

SS7 CAF OAM Connection Lost

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 the SM NTF Agent loses its connection towards the stack (to the OAM process).

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
The OAM process has crashed	Operation and Maintenance connection lost	SM NTF Agent loses its connection towards the stack to the OAM process	Network Cluster	Any alarms or notifications sent by the stack during the time the connection is down are lost.
Internal cluster network problem				The connection is automatically established once the OAM process is restarted or the internal cluster network is available again. If this alarm is raised for more than 1 minute, follow the procedure in Section 2 on page 3.

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193



Attribute Name	Attribute Value
Minor Type	1586563328
Managed Object Class	N/A
Specific Problem	OAM Connection Lost
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 condition is met:

- An SS7 CAF OAM Connection Lost alarm is raised.



2 Procedure

Do the following if the alarm is persistent (raised for more than 1 min):

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.