

Diameter AAA, Connection to SS7 Error

IPWorks

OPERATING INSTRUCTIONS

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Diameter AAA, Connection to SS7 Error



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

This alarm is raised when the SS7 stack for Diameter AAA is unavailable.

The possible alarm causes and fault locations are explained in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact	Solution
SS7 is unavailable	The Diameter AAA cannot connect to SS7 stack, or use the service of the stack.	Incorrect CPM Address or SS7 stack configuration.	AAA Server or SS7	AAA server cannot provide SS7 related service (for example, Wi-Fi Mobility Management).	See Section 2 on page 3

Note: An alarm can appear as a result of the maintenance activity.

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	864263
Managed Object Class	IpworksDiameterAAA
Source	ManagedElement=<Node Name>, SystemFunctions=1,Fm=1,FmAlarmModel=ipworksDiameterAAA, FmAlarmType=ipworksDiameterAAAConnectionToSS7Error
Specific Problem	Diameter AAA, Server Cannot Connect to SS7 Stack
Event Type	communicationsAlarm(2)
Probable Cause	x733CommunicationsSubsystemFailure(306)



Attribute Name	Attribute Value
Additional Text	This alarm is raised when the SS7 stack for Diameter AAA is unavailable.;uuid:<Product_UUID> ⁽¹⁾
Perceived Severity	Critical
Warning	

(1) <Product_UUID> is the universally unique identifier (UUID) of machine that generates the alarm. The value can be fetched from `/sys/devices/virtual/dmi/id/product_uuid` on the PL node.

1.2 Prerequisite

This section provides information on the documents, tools, and conditions that apply to the procedure.

1.2.1 Documents

Before starting this procedure, ensure that the following document has been read:

— Fault Management

1.2.2 Tools

Not Applicable

1.2.3 Conditions

Not Applicable

1.3 Related Information

Trademark information, typographic conventions, and definition and explanation of abbreviations and terminology can be found in the following documents:

- Trademark Information
- Typographic Conventions
- Glossary of Terms and Acronyms



2 Procedure

To clear the alarm, do the following:

1. Check if the CPM Address is correctly configured, normally CPM Address is `ss7cafcpmaddress:6669`. For information about how to configure CPM Address, refer to Section Configuring Wi-Fi Mobility Management in [Configure EPC AAA](#).
2. Check if the SS7 stack is correctly configured. For information about how to configure the SS7 stack, refer to Section Configuring SS7 for Wi-Fi MM in [Configure SS7 for AAA](#).





Reference List

Ericsson Documents

- [1] Trademark Information
- [2] Typographic Conventions
- [3] Glossary of Terms and Acronyms
- [4] Fault Management
- [5] Configure EPC AAA
- [6] Configure SS7 for AAA