

# SS7 CAF Process Down

Call Session Control Function

OPERATING INSTRUCTIONS

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SS7 CAF Process Down



# 1 Alarm Description

This is an alarm of severity MAJOR.

The alarm is raised when an attempt to start a process has failed.

Table 1 SS7 CAF Process Down Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
<ul style="list-style-type: none"> <li>A process is crashed or terminated.</li> <li>ECM was unable to connect to the process after it was started.</li> <li>A controlled takedown of the process was made.</li> <li>Internal cluster network problems.</li> </ul>	An attempt to start a process failed.	<ul style="list-style-type: none"> <li>A process has crashed, is terminated, or unavailable.</li> <li>Internal cluster network problems.</li> </ul>	Internal cluster network.	<p>Normally this is a non-fatal alarm; the ECM tries to start the process again.</p> <p>If the alarm is raised more than 5 times within 5 minutes or is persistent for 5 minutes, follow the procedure in Section 2 on page 2.</p>

Table 2 SS7 CAF Process Down Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	1586561537
Managed Object Class	N/A
Source	SystemComponents.Name=\$System Components,Ecm.Name=<*>,Host.Address=<*>,ClassID=<*>,InstanceType=<*>,Process.InstanceID=<*>  or  ProcClass=<*>,Instance=<*>
Specific Problem	Process Down
Perceived Severity	SEVERITY_MAJOR



## 2 Procedure

### 2.1 Handle Alarm SS7 CAF Process Down

#### Prerequisites

- No documents are referenced.
- No tools are required.
- The following condition must apply:
  - The alarm is raised multiple times or is persistent.

#### Steps

1. Check if the alarm is hanging using `dsc-show-alarms`:

```
dsc-show-alarms | grep -i ss7
```

```
1926 | MAJOR      | 2016-11-25 09:24:51 | SS7 CAF Process Down  
      | SystemComponents.Name=$System Components,\⇒  
Ecm.Name=$ECM,Host.Address=PL-3,ClassID=39,\⇒  
InstanceType=10,Process.InstanceID=1
```

2. Check if the process is down:

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

```
cli> connect;
```

```
EXECUTED
```

```
cli> procp;
```

Process	State
SCTP_CONTROL FEP:0 [PL-3]	Running
SCTP_SERVER FEP:1 [PL-3]	Running
SCTP_SERVER FEP:2 [PL-4]	Running
SCTP_SERVER FEP:3 [PL-5]	Running
SCTP_SERVER FEP:4 [PL-6]	Running
SCTP_SERVER FEP:5 [PL-7]	Running
SCTP_SERVER FEP:6 [PL-8]	Running
SCTP_SERVER FEP:7 [PL-9]	Running

3. If the alarm is shown in `dsc-show-alarms` and the process is running in the `ss7caf signalling-mgr`, remove the alarm:

```
dsc-clear-alarm -a 1926
```



4. Collect the `ecm.log` and `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`.

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