

Prepared (Subject resp) XMOALEX Alexey Morozov		No. 11/1543-ANA 901 37 Uen		
Approved (Document resp) XMR (Andrey Morozov)	Checked	Date 2017-05-04	Rev BC	Reference

SS7 CAF ECM Goes Down

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1 Overview

1.1 Description

When ECM process detects an unrecoverable failure this notification is sent and ECM process is shut down immediately.

Major type	193
Minor type	1586561538
MO Class	N/A
Specific Problem	SS7 CAF ECM Goes Down
Severity	SEVERITY_MINOR
Additional Text	ECM Goes Down

The possible causes are as follows:

- ECM could not update the configuration file when handling "add process" order from OAM in state active.
- ECM could not find the process in the configuration file.
- ECM could not find the list of processes when retrieves the PID for a started process.

ECM process shall be automatically restarted by AMF service.

2 Procedure

Perform the following steps:

1. Check that ECM process was restarted (the alarm was cleared). If that happened, the ECM functionality should be fully functional again without any further action.
2. If ECM process was not restarted (the alarm is persistent) or is being restarted continuously (the alarm is raised repeatedly) follow instructions in Getting Information on SS7 CAF Component and SU Status and Operating with SS7 CAF SU sections inside SS7 CAF Troubleshooting Guide.