

SS7 CAF SP 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 SP State Change**.

1.1 Alarm Description

This is an alarm of severity MINOR.

The alarm is issued when a remote signaling process (SGP/ASP/IPSP) 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. • Remote SS7 stack restart/stop. • Remote SP was deactivated by an operator. • Faulty configuration change. 	<p>A remote signaling process (SGP/ASP/IPSP) has changed its state to DOWN or INACTIVE</p> <p>The SCTP/M3UA connection went down</p>	<ul style="list-style-type: none"> • The remote SPs became unreachable/unavailable 	<p>Remote Signaling Process</p> <p>Backbone</p>	<p>Normally this is a non-fatal alarm.</p>

The following alarm attributes apply to this alarm:

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	1586562684
Managed Object Class	N/A
Specific Problem	SS7 CAF Signaling Process 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 SP has been taken out of order. Check that the IP/SCTP layer works correctly.
3. Check and exclude any network 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 SP status differs from Available or the alarm is persistent, contact next level of support and provide the files collected in Step 4 above.