

SS7 CAF OAM Connection Lost

Diameter Signaling Controller

OPERATING INSTRUCTIONS

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1 Overview

This document is the Operating Instructions (OPI) for the alarm **SS7 CAF OAM Connection Lost**.

1.1 Alarm Description

This is an alarm of severity MAJOR.

The alarm is issued when the SM NTF Agent loses its connection towards the stack (to the OAM process).

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"> The OAM process has crashed. Internal cluster network problem. 	Operation and Maintenance connection lost.	SM NTF Agent loses its connection towards the stack to the OAM process.	Network Cluster	<p>Any alarms or notifications sent by the stack during the time the connection is down will be lost.</p> <p>The connection is automatically established once the OAM process is restarted or the internal cluster network is available again.</p> <p>If this alarm is raised for more than 1 minute follow the procedure below.</p>

The following alarm attributes apply to this alarm:

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193



Attribute Name	Attribute Value
Minor Type	1586563328
Managed Object Class	N/A
Specific Problem	OAM Connection Lost
Perceived Severity	SEVERITY_MAJOR



2 Procedure

Perform the following steps if the alarm is persistent (raised for more than 1 min):

1. Check other alarms from the cluster about the internal cluster network status.

2. Enable trace on OAM as follows.

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

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

```
cli> connect;
```

```
EXECUTED
```

- Enable OAM trace:

```
cli> OAMTON;
```

```
OAM-Trace On Successful  
EXECUTED
```

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

```
cli> OAMTOF;
```

```
OAM-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.