

SS7 CAF Process Down Diameter Signaling Controller

OPERATING INSTRUCTIONS

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1 Overview

This document is the Operating Instructions (OPI) for the alarm **SS7 CAF Process Down**.

1.1 Alarm Description

This is an alarm of severity MAJOR.

The alarm is issued when an attempt to start a process is failed.

The possible alarm causes and fault locations are explained in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
<ul style="list-style-type: none">• A process is crashed or killed.• ECM was unable to connect to the process after it was started.• A controlled takedown of the process was made.• Internal cluster network problems	An attempt to start a process failed.	<ul style="list-style-type: none">• Process crashed, killed or unavailable• Internal cluster network problems	Internal cluster network	<p>Normally this is a non-fatal alarm; the ECM will try to start the process again.</p> <p>If the alarm is raised more than 5 times within 5 minutes or is persistent for 5 minutes, follow the procedure below.</p>

The following alarm attributes apply to this alarm:

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	1586561537
Managed Object Class	N/A
Specific Problem	Process Down
Perceived Severity	SEVERITY_MAJOR



2 Procedure

Perform the following steps if the alarm is raised multiple times or persistent:

1. Check other alarms from the cluster about the internal cluster network status.
2. Collect the `ecm.log` and `ss7trace.log` located in `/opt/sign/log`.

Also collect the current configuration which is located in the folder `/opt/sign/etc`. Collect the file `active.om.cim` and all the files with the extension `*.cnf`.

3. Contact next level of support and provide the files collected in Step 2 above.