

SS7 CAF SCTP IP Path is Down

Diameter Signaling Controller

OPERATING INSTRUCTIONS

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1 Overview

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

1.1 Alarm Description

This is an alarm of severity WARNING.

The alarm is issued when an Sctp path is unavailable.

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">• An Sctp IP Path became inactive/unavailable/unreachable• Network disturbances	Sctp IP Path became unavailable	<ul style="list-style-type: none">• Path is inactive/unavailable/unreachable• Network problems	Network	<p>Normally this is a non-fatal alarm; Sctp will use other paths in the association for communicating with the remote peer.</p> <p>Follow the procedure below if the alarm is raised for more than an hour without any known network disturbances.</p>

The following alarm attributes apply to this alarm:

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	1586601228



Attribute Name	Attribute Value
Managed Object Class	N/A
Specific Problem	SCTP IP Path is Down
Perceived Severity	SEVERITY_WARNING



2 Procedure

Follow the procedure below if the alarm is raised for more than an hour.

1. Make sure that there are no disturbances in the network.
2. Enable trace on SCTP as follows.

Note: SCTP tracing is not recommended during hours of high traffic.

- Login to the controller node.
- Start the Signalling Manager CLI:

```
SC-1:~ # dsc-connect-signalling-mgr
```

```
cli> connect;
```

```
EXECUTED
```

- Enable SCTP trace:

```
cli> STTON;
```

```
SCTP-Trace On Successful.  
EXECUTED
```

- Keep the trace activated for 5 minutes.
- Disable SCTP trace:

```
cli> STTOF;
```

```
SCTP-Trace Off Successful.  
EXECUTED
```

3. Collect the `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`.

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