

SS7 CAF Process Down

Call Session Control Function

OPERATING INSTRUCTIONS

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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

This is an alarm of severity MAJOR.

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

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
<ul style="list-style-type: none"> • A process is crashed or killed. • ECM was unable to connect to the process after it was started. • A controlled takedown of the process was made. • Internal cluster network problems 	An attempt to start a process failed.	<ul style="list-style-type: none"> • A process has crashed, is killed, or unavailable • Internal cluster network problems 	Internal cluster network	<p>Normally this is a non-fatal alarm; the ECM will try 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 3.</p>

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	1586561537
Managed Object Class	N/A
Specific Problem	Process Down
Perceived Severity	SEVERITY_MAJOR



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 conditions are met:

- An `SS7 CAF Process Down` alarm is raised.



2 Procedure

Do the following if the alarm is raised multiple times or is persistent:

1. Check other alarms from the cluster concerning the internal cluster network status.
2. 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`.

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