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Approved (Document resp) BICPAGCB [Hans Fernqvist]	Checked	Date 2016-11-23	Rev C	Reference

SS7 CAF Link out of service

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1 Overview

1.1 Description

The alarm is issued when a link becomes out of service as an error has occurred on MTP level 2 or lower. This stops link activity and the link will be restarted by MTP level 3.

Major type	193
Minor type	1586562564
MO Class	N/A
Specific Problem	SS7 CAF Link Out Of Service
Severity	SEVERITY_MAJOR
Additional Text	LinkOutOfService

The possible causes are as follows:

- Incorrect SS7 configuration.
- The signaling link was blocked or inhibited as a result of an error that occurred in M3 or lower layer.
- Problem with hardware or network connection.

Note: The link is automatically restarted by M3. This is a timer-controlled process and the link should come back into service. Traffic carried by the link is transferred to one or more alternative links by means of a changeover procedure.

2 Procedure

Perform the following actions to find out root cause of wrong state:

1. Exclude errors in SS7 configuration.
2. If the link does not come back in service (the alarm was not cleared) check cables, connections and SS7 boards to exclude connection problems.
3. Check if there is "Remote Processor Outage" alarm and solve concerned problem if it is.
4. Verify that NMM process is up and running, see Signaling Manager User Guide for details.

If the NMM process is down or alarm is not cleared contact the next level of maintenance support, see SS7 CAF Troubleshooting Guide for details.