponse. | If IS841 is not required remove support IS841 from the config file. If it is required check the responses sent from the HLR. | RIMS |
| 380106 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: IS41.supportIS841 = %s | New configuration loaded. | No action required. | RIMS |
| 380107 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: IS41.minHLRTransType = %s %d | New configuration loaded. | No action required. | RIMS |
| 380108 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: IS41.mdnHLRTransType = %s %d | New configuration loaded. | No action required. | RIMS |
| 380109 | ERROR | %s %d: rims(%d) ERROR: Profile data longer than allowed GT length | The data in the profile field to be used as the GT sent to the HLR is too long. | Configure the data in the profile field to be of valid length. | RIMS |
| 380110 | ERROR | %s %d: rims(%d) ERROR: InformSC Address size %s size is greater than RIMS Max ISDN Address len | InformSC Address size is greater than RIMS Max ISDN Address len. | Snoop network and find out who is sending incorrect length. | RIMS |

| Alarm | Severity | Text | Cause | Resolution | Service |
|--------------|-----------------|--|---------------------------|---------------------|----------------|
| 380111 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: IS41.checkCacheForTcap = %s %d | New configuration loaded. | No action required. | RIMS |
| 380112 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: MAP.checkCacheForTcap = %s %d | New configuration loaded. | No action required. | RIMS |
| 380113 | NOTICE | %s %d: rims(%d) NOTICE: RIMS: MAP.absentCacheTimer = %s %d | New configuration loaded. | No action required. | RIMS |