

SS7 CAF SCTP IP Path is Down

Call Session Control Function

OPERATING INSTRUCTIONS

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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is issued when an SCTP path is unavailable.

The possible alarm causes, fault locations, and impacts are explained in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
An SCTP IP path became inactive/unavailable/unreachable	SCTP IP path became unavailable	Path is inactive/unavailable/unreachable	Network	<p>Normally this is a non-fatal alarm; SCTP will use other paths in the association for communicating with the remote peer.</p> <p>Follow the procedure in Section 2 on page 3 if the alarm is raised for more than an hour without any known network disturbances.</p>
Network disturbances		Network problems		

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	1586601228
Managed Object Class	N/A



Attribute Name	Attribute Value
Specific Problem	SCTP IP Path is Down
Perceived Severity	SEVERITY_WARNING

1.2 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedure.

1.2.1 Documents

No documents are referenced.

1.2.2 Tools

No tools are required.

1.2.3 Conditions

Before starting this procedure, ensure that the following condition is met:

- An SS7 CAF SCTP IP Path is Down alarm is raised.



2 Procedure

Do the following if the alarm is raised for more than an hour:

1. Make sure that there are no disturbances in the network.
2. Enable trace on SCTP as follows.

Note: SCTP tracing is not recommended during hours of high traffic.

- a. Log on to the controller node.
- b. Start the Signalling Manager CLI:

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

```
cli> connect;
```

```
EXECUTED
```

- c. Enable SCTP trace:

```
cli> STTON;
```

```
SCTP-Trace On Successful.
```

```
EXECUTED
```

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

```
cli> STTOF;
```

```
SCTP-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 the next level of support and provide the files collected in Step 3.