

# SS7 CAF Start Process Failed

## Diameter Signaling Controller

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### OPERATING INSTRUCTIONS

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SS7 CAF Start Process Failed



# 1 Overview

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

## 1.1 Alarm Description

This is an alarm of severity MAJOR.

The alarm is issued when an attempt to start a process 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"><li>• Wrong permissions</li><li>• Config reading failed</li></ul>	An attempt to start a process failed.	<ul style="list-style-type: none"><li>• First start of the stack</li><li>• Heavy load</li></ul>	Internal cluster network	<p>Normally this is a non-fatal alarm; the ECM will automatically make new attempts to start the process.</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	1586561539
Managed Object Class	N/A
Specific Problem	Start Process Failed
Perceived Severity	SEVERITY_MAJOR



## 2 Procedure

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

1. 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`.

2. Contact next level of support and provide the files collected in Step 1 above.