

Logging Events

Ericsson Service-Aware Policy Controller

USER GUIDE

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Abstract

This document provides information about the logged events of the SAPC.



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1 Log Overview

Logging information is a high-level, cluster-significant, function-based (as opposed to implementation-particular) information suited primarily for network or system administrators, or automated tools to review current and historical logged information to troubleshoot issues such as misconfigurations, network disconnects and unavailable resources.

This document provides information about the main logged events of the SAPC used by operators or system administrators.

The SAPC provides some other more detailed (implementation dependent, for deeper software troubleshooting purposes) log events, targeted only for Ericsson support personnel which are not listed in this document.





2 Log Types

There are different logs to store different types of events:

Application Log	It is used for events related to the SAPC application noteworthy processing circumstances, those that may affect the service (used for troubleshooting). For example: a subscriber is autoprovisioned. The log events of this category are the ones covered in Section 3 on page 5.
Emergency Calls Log	<p>It is used for events related to the SAPC emergency services. For example: an AF Emergency Session established. The log events of this category are the ones covered in Table 2 and Table 3.</p> <p>Note: All the events printed in this log are also printed in the Application Log.</p>
Alarm Log	Each time an alarm is triggered, a log entry is generated.
Notification Log	Each time a notification is sent, a log entry is generated.
System Log	Used by applications to record noteworthy system circumstances, particularly those that affect service.





3 Log Events

This chapter explains the **application** events logged by the SAPC in tables with the following format:

Table 1 Log Events Table Contents

Event Name	Slogan of the event
Description	The explanation of the cause event
Severity	One of the following level values: <ul style="list-style-type: none">• 0: EMERGENCY. System is unusable• 1: ALERT. Action must be taken immediately• 2: CRITICAL. Critical conditions. If no action is taken, the system may not run properly• 3: ERROR. Error conditions• 4: WARNING. Warning conditions• 5: NOTICE. Advise• 6: INFORMATIONAL. Informational



Source	<p>Subsystem originating the event:</p> <ul style="list-style-type: none">• Access and Charging Control• QoS Control• Dynamic Policy Control• Policy Engine• Subscription• Fair Usage• Time Trigger• End User Notifications• Geographical Redundancy• External Database• Sy Subscriber Charging• SOAP Notification• Obsolete Sessions Notifier
Additional Info	<p>Any other relevant information.</p> <p>This information is literally what is displayed in the log file. When there are several parameters data logged in <code>additional_info</code>, all of them are logged (empty values in case there is no information for any of them).</p> <p>For protocol-related event logs, and to ease the tracking, there are cases where some parameters values are printed, even if they are not directly received in the messages content, but internally completed by the SAPC.</p>

Table 2 AF Emergency Session established

Event Name	AF Emergency Session established.
Description	The SAPC has received and authorized a new request for IMS emergency service.
Severity	6: INFORMATIONAL



Source	Dynamic Policy Control
Additional Info	<ul style="list-style-type: none"> • SessionId: <Session ID>, • IpAddr: <UE IP Address>, • ServiceUrn: <Service URN>, • IMEISV:<IMEISV>, • SubsId: <Subscriber ID>

Table 3 AF Emergency Session terminated

Event Name	AF Emergency Session terminated.
Description	The SAPC has received a termination request for IMS emergency service.
Severity	6: INFORMATIONAL
Source	Dynamic Policy Control
Additional Info	• SessionId: <Session ID>

Table 4 Autoprovisioned subscriber

Event Name	Autoprovisioned subscriber.
Description	A subscriber has been autoprovisioned.
Severity	6: INFORMATIONAL
Source	Subscription
Additional Info	SubsId: <Subscriber ID>

Table 5 Configuration error

Event Name	Configuration error.
Description	A configuration error has been detected.
Severity	4: WARNING
Source	Any
Additional Info	• Detail: <Detailed Error>

Table 6 Diameter incoming message discarded

Event Name	Diameter incoming message discarded.
Description	Discarded an incoming Diameter message. Therefore, the message has not been processed.
Severity	3: ERROR



Source	Any
Additional Info	<ul style="list-style-type: none">• SessionId: <Session ID>,• SubsId: <SubscriberId⁽¹⁾>,• Protocol: <Gx Rx>,• MessageType: <AAR ASA CCR-I CCR-U CCR-T RAA STR>

(1) Value of the Subscription-Id AVP(s) received inside the message.

Table 7 Diameter peer node restarted

Event Name	Diameter peer node restarted.
Description	A restart on a diameter peer has been detected. Sessions cleaning has been scheduled.
Severity	5: NOTICE
Source	Any
Additional Info	<ul style="list-style-type: none">• RestartedPeer: <Restarted Peer Node>,• Protocol: <Gx Rx>,• OriginStateId: <Current Origin-State-Id>,• PreviousOriginStateId: <Previously Stored Origin-State-Id for that Diameter Peer>

Table 8 Discarded received usage

Event Name	Discarded received usage.
Description	A traffic message (CCR) has been received containing reported usage for a subscriber, but the SAPC discards the received usage.
Severity	6: INFORMATIONAL



Source	Fair Usage
Additional Info	<ul style="list-style-type: none"> • SubsId: <Subscriber ID>, • SubsGroup: <Subscriber group>, • RG: <Reporting Group>, • Counter: <Counter Name>, • UsageType: <Bidir UL DL time>, • ReportedUsage: <Reported Usage Values>, • Reason: <reason nr> The SAPC has discarded the received usage for a session; the <reason nr> specifies why: 1= the usage accumulator was previously reset for another active session of the subscriber/family. 2= the usage accumulator cannot be accessed because of provisioning changes or is not enabled for accumulation.

Table 9 End deleting inactive sessions

Event Name	End deleting inactive sessions.
Description	The SAPC has finished to remove inactive sessions.
Severity	6: INFORMATIONAL
Source	Obsolete Sessions Notifier
Additional Info	<ul style="list-style-type: none"> • Obsolete Gx sessions: <Number of Obsolete sessions>. • <Reached maximum execution time.> • <Stopped due to ongoing peer restart or removal.>

Table 10 End deleting old sessions

Event Name	End deleting old sessions.
Description	The SAPC has finished to remove old sessions belonging to the restarted peer.
Severity	6: INFORMATIONAL



Source	Obsolete Sessions Notifier
Additional Info	<ul style="list-style-type: none">• RestartedPeer: <Restarted Peer Node>,• Protocol: <Gx Rx>,• OriginStateId: <Current Origin-State-Id>

Table 11 End sessions emergency removal

Event Name	End sessions emergency removal.
Description	The SAPC has finished the emergency procedure to remove sessions and its Origin-State-Id has changed.
Severity	6: INFORMATIONAL
Source	Sessions Emergency Removal
Additional Info	<ul style="list-style-type: none">• LogFile: <Log file including verbose information about the emergency procedure for session cleanup>,• OriginStateId: <Current Origin-State-Id>

Table 12 End User Notification discarded

Event Name	End User Notification discarded
Description	The internal queue in the End User Notification subsystem is filled. The end user notification is discarded.
Severity	3: ERROR
Source	End User Notifications
Additional Info	<ul style="list-style-type: none">• Protocol: SMPP, SOAP,• SubsId: <Subscriber ID>,• Destination: <SMS destination number>,• Message: <Notification text>

Table 13 Error fetching data from external DB

Event Name	Error fetching data from external DB.
Description	There has been an error requesting data from external database. Example: The database is not accessible.
Severity	3: ERROR



Source	External Database
Additional Info	<ul style="list-style-type: none"> • URL: <URL>, • Query:<Query>, • ProbableCause: <Probable Cause>

Table 14 Error sending ASR

Event Name	Error sending ASR.
Description	The SAPC failed to send an ASR message.
Severity	4: WARNING
Source	Dynamic Policy Control
Additional Info	<ul style="list-style-type: none"> • SessionId: <Session ID> • Protocol: <Rx>

Table 15 Error sending CCA

Event Name	Error sending CCA.
Description	The SAPC failed to send a CCA message.
Severity	3: ERROR
Source	Access and Charging Control QoS Control
Additional Info	<ul style="list-style-type: none"> • SessionId: <Session ID>, • Protocol: <Gx Sx>

Table 16 Error sending RAR

Event Name	Error sending RAR.
Description	The SAPC failed to send an RAR message.
Severity	4: WARNING
Source	Access and Charging Control QoS Control Dynamic Policy Control
Additional Info	<ul style="list-style-type: none"> • SessionId: <Session ID>, • Protocol: <Gx Rx>



Table 17 Error sending SLR

Event Name	Error sending SLR.
Description	The SAPC failed to send an SLR message.
Severity	3: ERROR
Source	Sy Subscriber Charging
Additional Info	<ul style="list-style-type: none">• SessionId: <Session ID>,• SubsId: <SubscriberId>,• Protocol: <Sy ESy>

Table 18 Error sending SNA

Event Name	Error sending SNA.
Description	The SAPC failed to send an SNA message.
Severity	3: ERROR
Source	Sy Subscriber Charging
Additional Info	<ul style="list-style-type: none">• SessionId: <Session ID>,• Protocol: <Sy ESy >

Table 19 Error sending STR

Event Name	Error sending SNR.
Description	The SAPC failed to send an SNR message.
Severity	3: ERROR
Source	Sy Subscriber Charging
Additional Info	<ul style="list-style-type: none">• SessionId:<Session ID>,• Protocol:<Sy ESy>

Table 20 Error storing data into external DB

Event Name	Error storing data into external DB.
Description	There has been an error writing data in the external database. Example: The database is not accessible.
Severity	3: ERROR



Source	External Database
Additional Info	<ul style="list-style-type: none"> • URL: <URL>, • Query: <Query>, • ProbableCause: <Probable Cause>

Table 21 Existing IP Session removed

Event Name	Existing IP Session removed.
Description	A CCR Initial message, for an existing IP Session has been received. The old IP Session is removed.
Severity	4: WARNING
Source	Access and Charging Control
Additional Info	<ul style="list-style-type: none"> • SessionId: <SessionID>, • IpAddr: <UE IP Address>, • Protocol: <Gx>, • APN: <Access Point Name>, • PeerId: <PCEF name>

Table 22 Geographical redundancy state changed

Event Name	Geographical redundancy state changed.
Description	Indicates when the SAPC changes its geographical redundancy state.
Severity	4: WARNING



Source	Geographical Redundancy
Additional Info	<ul style="list-style-type: none">• PreviousState: <INITIAL ACTIVE STANDBY HALTED DISTRIBUTED SYNCHRONIZING>,• CurrentState:<INITIAL ACTIVE STANDBY HALTED DISTRIBUTED SYNCHRONIZING>,• Reason: <reason text> For Active-Standby Geographical Redundancy:<ul style="list-style-type: none">- "The SAPC started as ACTIVE node"- "The SAPC started as STANDBY node"- "Geographical Redundancy has been stopped by operational procedure"- "The SAPC mated pair is unreachable or not handling traffic"- "The SAPC peer is ACTIVE and preferred node."- "The SAPC peer has been stopped by operational procedure"- "Unplanned restart of the SAPC application." For Active-Active Geographical Redundancy:<ul style="list-style-type: none">- "Geographical Redundancy is started by operational procedure"- "Geographical Redundancy has been stopped by operational procedure"- "The data mirroring with the SAPC peer is not available"- "The SAPC has finished the data replication from the SAPC peer"- "The data mirroring with the SAPC peer is available"- "The data mirroring with the SAPC peer is not available"- "The SAPC peer has been stopped by operational procedure"- "The SAPC restarts or the data mirroring with the SAPC peer is not available"- "The SAPC restarts and replicates data from the SAPC peer"- "The data mirroring is down. The SAPC stops handling traffic"- "The SAPC stops handling traffic and the SAPC peer starts handling traffic"- "The SAPC starts handling traffic. In split-brain scenario"

Table 23 Internal error

Event Name	Internal error.
Description	The SAPC has detected an internal error.
Severity	4: WARNING
Source	Any
Additional Info	<ul style="list-style-type: none">• Protocol: <Gx Rx Sx>,• Detail: <Detailed Error>

Table 24 IP-CAN session exists

Event Name	IP-CAN session exists.
Description	The IP-CAN session to be created exists.
Severity	4: WARNING



Source	Access and Charging Control
Additional Info	<ul style="list-style-type: none"> • SessionId: <SessionID>, • Protocol: <Gx>

Table 25 License error

Event Name	License error.
Description	The SAPC has answered a request with error due to a missing or expired license. When the SAPC can process the request even if a function (for example end user notifications) is not licensed, this log does not appear.
Severity	4: WARNING
Source	Any
Additional Info	<ul style="list-style-type: none"> • Detail: <Detailed Error>, • SessionId: <Session ID>

Table 26 NetLoc information not received during AF session termination

Event Name	NetLoc information not received during AF session termination.
Description	The SAPC received an STR from AF requesting network location information, but did not receive it from the PCEF.
Severity	4: WARNING
Source	Dynamic Policy Control
Additional Info	<ul style="list-style-type: none"> • SessionId: <SessionID>

Table 27 Non-Persistent data storage empty

Event Name	Non-Persistent data storage empty.
Description	<p>Non-persistent data such as Time of Day, subscriber session, and subscriber notifications are empty. This means that:</p> <ul style="list-style-type: none"> • a) The internal Time Trigger reauthorization events are lost. • b) For end-user notifications, the same notification message can be repeated. • c) For Fair Usage, the usage accumulators may be not accurate.
Severity	4: WARNING



Source	Any
Additional Info	

Table 28 Notification Server Communication Error

Event Name	Notification Server Communication Error.
Description	A communication error between the SAPC and the Notification Server has been detected.
Severity	3: ERROR
Source	End User Notifications
Additional Info	<ul style="list-style-type: none">• Protocol: SMPP, SOAP,• ServerAddress: <ip:port>, <url>,• Error cause:<ul style="list-style-type: none">- "Unable to establish a connection"-"Communication lost."

Table 29 Protocol error

Event Name	Protocol error.
Description	The SAPC processes a message with a result different than success, and the reason for the error is information sent inside the message.
Severity	4: WARNING
Source	Any
Additional Info	<ul style="list-style-type: none">• Protocol: <Gx Rx Sx>,• Detail: <Detailed Error>,• SessionId: <Session ID>,• Result-Code: <Result Code>,• SubsId: <Subscriber ID>,• IpAddr: <UE IP Address>,• APN: <Access Point Name>,• PeerId: <Diameter peer name>,• Ip-Domain-Id: <Ip Domain Id>

Table 30 Reset of accumulated usage data

Event Name	Reset of accumulated usage data.
Description	The accumulated usage data have been reset.



Severity	6: INFORMATIONAL
Source	Fair Usage
Additional Info	<ul style="list-style-type: none"> • SubsId: <Subscriber ID>, • SubsGroup: <Subscriber group>, • RG: <Reporting Group>, • Counter: <Counter Name>, • SubscriptionDate: <Subscription Date>, • Bidir: <Bidir value>, • UL: <Uplink value>, • DL: <Downlink value>, • time: <time value>

Table 31 Rule Installation Failure

Event Name	Rule Installation Failure.
Description	A CCR has been received indicating Rule Installation Failure. For example, any rule has been reported as inactive by the PCEF, or there has been an installation with lower QoS (rules active but with Rule-Failure-Code = UNSUCCESSFUL_QOS_VALIDATION).
Severity	5: NOTICE
Source	Access and Charging Control QoS Control
Additional Info	<ul style="list-style-type: none"> • SessionId: <Session ID>, • Protocol: <Gx>, • Rule-Name: <Charging-Rule-Name or Charging-Rule-Base-Name>, • ErrorCode: <Error Code>

Table 32 SOAP external DB notification not matching object for DN

Event Name	SOAP external DB notification not matching object for DN.
Description	SOAP Request received for a not supported DN.
Severity	4: WARNING



Source	SOAP Notification
Additional Info	<ul style="list-style-type: none">• HostIpAddr: <Host IP address that sends the notification>,• ReceivedDN: <Received DN>

Table 33 SOAP external DB notification event not supported

Event Name	SOAP external DB notification event not supported.
Description	SOAP Request received containing notificationEvent not supported.
Severity	4: WARNING
Source	SOAP Notification
Additional Info	<ul style="list-style-type: none">• HostIpAddr: <Host IP address that sends the notification>,• Notif: <Received notification event>

Table 34 Start deleting inactive sessions

Event Name	Start deleting inactive sessions.
Description	The SAPC has started to remove inactive sessions.
Severity	6: INFORMATIONAL
Source	Obsolete Sessions Notifier
Additional Info	<ul style="list-style-type: none">• Obsolete Gx sessions:<Number of Obsolete sessions>

Table 35 Start deleting old sessions

Event Name	Start deleting old sessions.
Description	The SAPC has started to delete old sessions belonging to the restarted peer.
Severity	6: INFORMATIONAL
Source	Obsolete Sessions Notifier
Additional Info	<ul style="list-style-type: none">• RestartedPeer: <Restarted Peer Node>,• Protocol: <Gx Rx>,• OriginStateId: <Current Origin State Id>



Table 36 Start sessions emergency removal

Event Name	Start sessions emergency removal.
Description	The SAPC has started the emergency procedure to remove sessions and its Origin-State-Id is going to change.
Severity	6: INFORMATIONAL
Source	Sessions Emergency Removal
Additional Info	<ul style="list-style-type: none"> • LogFile: <Log file including verbose information about the emergency procedure for session cleanup>, • OriginStateId: <Current Origin-State-Id>

Table 37 Timeout receiving RAA

Event Name	Timeout receiving RAA.
Description	The SAPC did not receive an RAA because of a timeout.
Severity	3: ERROR
Source	Access and Charging Control QoS Control Dynamic Policy Control
Additional Info	<ul style="list-style-type: none"> • SessionId:<Session ID>, • Protocol: <Gx Rx>

Table 38 Timeout receiving SLA

Event Name	Timeout receiving SLA.
Description	The SAPC did not receive an SLA because of a timeout.
Severity	3: ERROR
Source	Sy Subscriber Charging
Additional Info	<ul style="list-style-type: none"> • SessionId:<Session ID>, • Protocol: <Sy ESy>

Table 39 Timeout receiving STA

Event Name	Timeout receiving STA.
Description	The SAPC failed to receive an STA because of a timeout.



Severity	3: ERROR
Source	Sy Subscriber Charging
Additional Info	<ul style="list-style-type: none">• SessionId: <Session ID>,• Protocol: <Sy ESy>

Table 40 Unable to deliver End User Notification

Event Name	Unable to deliver End User Notification.
Description	The SAPC has not been able to send the subscriber notification.
Severity	6: INFORMATIONAL
Source	End User Notifications
Additional Info	<ul style="list-style-type: none">• Protocol: SMPP, SOAP,• ServerAddress: <serverAddress:serverPort>, <webServiceUrl>,• SubsId: <Subscriber ID>,• Destination: <sms destination number>,• Message: <Notification text>,• Additional Info:<ul style="list-style-type: none">- "Unknown reason (timeout)"-"SMS Center destination is not configured"- "Web Service End Point is not configured"

Table 41 Unsuccessful SLA received

Event Name	Unsuccessful SLA received.
Description	The SAPC received an SLA message with result code not success.
Severity	3: ERROR
Source	Sy Subscriber Charging
Additional Info	<ul style="list-style-type: none">• SessionId: <Session ID>,• Result-Code: <Result Code>,• Protocol: <Sy ESy>



Table 42 Unsuccessful SNA sent

Event Name	Unsuccessful SNA sent.
Description	The SAPC sent an SNA message with result code not success.
Severity	3: ERROR
Source	Sy Subscriber Charging
Additional Info	<ul style="list-style-type: none"> • SessionId: <Session ID>, • Result-Code: <Result Code>, • Protocol: <Sy ESy>

Table 43 Unsuccessful STA received

Event Name	Unsuccessful STA received.
Description	The SAPC received an STA message with result code not success.
Severity	3: ERROR
Source	Sy Subscriber Charging
Additional Info	<ul style="list-style-type: none"> • SessionId: <Session ID>, • Result-Code: <Result Code>, • Protocol: <Sy ESy>

Table 44 Usage Limit Surpassed

Event Name	Usage Limit Surpassed.
Description	A subscriber usage limit has been surpassed.
Severity	6: INFORMATIONAL
Source	Fair Usage
Additional Info	<ul style="list-style-type: none"> • SubsId: <Subscriber ID>, • SubsGroup: <Subscriber group>, • RG: <Reporting Group>, • Counter: <Counter Name> • RgType: <absolute session>, • LimitType: <Bidir UL DL time>





4 Configuration

To configure the log level for the SAPC, set the `loggingLevel` attribute of the `BusinessEvents` object to the proper value. Example using COM cliss:

```
# /opt/com/bin/cliss
```

```
>configure
```

```
(config)>ManagedElement=1,PolicyControlFunction=1,BusinessEvents=1,loggingLevel=3
```

```
(config)>commit
```

```
>show ManagedElement=1,PolicyControlFunction=1,BusinessEvents=1,loggingLevel
```

```
loggingLevel=3
```





5 Reported Data

To check the logs generated by the system follow next steps:

- 1 Access to the SAPC according to *System Administrator Guide*.
- 2 Depending on the type of log that the user needs to check, enter in the paths defined in Table 45.

The following table shows the default location for log files.

Table 45 Reported Log Files

Logs	File
SAPC Application Logs	/cluster/storage/no-backup/coremw/var/log/saflog/sapc/sapc_<createdate>_<createtime>[_<closedate>_<closetime>].log
SAPC Java Application Logs (external database and end user notifications)	/cluster/storage/no-backup/coremw/var/log/saflog/sapc/sapcJava_<createdate>_<createtime>[_<closedate>_<closetime>].log
SAPC Emergency Calls Logs	/cluster/storage/no-backup/coremw/var/log/saflog/sapc/emergencyCalls_<createdate>_<createtime>[_<closedate>_<closetime>].log
Alarm Logs	/cluster/storage/no-backup/coremw/var/log/saflog/saLogAlarm_<createdate>_<createtime>[_<closedate>_<closetime>].log
Notification Logs	/cluster/storage/no-backup/coremw/var/log/saflog/saLogNotification_<createdate>_<createtime>[_<closedate>_<closetime>].log
System Logs	/cluster/storage/no-backup/coremw/var/log/saflog/saLogSystem_<createdate>_<createtime>[_<closedate>_<closetime>].log

5.1 SAPC Application Logs Record Output Format

Events in the application log contain the following information:

- Log record identifier
- Timestamp
- Severity. This field contains two characters to define the severity. All the possible severity identifiers are defined in Table 46.



— Message Information. This field includes following information:

- The DomainName, that is the identity of the Service Component, Service Unit, Service Group, and Service Application of the instance triggering the log.
- The Event Name.
- The Additional Info.

The following table shows the set of severity identifiers:

Table 46 Severity identifiers

Severity Identifiers	Description
EM	EMERGENCY
AL	ALERT
CR	CRITICAL
ER	ERROR
WA	WARNING
NO	NOTICE
IN	INFORMATIONAL

The following is an example of a printed log event:

1821 16:59:33 02/22/2016 ER safComp=ERIC-SAPC_PcrfProc,safSu=ERIC-SAPC_PcrfProc

Example 1 SAPC Application Log Example