

SS7 CAF AS State Change

Diameter Signaling Controller

OPERATING INSTRUCTIONS

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1 Overview

This document is the Operating Instructions (OPI) for the alarm **SS7 CAF AS State Change**.

1.1 Alarm Description

This is an alarm of severity MINOR.

The alarm is issued when a local or remote Logical Application (SG/AS/IPS) has changed its state.

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">• Network connection problem.• All associations to the remote SPs are down.	A local or remote Logical Application (SG/AS/IPS) has changed its state.	<ul style="list-style-type: none">• The remote SPs became unreachable/unavailable	Remote Signaling Gateway Process Remote Signaling Process	Normally this is a non-fatal alarm. This alarm is always accompanied by <i>SS7 CAF SP State Change</i> alarm.

The following alarm attributes apply to this alarm:

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	1586562686
Managed Object Class	N/A
Specific Problem	SS7 CAF State Change
Perceived Severity	SEVERITY_MINOR



2 Procedure

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

1. Check if there is a *SS7 CAF SCTP IP Path is Down* alarm for the relevant association, and fix this alarm first.
2. Check if the remote SPs have been taken out of order. Check that the IP/SCTP layer works correctly.
3. Check network for any disturbances on the remote side.
4. Collect the `ecm.log` and `ss7trace.log` located in `/storage/no-backup/ss7caf-ana90137/log`.

Also collect the current configuration which is located in the folder `/storage/system/config/ss7caf-ana90137/etc`. Collect the file `active.om.cim` and all the files with the extension `*.cnf`.

5. If remote SPs status differ from Available or the alarm is persistent, contact next level of support.