

SS7 CAF OAM Connection Lost

Call Session Control Function

OPERATING INSTRUCTIONS

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SS7 CAF OAM Connection Lost



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.

Table 1 SS7 CAF OAM Connection Lost 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 are 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 in Section 2 on page 2.</p> |

Table 2 SS7 CAF OAM Connection Lost Alarm Attributes

| Attribute Name | Attribute Value |
|----------------------|---------------------|
| Major Type | 193 |
| Minor Type | 1586563328 |
| Managed Object Class | Not Applicable |
| Source | SM_NTF_Agent=<*> |
| Specific Problem | OAM Connection Lost |
| Perceived Severity | SEVERITY_MAJOR |



2 Procedure

2.1 Handle Alarm SS7 CAF OAM Connection Lost

Prerequisites

- No documents are referenced.
- No tools are required.
- The following condition must apply:
 - The alarm is raised and persistent (raised for more than 1 min).

Steps

1. Check other alarms from the cluster concerning the internal cluster network status.
2. Enable trace on OAM as follows:

- a. Log on to the controller node.
- b. Start the Signalling Manager CLI:
`SC-1:~ # dsc-connect-signalling-mgr`

```
cli> connect;
```

```
EXECUTED
```

- c. Enable OAM trace:

```
cli> OAMTON;
```

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

- d. Keep the trace activated for 5 minutes.
- e. 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 that is located in 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.