

# SS7 CAF Start Process Failed

## Call Session Control Function

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### 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 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"><li>• Wrong permissions</li><li>• Config reading failed</li></ul>	An attempt to start a process failed.	<ul style="list-style-type: none"><li>• First start of the stack</li><li>• Heavy load</li></ul>	Internal cluster network	<p>Normally this is a non-fatal alarm; the ECM will automatically make new attempts to start the process.</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	1586561539
Managed Object Class	N/A



Attribute Name	Attribute Value
Specific Problem	Start Process Failed
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 Start Process alarm is raised.



## 2 Procedure

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

1. Collect the `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`.

2. Contact next level of support and provide the files collected in Step 1 .