

Comverse® ONE™

3.5.50

Alarm Reference

notification is sent To The destination (single multiple destinations) notifying the recipient received VoIS A€Ter getting The notification. The message recipient may retrieve The message on their using The 'quick click' direct access To The message

Manual

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Comverse ONE Documentation List



NOTE

this is a comprehensive list. As such, it may include documentation for products which you have not licensed.

The documents described below reference the Comverse ONE solution products. All documentation available with the Comverse ONE solution is described in the following pages, organized by the following categories:

- Infrastructure Domain
- Rating, Charging, and Promotions Domain
- Billing and Financials Domain (Converged only)
- Customer and Order Management Domain (Converged only)
- Mediation and Roaming Solutions Domain
- Self-Service Solutions Domain



NOTE

Read the relevant Solution Description first to get an overview of *your* Comverse ONE solution. It gives an overview of the functionality in each product domain and also includes cross-references to the user documentation that provides more detailed information about the functionality.

There are two such documents and they are listed under the Infrastructure Domain heading below.

- *Converged Billing & Active Customer Management Solution Description*
- *Real-Time Billing & Active Customer Management Solution Description*

Infrastructure Domain

Download every document in the Infrastructure domain if you purchase the Comverse ONE solution. Documentation for this domain includes the following (in alphabetical order):

- *Alarms Reference*
Contains tables of alarm IDs, descriptions, likely causes, and recommended resolutions for systems and components.
- *Back Office Administration GUI Guide*
Provides information about the BackOffice subsystems for Inventory Administration, Address Management and Bulk Operations.
- *Converged Billing & Active Customer Management Solution Description*
General overview of the Comverse ONE Converged Offer and the functionality available in each domain.
- *Database Reference*
Describes all database tables and fields in detail.

- ***Disaster Recovery Operations Guide*** (Optional Module)
The Disaster Recovery Operations Guide serves as both a technical overview of the optional Disaster Recovery solution and as a guide which details the operational procedures for failover, switchover and switchback provided by the solution.
- ***Glossary***
Provides a list of terms used specifically for the Comverse ONE solution
- ***Investigation Units and Financial GUIs Guide***
Describes the GUI-based tools used for investigating and troubleshooting various financials related processes: payments, bill invoices, refunds, and incomplete data work entries
- ***Operation Reference***
Describes the processes in the Comverse ONE solution.
- ***Platform Operations Guide***
Describes the back-end operations and maintenance functionality of the core Comverse ONE solution components. Includes AIX/HACMP platform and cluster operations, Linux/Veritas platform and cluster operations, backup/recovery, shared storage and fiber switch operations, and tape backup operations.
- ***Product Catalog Overview***
Provides a high-level description of the Comverse ONE solution Product Catalog, which is the primary mechanism for creating, configuring, managing, and propagating Product Catalog versions.
- ***Product Catalog User Guide***
Instructions on using the Product Catalog application to define and manage all aspects of Service provisioning.
- ***Real-Time Billing & Active Customer Management Description***
General overview of the Comverse ONE Real-Time Offer and the functionality available in each domain.
- ***Schedulable Entity Reference Manual***
Documents all the jobs, monitors, and workflows, for each component.
- ***Security Platform Operations Guide***
Technical overview of the security platform and information on how to provision and administer the platform.
- ***Security Server API Guide***
Provides an overview of the interfaces exposed by the Java-based Security SDK API, which client applications can leverage to access various security services, such as authentication, authorization, auditing, key management, and credentials management. Also provides information on the Security Web Services API, which provides interfaces to a subset of Security Server commands (Identity Management commands).
- ***Signaling Gateway Unit Guide***
Describes the hardware, installation, configuration, and maintenance of the Signaling Gateway Unit (SGU) used to connect Comverse real-time systems to the SS7 signaling network using either traditional SS7 protocols or Sigtran (SS7 over IP).
- ***System Measurements Guide***
The Comverse ONE Solution automatically collects statistical data from the Service Logic Unit (SLU) and the Service Gateway Unit (SGU). This includes service statistics on the SLF layer and platform data on the IPF layer.
This guide describes the format and location of this measurement information and provides a description of the meaning of the data. The measurement data can be used to create reports. It can also be imported into other applications (such as Excel) to be viewed.
- ***Unified API Guide***
General overview of the Unified API, a brief description of its architecture, and information about:
 - Framework classes and the functionality they provide

- Two standard interfaces provided with the Unified API (client SDK and web services)
 - A subset of Unified API business methods most commonly used
- **Unified Platform Guide**
Technical overview of the Unified Platform and information on the procedures to manage core systems operations in the Comverse ONE solution.

Rating, Charging, and Promotions Domain

Documentation for this domain includes the following (in alphabetical order):

- **Bulk Provisioning Guide**
 - The *CC Batch* utility enables bulk creation of recharge vouchers and subscribers.
 - The *Bulk Provisioning* Utility enables bulk creation of anonymous accounts to support the pre-activation of pre-paid SIM cards.
- **Call Flows Reference**
Call flows detail the logic flow of specific scenarios. Multiple access numbers can map to the same call flow. Different resellers have the option to publish different numbers but share the same logic.
- **Charging Interfaces Guide**
Describes the four interfaces that enable external services to support real-time authorization, rating, and charging for transactional usage: (1) the Event Charging Interface, a simple TCP/IP-based interface, (2) Open Services Access (OSA), (3) a Diameter-based interface version enhanced to take advantage of features of the Comverse ONE solution, and (4) a Diameter-based interface packet-switched version.
- **Customer Care Client Provisioning Guide — Real-Time**
Detailed task-oriented instructions for using Customer Care Client.
- **Diameter Gateway Unit Guide**
Describes the hardware, installation, configuration and maintenance of the Diameter Gateway Unit (DGU) used to connect Comverse real-time systems to external services, using the diameter protocol over IP.
- **Network Interfaces and Notifications Guide**
Describes the operation, features, and provisioning of notifications, CAMEL-enabled services, and USSD-enabled services.
- **Network Self-Care Guide**
Describes the configuration, structure, and features.
- **Rating Technical Reference**
Describes the Unified Rating Engine, which is the subsystem responsible for gathering incoming CDRs and processing them for billing.
- **Reports and Data Extracts Guide — Real-Time**
Describes the real-time Operational Reports Interface (ORI) and the Data Warehouse Extract Utility.
- **Recurring–Non-Recurring Charges Server Guide**
Describes all processes commonly available through the Recurring —Non-Recurring Charges Server.
- **Voucher and Recharge Guide**
Describes the process by which subscribers add funds to accounts using recharge vouchers through IVR, interaction with Customer Service, and other methods. Provides details of the Recharge Control Table, which allows resellers to provision the effects of recharges so that bonuses, discounts, and other changes to offers can result from a successful recharge. Also describes the Card Generator software used to create batches of recharge vouchers.

Billing and Financials Domain (Converged only)

Documentation for this domain includes the following (in alphabetical order):

- ***Advanced Invoice Numbering Guide***
Describes how to configure and use Advanced Invoice Numbering.
- ***Billing Reports and File Layouts User Guide***
Describes control reports and other file formats.
- ***Billing Technical Reference***
High-level descriptions of billing architecture, administration, bill generation and formatting, and system parameters
- ***Collections Guide***
Contains information on configuring Collections database tables, running the Collections module, and using the Collections interface.
- ***Invoice Designer Strings and Filters Reference***
Describes the static strings, dynamic strings, and filters in the Invoice Designer.
- ***Invoice Designer Technical Reference***
Describes how to configure and run Invoice Designer.
- ***Invoice Designer User Guide***
Describes the Invoice Designer and how to perform the tasks needed to create an invoice template.
- ***Journals Guide***
Describes the theory, configuration, and running of Journals processes.
- ***Miscellaneous Configurable Entities***
Instructions for configuring late fees, adjustments, and several other database entities used in postpaid and converged billing.
- ***Process Workflow Orchestration Guide***
Describes the command-line entries and the default queries for running billing-related processes via the Unified Platform.
- ***Taxation Guide***
Describes the configuration, operation, structure, and features of Taxation.

Customer and Order Management Domain (Converged only)

Documentation for this domain includes the following (in alphabetical order):

- *Application Integrator Adapter Developer Kit User Guide*
Provides information necessary for the development of custom Application Integrator adapters.
- *Application Integrator Add/Copy Header User Guide*
Describes the adapter that adds or copies header information in messages.
- *Application Integrator Aggregator Adapter User Guide*
Describes the adapter that aggregates multiple input messages as a single composite output message.
- *Application Integrator File Adapter User Guide*
Describes the configuration process and rules for the file adapter.
- *Application Integrator CORBA Adapter (JacORB) User Guide*
Describes the elements and uses of the Application Integrator client and server Common Object Request Broker Architecture (CORBA) adapters for JacORB.
- *Application Integrator Filemover Adapter User Guide*
Describes the use and configuration of the adapter, which is used to copy or move files from one machine to another.
- *Application Integrator Generic Services User Guide*
Describes the Null adapter, Trash adapter, and Initiator adapter generic services.
- *Application Integrator HTTP Adapter User Guide*
Describes the use and configuration of the adapter which provides an interface between HTTP clients and the Application Integrator.
- *Application Integrator IPDR Adapter User Guide*
Describes use and configuration of the I adapter which converts the “compact encoding” form of IPDR billing record documents into a form easily parsed by the Application Integrator message broker.
- *Application Integrator JMS Adapter User Guide*
Describes the use and configuration of the adapter, which is used with edge systems that transmit or receive JMS messages.
- *Application Integrator KSI Adapter User Guide*
Describes the use and configuration of the adapter, which is used with edge systems that transmit or receive data formatted according to the Kenan Standard Interface (KSI) protocol.
- *Application Integrator Operator Guide*
Describes the commands that operate the Application Integrator at creation and runtime.
- *Application Integrator Python Adapter User Guide*
Describes the use and configuration of the adapter, which enables a user to run a *Python* script from within an integration.
- *Application Integrator Retry Adapter User Guide*
Describes the use of the adapter to resend messages in case of failed transmissions.
- *Application Integrator SAS Adapter User Guide*
Describes the use and configuration of the adapter, which is used with edge systems that transmit or receive data formatted according to the *Comptel* Mediation Device Solutions/Subscriber Administration System (MDS/SAS) protocol.
- *Application Integrator Sequence Adapter User Guide*
Describes the use of the adapter to generate unique sequence numbers for messages.
- *Application Integrator System Administrator Guide*
Outlines installation, sizing, operation, and administration of the Application Integrator

and logging. Describes configuration of the user environment and commands for creation and operation of the Application Integrator.

- ***Application Integrator Unified API Client Adapter User Guide***
Describes the adapter which is used for interfaces based on the Unified API Client.
- ***Application Integrator Unified API Server Adapter User Guide***
Describes the adapter which is used for interfaces based on the Unified API Server.
- ***Application Integrator URL Client Adapter User Guide***
Describes the use and configuration of the adapter which makes it possible for a client to gain access to many kinds of network-accessible resources that are identified by a URL.
- ***Application Integrator User Guide***
Describes creating integration specifications, creating instances of the Application Integrator, and commands for operation of the Application Integrator. Provides a complete user guide for the iMaker compiler.
- ***Application Integrator XSLT User Guide***
Describes the use and configuration of the adapter which is used with applications (sometimes called edge systems) that transmit or receive XML- formatted data.
- ***Customer Center User Guide***
Detailed task-oriented instructions for using Customer Center.
- ***Inventory Guide***
Describes the configuration, operation, structure, and features of Inventory.
- ***Inventory Replenishment Guide***
Describes the operation, structure, and features of Inventory Replenishment.
- ***Orders Services Guide***
Describes the structure and features of Orders Services.
- ***Request Handling and Tracking and Service Fulfillment User Guide***
Describes the configuration, operation, structure and features of Request Handling and Tracking and Service Fulfillment.
- ***Workflow Developers Guide***
Helps new users understand the rules-based business process management system so users can create solutions and integrate Workpoint within those solutions.
- ***Workflow User Guide***
Describes the configuration, operation, structure, and features of Workpoint.

Customer Relationship Management

- ***Billing Reports and File Layouts User Guide***
Describes control reports and other file formats.
- ***Campaign Management Data Mapping Reference***
Describes how the data in DataMart is mapped to information in the Comverse ONE Customer database, the Comverse ONE ODS, and the Comverse ONE Sales and Service database.
- ***Campaign Management DataMart Reference***
Contains in-depth technical information on how to configure and populate the data mart used by all Campaign Management applications.
- ***Campaign Management Outbound Marketing Manager Reference***
Describes how to use the Campaign Management Outbound Marketing Manager features and guides you through the program's basic functionality.
- ***Campaign Management Quick Implementation Guide***
Helps novice users get started with implementing Campaign Management. It contains an overview of the product architecture, information on data mart design and creation, an explanation of how extraction works, and procedures for creating web pages, reports, lists, and campaigns.
- ***Campaign Management Topic Implementation Guide***
Provides information for implementers and professional services personnel who are creating applications that will run on an Campaign Management EpiCenter. Summarizes the Campaign Management functionality, architecture, and administration and contains in-depth technical information for configuring the Campaign Management topics required for Campaign Management and analysis.
- ***Campaign Management User Guide***
Provides you with basic information about the Campaign Management applications.
- ***Case Management User and Administration Guide***
Contains detailed information about GUI screens and form fields that appear in the Case Management application. Also provides information on performing general procedures in the GUI and administrative tasks.
- ***Customer Center User Guide***
Detailed task-oriented instructions for using Customer Center.
- ***Sales and Service Admin Console User Guide***
Provides supervisors, managers, and executives with the information to use the Case Management and Sales Force Automation Admin Console application.
- ***Sales and Service Application Reference*** Contains technical reference information relevant to implementers involved in implementing and customizing CRM applications at customer sites. This book provides the reference context for the procedural information available in the Implementation Guide.
- ***Sales and Service Architecture Reference***
Provides technical information relevant to individuals involved in implementing the Open Architecture and the applications built on the architecture
- ***Sales and Service Data Dictionary Reference***
Includes a listing and description of the tables and columns used to store CRM operational business data. It also includes a description of the naming conventions for the tables. The target audience includes database administrators, application developers, and implementers.
- ***Sales and Service IBR Designer User Guide***
Describes how to use the IBR Designer to create Intelligent Business Rules, which can be used to implement rule-based behavior within your CRM applications.

- ***Sales and Service Implementation Guide***
Provides procedural information relevant to individuals involved in implementing and customizing the core and the Sales and Service applications built on the core.
- ***Sales and Service Integration Guide***
Provides overview and configuration information for the set of tools used to exchange data with a variety of back-end data sources, including generic SQL sources, Java and EJB-based sources, Web services, and other database types.
- ***Sales and Service Workflow Designer***
Explains how to use Workflow Designer, a web-based graphical tool for defining and editing workflows
- ***Sales Force Automation User and Administration Guide***
Contains detailed information about GUI screens and form fields that appear in the Sales Force Automation application. Also provides information on performing general procedures in the GUI and administrative tasks.

Mediation and Roaming Solutions Domain

Documentation for this domain is subdivided into Mediation/Roaming and Revenue Settlements.

Mediation and Roaming

Mediation and Roaming documentation includes the following (in alphabetical order):

- ***API Guide***
Provides the concepts and functions for the Collection Application Programming Interface (CAPI), Mediation API, and Socket-Based Transmission API.
- ***Data Manager GUI Reference***
Contains detailed information about GUI screens and form fields that appear in the Data Manager interface
- ***GRID Mapping Language Developer Guide***
Describes the mediation feature components, semantics, and general syntax of the GRID Mapping Language (GML).
- ***Installation Guide for HP***
Describes how to install and configure the application, components, and some third-party applications associated with the HP platform.
- ***Installation Guide for HP Itanium***
Describes how to install and configure the application, components, and some third-party applications associated with the HP Itanium platform.
- ***Installation Guide for HP PA-RISC***
Describes how to install and configure the application, components, and some third-party applications associated with the HP PA-RISC platform.
- ***Installation Guide for IBM***
Describes how to install and configure the application, components, and some third-party applications associated with the IBM platform.
- ***Installation Guide for SUN***
Describes how to install and configure the application, components, and some third-party applications associated with the SUN platform.
- ***Mediation and Roaming User Guide***
Provides information on how to use the GUI interface, including information on using the Data System Manager application pages.
- ***Roaming Database Reference***
Provides reference information on the Roaming database.

- **Roaming Setup Guide**
Describes how to configure the Roaming Setup application pages. It also provides information on working with TAP, RAP, and CIBER statistics.
- **Scripts Guide**
Provides information on script files, which contain additional instructions on functions for data collection and transmission.
- **System Manager GUI Reference**
Contains detailed information about GUI screens and form fields that appear in the System Manager interface
- **Variable-Length GRID Guide**
Provides information on how to configure the control files for variable-length GRID.

Revenue Settlements

Revenue Settlements documentation includes the following (in alphabetical order):

- **Comverse Revenue Settlements Billing System Adapter Guide**
Describes the configuration, operation, and installation for the Billing System adapter.
- **Comverse Revenue Settlements Data Model Guide**
Overview of data model entities (such as partners, accounts, revenue sharing, and rate schedules) and how to configure them in the database.
- **Comverse Revenue Settlements Database Reference**
Detailed descriptions of fields and tables in the database.
- **Comverse Revenue Settlements Technical Reference**
Instructions for installing and operating Revenue Settlements. Also contains processing descriptions.
- **Comverse Revenue Settlements User Guide**
Instructions for using the Revenue Settlements GUI.

Self-Service Solutions Domain

The Comverse ONE Self-Service Solutions domain consists of the core products plus the optional separately licensed premium products. The core products consist of the following:

- Self-Service Solutions Platform
- Self-Service Solutions Applications

Self-Service Solutions Platform Documentation

The Self-Service Solutions Platform has a comprehensive set of documentation covering the installation, configuration, and use of our products. The documentation set is divided into the following categories:

- **Manuals:** These manuals cover installing and using the platform.
- **Reference:** These reference documents contain information about APIs, databases, configuration files, and so on. These documents are delivered in HTML.

Self-Service Solutions Platform Manuals

Self-Service Solutions Platform manuals include the following (in alphabetical order):

- **Self-Service Platform Administration Guide**
Provides operations and maintenance instructions for Web applications using the Self-Service Solutions Platform.

- ***Self-Service Platform Communications Billing and Usage Reference***
Provides detailed descriptions of the data models and structure of the Self-Service Solutions Platform Communications Billing and Usage (CBU) database.
- ***Self-Service Platform Connectors Development Guide***
Provides instructions for developing and customizing Connectors of the Self-Service Solutions Platform.
- ***Self-Service Platform Core Module Development Guide***
Provides instructions for configuring and developing features of the core module of the Self-Service Solutions Platform.
- ***Self-Service Platform Customer Interaction Datastore Reference***
Provides detailed descriptions of the data models and the structure of the Self-Service Solutions Platform Customer Interaction Datastore (CID).
- ***Self-Service Platform Database Modules Development Guide***
Provides instructions for configuring, customizing, and developing features of the database module of the Self-Service Solutions Platform.
- ***Self-Service Platform Installation Guide***
Provides installation and configuration instructions for the Self-Service Solutions Platform.
- ***Self-Service Platform Services Guide***
Provides instructions for configuring, customizing, and developing features that use the services provided by the Self-Service Solutions Platform.
- ***Self-Service Platform Processors Development Guide***
Provides instructions for developing and customizing Processors of the Self-Service Solutions Platform.
- ***Self-Service Platform Reports Development Guide***
Provides instructions for developing and customizing Reports of the Self-Service Solutions Platform.
- ***Self-Service Solutions Overview Guide***
Provides a high-level architectural and functional description of the Comverse ONE Self-Service Solutions. It also includes a detailed description of the concepts and development process to create and deploy Self-Service Solutions.
- ***Self-Service Platform Web Applications Development Guide***
Provides instructions for configuring, developing, and deploying Web applications that use the Self-Service Solutions Platform.

Self-Service Solutions Platform Reference

Self-Service Solutions Platform reference documentation includes the following (in alphabetical order):

- ***Base Logic Manager Reference***
Describes usage syntax and configuration files for the Base Logic Manager (BLM) APIs. These APIs are the core services of the Self-Service Solutions Platform.
- ***CID2CBU Object Mapping Reference***
Describes the default mapping of Customer Interaction Datastore (CID) and Communications Billing and Usage (CBU) objects.
- ***Communications Billing and Usage Reference***
Provides detailed descriptions of fields and tables in the Communications Billing and Usage (CBU) database.
- ***Customer Interaction Datastore Reference***
Provides detailed descriptions of fields and tables in the Customer Interaction Datastore (CID).

- ***Integration Services Framework API Reference***
Describes usage syntax of the set of APIs to program connectors and other components of the Intelligent Synchronization Framework (ISF).
- ***Integration Services Framework Message Cache Reference***
Provides detailed descriptions of fields and tables in the Intelligent Synchronization Framework (ISF) Message Cache.
- ***Integration Services Framework Script API Reference***
Describes usage syntax of the Intelligent Synchronization Framework (ISF) script APIs to program the ISF connectors.
- ***JavaServer Page Framework for Internet Application API Reference***
Describes usage syntax for the JavaServer Page Framework for Internet Application (JFN) APIs. These APIs are used to build JSPs using the JFN. This framework provides basic application functions and services as the foundation of user interfaces.
- ***Logger Message Reference***
Provides detailed descriptions of the Self-Service Solutions Platform log messages.
- ***QRA API Reference***
Describes usage syntax for the Query, Reporting, and Analysis (QRA) Engine APIs. These APIs are used to build reports.
- ***UTIL API Reference***
Describes usage syntax for the UTIL package used by different components of the Self-Service Solutions Platform. This package contains a set of utilities including the logger.

Self-Service Solutions Applications Documentation

Each Self-Service Solutions Application comes with a comprehensive set of documentation covering the installation, configuration, and use of the product. The application documentation expands and complements the Self-Service Solutions Platform documentation.

The documentation set is divided into the following categories:

- **Manuals:** These manuals cover installing and using the application.
- **Reference:** These reference documents contain information about APIs, databases, configuration files, and so on. These documents are delivered in HTML.

Self-Service Solutions Application Manuals

A full set of these manuals is available for each Self-Service Solutions Application. The documentation set includes the following (in alphabetical order):

- *Business Objects Model Reference*
Provides a detailed description of the models and entities that make up the Self-Service Solutions Application.
- *Catalog Loader Reference*
Provides information about the Catalog Loader, including a functional description as well as installation, configuration, and use instructions.
- *Configuration and Development Guide*
Provides instructions for configuring and developing Self-Service Solutions Application features.
- *Feature Reference*
Describes the logic and provides use cases for the functional domains of the application.
- *Out-of-the-Box Reference Guide*
Describes the Self-Service Solutions Application Out-of-the-Box release.
- *Self-Service Installation Guide for Comverse ONE*
Provides detailed installation, configuration, and deployment instructions for the Self-Service Solutions Application alongside other elements of the Comverse ONE solution.
- *Self-Service Installation and Deployment Guide*
Provides detailed installation, configuration, and deployment instructions for the Self-Service Solutions Application.
- *Introduction*
Provides a high-level architectural and functional description of the Self-Service Solutions Application. It covers common features, order management, account management, and bill presentment.

Self-Service Solutions Application References

A full set of these references is available for each Self-Service Solutions Application. The reference documentation set includes the following (in alphabetical order):

- *API Reference*
Describes usage syntax for the Self-Service Solutions Application APIs. These APIs are used to program the user interface and manage data.
- *Invoice Schema Reference*
Describes the invoice schema reference of the Self-Service Solutions Application.
- *Presentation Layer Page Flow Reference*
Describes the page flows of the Self-Service Solutions Application.
- *Specification Entity Relationship Diagrams*
Provides diagrams describing the actors, use cases, user activity, and storyboard in IBM Rational Rose format.

Self-Service Solutions - Separately Licensed Products

Documentation available with optional, separately-licensed premium products in the Comverse Self-Service Solutions is listed below.

Online Catalog Manager

Online Catalog Manager (OCM) documentation includes the following (in alphabetical order):

- *Introduction to the Online Catalog Manager*
Provides a high-level architectural and functional description of the Online Catalog Manager.
- *Online Catalog Manager Getting Started Guide*
Describes the best way to build product catalogs in the Online Catalog Manager. This manual is a template for creating end-user documentation.
- *Online Catalog Manager Installation and Configuration Guide*
Provides installation and configuration instructions for the Online Catalog Manager.
- *Online Catalog Manager User Documentation Template*
Describes the use of the Online Catalog Manager. This manual is a template for creating end-user documentation. This manual covers many common concepts and procedures of the OCM.
- *Online Catalog Manager User Guide*
Provides a detailed description of the concepts and use of the Online Catalog Manager. The topics include:
 - Managing Media Files
 - Managing Offers
 - Managing Prices
 - Managing Products
 - Managing Properties
 - Managing Reference Data
 - Publishing

Business Self-Service

The Business Self-Service product includes the standard Application documentation, plus the following manual:

- *Business Self-Service User Guide*
A guide to using the Business Self-Service UI.

CSR Portal

The CSR Portal product includes the standard Application documentation, plus the following manual:

- *CSR Portal User Guide*
A guide to using the CSR Portal UI.

Chapter 1

Introduction

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Introduction

Welcome

Welcome to the *Alarm Reference*.

The Alarm Reference provides details for all alarms that are generated by ComverseONE network and application components. ComverseONE components emit SNMP traps for the purpose of Fault Management and Service Assurance. All managed components are monitored by the ComverseONE Unified Platform. Each managed component has an agent running that provides continuous monitoring of key resources. Non-managed components (i.e. network components), where an agent is not present, will send their alarms directly to the manager for processing. When a fault condition is detected an alarm is generated and forwarded to the centralized manager. The manager if required will forward the alarm to the registered northbound managers.

In the context of ComverseONE, alarms are messages that notify the operator of a hardware, software, or service fault conditions that adversely affects the operation of the system, and for which corrective action is usually necessary.

Alarms are categorized into four priority levels: critical, major, warning, and minor. The presence of an alarm, be it critical, major, warning or minor, serves as an indication to the operator that a corrective action (manual or automated) is necessary. After the operator or the system has corrected the condition, the system usually recognizes that the problem has been rectified and clears the alarm.

This document will serve as a reference that defines for each ComverseONE component all the alarms for that component, and the recommended corrective action for each alarm.

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Who Should Use This Document

This document is intended for use by system administrators who are responsible for operations, administration, and maintenance (OAM) activities for the Comverse ONE solution. Specifically, this document will serve as a reference that defines for each ComverseONE component all the alarms for that component, and the recommended corrective action for each alarm.

Definition of Unified Platform Terms

The following list provides a summary of terms related to the Unified Platform, in alphabetical order:

Alarm	Any event that gets forwarded to northbound managers.
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Component	Logical entity in a system or application. Examples of components are application services or node subsystems like shared storage. An external component is considered to be any component that is not developed by the Comverse Billing Line of Product group. External components can be either managed nodes or unmanaged nodes. Examples of such components are third-party components (for example, Trivnet), network components, and other Comverse components (for example, Comverse Media Server).
Event	Violation of an event condition.
Event condition	Threshold defined in a configuration file that, when violated, triggers generation of an event.
Job	Periodic operation that is performed on a node
Monitor	Periodic operation that actively polls a monitored resource (such as a filesystem) and generates an event if a condition is violated.
Node	Logical entity in the Comverse ONE solution that represents one or more components. Nodes are classified by class (for example, SDP for Service Data Point), have a unique name (for example, SDP1), and are composed of one or two instances (for example, clustered nodes like the SDP have two instances). Some examples of nodes in addition to SDP are BILLING, SLU (Service Logic Unit), and CMS (Comverse Media Server).
Northbound manager	Manager where alarms need to be forwarded. Supported northbound managers are SNMP (Simple Network Management Protocol) managers such as the Remote Site Manager (RSM) used by Comverse support engineers and a client organization's SNMP-compliant manager such as Hewlett-Packard OpenView (HPOV) or IBM Tivoli; SMTP (Simple Mail Transfer Protocol) managers for alarm notifications via email; and SMS (Short Message Service) managers for alarm notifications via text messages to cell phones or similar devices.
Schedulable Entity	Any logic that will be scheduled by the Unified Platform Scheduler service, such as jobs, monitors, workflows, and processes.
Unmanaged node	Any node that does not have a Unified Platform Agent installed.
Workflow	Interaction of workflow entities in dependent ways. A workflow entity is any job, monitor, process, or other workflow that has been previously loaded.

ComverseONE SNMP Trap Format

The following section defines the ComverseONE snmp trap format. The ComverseONE SNMP trap format consists of fourteen properties which serve to clearly identify the fault condition. The following table defines each property.

Table 1 Alarm Format

Name	Description
Managed Object Class	The Managed Object Class (MOC) represents the component type or node type. ComverseONE has several components in the system (i.e. SAPI, SDP, etc.) and the MOC identifies that component.
Managed Object Instance	The Managed Object Instance (MOI) represents the component instance that detects the fault and generates the alarm that is sent to the manager. The MOI is represented as the IP address of the component on which the agent is running

Table 1 Alarm Format

Name	Description
Event Type	<p>Event Type is an integer that represents the type of event, as specified in ITU X.733. The following list defines the valid values.</p> <p>Unknown (0), Communications Alarm Type (2), Environment Alarm Type (3), Equipment alarm type (4), Processing error alarm type (10), Quality of Service alarm type (11),</p>
Event Time	<p>The event time represents the event creation/origination time. The format of this field will YYYY-MM-DD, HH:mm:ss.</p>
Probable Cause	<p>This field is used to assign a unique number to classify the fault situation. A partial listing of Probable cause values as specified in the ITU-T recommendations (M.3100, X.733, X.736, and GSM 12.11) are supported. The table in Appendix X defines the supported categories used.</p>
Specific Problem	<p>The specific problem provides further qualification of the alarm in addition to probable cause. It is used to classify the fault situation in the application.</p> <p>The specific problem is a 7 digit integer. The first 3 digits identify the managed object class (MOC). The last 4 digits uniquely identify the fault condition. Refer to Appendix X for details on the prefix to managed object class mappings.</p> <p>A single specific problem will never be used for two distinct fault conditions, and a fault condition shall have the same specific problem, independent of the resource or component that is faulty.</p>
Perceived Severity	<p>Perceived severity defines the severity level of the fault/alarm. The following severity levels are supported.</p> <p>Indeterminate (0), Critical (1), Major (2), Minor (3), Warning (4), Cleared (5),</p>
Trend Indication	<p>This field describes the severity trend of the managed object, as represented in the current notification, compared with all other outstanding alarms of the same managed object.</p> <p>Trend Indication may be one of the following values.</p> <p>Less Severe (0) -- Current alarm severity is lower than at least one other outstanding alarm.</p> <p>No Change (1) -- Current alarm severity is same as the highest severity of any other outstanding alarm.</p> <p>More Severe (2) -- Current alarm severity is higher than any other outstanding alarm.</p>
Threshold Information	<p>This field contains threshold level information. For example, if the alarm indicates CPU usage above a given threshold, this field will indicate the threshold value (i.e. 95% usage).</p>

Table 1 Alarm Format

Name	Description
Notification Identifier	This field identifies a notification. It increases every time a new notification is sent. When the maximum is reached, the value of this object rolls over to 1. Each fault management related notification caused by a new event, shall have, at any given time, different notification identifier.
Monitored Attribute	This field includes one or more attributes of the managed object with their values at the time of the alarm. It is useful when the alarm is not a result of a simple threshold crossing, but rather a result of a combination of several attributes or conditions. This attributes are represented as a comma separated, key=value string (i.e. key=val,key2=val2).
Additional Text	This parameter allows passing additional information on the fault causing the alarm in human readable format. Any other information that helps understanding the cause and the location of the fault.
Additional Information	For some faults, additional information, such as instance identification, may be necessary in order to obtain the required level of detail.

Alarm Severity Values

In general, an agent determines alarm severity as if the managed object it monitors is responsible for giving a service for its own, regardless of the managed object redundancy. Although many of the system components are operating in N+1 or active/standby redundancy mode, in case of a failure, each instance reports severity according to its own capability of supplying the service. The manager can upgrade or downgrade the alarm severity when the alarm is correlated with the status and the alarm notifications from other instances of the managed object that are giving the same service.

Table 2 Alarm Severity Levels

Severity Level	Description
Critical	<p>Immediate corrective action is required.</p> <p>Condition that affects service availability has occurred. Such a severity is reported, for example, when a managed object becomes, or is on the verge of becoming totally out of service.</p> <p>For security-related alarms, critical severity is used to block the user after X (usually 5) failed logins or multiple failed logins (for more failed logins from the same device). Failed/Successful login is any failed/successful authentication attempt for any protocol (HTTP, SSH, SNMP, or Comverse applications/protocols</p>
Major	<p>Urgent corrective action is required.</p> <p>Indicates that a service affecting condition has developed. It is likely that normal use of the managed object is impeded.</p> <p>For security-related alarms, major severity is used in case of network attacks (such as SYN or Land), application attacks (such as directory traversal or buffer overflow), application/protocol input validation (the data or structure of the request is incorrect), and unauthorized activity (includes user attempts to run a functionality that is not allowed or attempts to access a forbidden IP/network/VLAN).</p>

Table 2 Alarm Severity Levels

Severity Level	Description
Minor	<p>Corrective action is required.</p> <p>Problem with a relatively low severity level has occurred and a corrective action is required to prevent deterioration to service affecting condition. It is unlikely that normal use of the object will be impeded, and the alarm condition is not currently degrading the capacity of the managed object.</p> <p>For security-related alarms, minor severity is used in case of failed login and to report any security administration change (such as user creation/deletion/edit, password change or encryption level change).</p>
Warning	<p>Diagnostic and corrective actions are recommended.</p> <p>Indicates the detection of potential or impending service affecting fault, before any significant effects has been felt.</p> <p>For security-related alarms, warning severity is used in case of successful login, successful logout, and reporting on any administration change.</p>
Cleared	<p>Message output is as expected. For example, a process begins, a process finishes, or status information is displayed. This is used for ending previous problem conditions. Other Normal messages are to be avoided.</p>
Indeterminate	<p>Severity level cannot be determined.</p>

Organization of This Document

The remainder of this document is organized as follows:

[Chapter 2, "Alarm Reference"](#), provides the attribute details for all alarms generated for each Comverse ONE component

[Appendix A, "Managed Object Class Definition"](#), provides the attribute details for all supported Comverse ONE managed components.

[Appendix B, "Probable Cause Code Definition"](#), provides the details for all supported Comverse ONE probable cause codes.

Chapter 2

Alarm Reference Tables

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Alarm Reference

Billing Component Alarms

The following sections will outline for each Comverse ONE billing component all the supported alarms for that component. The tables in every section represent the alarming details for a given alarm. These reference tables are meant to be used by support personnel for the purpose of understanding the alarms in the Comverse ONE system, and to provide recommended corrective actions for each alarm.

AIX Managed Components

Admin Server (ADMIN) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	3659211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 4 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	3659303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 5 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	3659411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 6 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	3659311
Message Text	Monitor Alerts.

Table 6 ALERT_MON_<id> details

Name	Value/Description
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 7 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	3653659
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 8 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	3659511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 9 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	3658311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 10 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	3657318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_0

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 11 HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	3657505

Table 11 HOST_CPU_0 details

Name	Value/Description
Message Text	Central Processor Unit (0) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_1

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 12 HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3
Specific Problem	3657505
Message Text	Central Processor Unit (1) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_10

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 13 HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	3657505
Message Text	Central Processor Unit (10) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_11

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 14 HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	3657505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_12

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 15 HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	3657505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_13

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 16 HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	3657505

Table 16 HOST_CPU_13 details

Name	Value/Description
Message Text	Central Processor Unit (13) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_14

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 17 HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	3657505
Message Text	Central Processor Unit (14) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_15

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 18 HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	3657505
Message Text	Central Processor Unit (15) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_2

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 19 HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	3657505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_3

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 20 HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	3657505
Message Text	Central Processor Unit (3) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_4

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 21 HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	3657505

Table 21 HOST_CPU_4 details

Name	Value/Description
Message Text	Central Processor Unit (4) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_5

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 22 HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	3657505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_6

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 23 HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	3657505
Message Text	Central Processor Unit (6) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_7

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 24 HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	3657505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_8

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 25 HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3
Specific Problem	3657505
Message Text	Central Processor Unit (8) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_9

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 26 HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	3657505

Table 26 HOST_CPU_9 details

Name	Value/Description
Message Text	Central Processor Unit (9) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 27 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	3658005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_CPU_NUMBER**Table 28** HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	3657505
Message Text	Mismatch on number of online CPUs
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 28 HOST_CPU_NUMBER details

Name	Value/Description
Remark	

HOST_DISK_1

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 29 HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	3657502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DISK_2

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 30 HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	3657502
Message Text	Internal Disk (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_FAN_0

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 31 HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	3657501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_1

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 32 HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	3657501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_2

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 33 HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	3657501
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	

Table 33 HOST_FAN_2 details

Name	Value/Description
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_3

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 34 HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	3657501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_LINK_ADMIN**Table 35** HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	3657510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace all interfaces connected to the HSBN network
Remark	

HOST_LINK_ENT0

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 36 HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	3657503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 37 HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	3657503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 38 HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	3657503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	

Table 38 HOST_LINK_ENT2 details

Name	Value/Description
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 39 HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	3657503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 40 HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	3657503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 41 HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	3657503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 42 HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	3657503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT7

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 43 HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	3657503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	

Table 43 HOST_LINK_ENT7 details

Name	Value/Description
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 44 HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	3657504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI1

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 45 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	3657504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 46 HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	3657504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN**Table 47** HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	3657506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Check/Replace all interfaces connected to the HSBN network
Remark	

HOST_LINK_IC**Table 48** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	3657507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	

Table 48 HOST_LINK_IC details

Name	Value/Description
Corrective Action	Check/Replace all interfaces that are used for the inter-connect between the machines. Also check the configuration of the interfaces to make sure the inter-connect is configured properly.
Remark	

HOST_LINK_SAN**Table 49** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	3657508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_TAPE**Table 50** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2
Specific Problem	3657509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_MEMORY_ERR

Table 51 HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR
Event Type	10
Specific Problem	3658113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 52 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	3658111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 53 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	3658311

Table 53 HOST_PROCESS_<id> details

Name	Value/Description
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_0

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 54 HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	3657500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared

HOST_PS_1

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 55 HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1
Event Type	3
Specific Problem	3657500
Message Text	Power Supply Unit (1) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared

HOST_PS_2

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 56 HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	3657500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared

HOST_PS_3

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 57 HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	3657500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 58 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	3658112

Table 58 HOST_SWAP_USE details

Name	Value/Description
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

INVD_PROC_BLOCK**Table 59** INVD_PROC_BLOCK details

Name	Value/Description
Event Identifier	INVD_PROC_BLOCK
Event Type	10
Specific Problem	3659003
Message Text	
Additional Information	Block process is down restarting
Corrective Action	Contact your local Comverse Support team.
Remark	

INVD_PROC_ERR**Table 60** INVD_PROC_ERR details

Name	Value/Description
Event Identifier	INVD_PROC_ERR
Event Type	10
Specific Problem	3659005
Message Text	
Additional Information	Inventory internal error
Corrective Action	Contact your local Comverse Support team.
Remark	

INVD_PROC_INVTRANS**Table 61** INVD_PROC_INVTRANS details

Name	Value/Description
Event Identifier	INVD_PROC_INVTRANS
Event Type	10
Specific Problem	3659002
Message Text	
Additional Information	InvTrans process is down restarting
Corrective Action	Contact your local Comverse Support team.
Remark	

INVD_PROC_JOBCONTROL**Table 62** INVD_PROC_JOBCONTROL details

Name	Value/Description
Event Identifier	INVD_PROC_JOBCONTROL
Event Type	10
Specific Problem	3659001
Message Text	
Additional Information	JobControl process is down restarting
Corrective Action	Contact your local Comverse Support team.
Remark	

INVD_PROC_RESRVHAND**Table 63** INVD_PROC_RESRVHAND details

Name	Value/Description
Event Identifier	INVD_PROC_RESRVHAND
Event Type	10
Specific Problem	3659004
Message Text	

Table 63 INVD_PROC_RESRVHAND details

Name	Value/Description
Additional Information	ReserveHandling process is down restarting
Corrective Action	Contact your local Comverse Support team.
Remark	

INVD_PROC_THRESHOLD**Table 64** INVD_PROC_THRESHOLD details

Name	Value/Description
Event Identifier	INVD_PROC_THRESHOLD
Event Type	10
Specific Problem	3659000
Message Text	
Additional Information	Threshold process is down restarting
Corrective Action	Contact your local Comverse Support team.
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 65 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	3658412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Asynchronous Server (ASYNC) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 66 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4269211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 67 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4269303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 68 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4269411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 69 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4269311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 70 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10

Table 70 ALERT_TEST_<name> details

Name	Value/Description
Specific Problem	4269999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 71 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4269511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 72 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4268311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.

Table 72 APP_PROCESS_<id> details

Name	Value/Description
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 73 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4267318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 74 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4268005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 75 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	4267101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 76 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4268111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 77 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10

Table 77 HOST_PROCESS_<id> details

Name	Value/Description
Specific Problem	4268311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 78 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	4267001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 79 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4268112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space

Table 79 HOST_SWAP_USE details

Name	Value/Description
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 80 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4268412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Billing Server (BILLING) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 81 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	3469211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization

Table 81 ALERT_FS_<filesystem> details

Name	Value/Description
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 82 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	3469303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 83 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	3469411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.

Table 83 ALERT_JOB_<jobid> details

Name	Value/Description
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 84 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	3469311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_ORACLE_<alertid>**Table 85** ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	3468211
Message Text	Oracle Alerts.
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Check Oracle alert logs for the Oracle Error in the alarm. The oracle error code will determine what corrective action to perform.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 86 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	3463469
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 87 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	3469511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_ERROR_RATE

This indicates that an unusually high error rate is causing throughput to degrade. By changing the recommended batch size throughput can be better maximized until the source of the error data can be corrected.

Table 88 APP_ERROR_RATE details

Name	Value/Description
Event Identifier	APP_ERROR_RATE
Event Type	10
Specific Problem	3467703

Table 88 APP_ERROR_RATE details

Name	Value/Description
Message Text	
Additional Information	Error rate is too high for efficient processing with a batch size of <batch>. It is recommended that the BATCH_INSERT_SIZE system_paramter be reduced to <new_size>.
Corrective Action	Reduce the BATCH_INSERT_SIZE setting, then refresh (kill -USR2) or restart the process. Investigate and resolve the data errors, resolve that problem, then increase the BATCH_INSERT_SIZE again.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 89 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	3468311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

APP_PROCESS_DUPLICATE

This error is caused when an application is started 2 or more times with the same process instance name. This can cause a variety of problems including but not limited to process hanging and duplicate usage events.

Table 90 APP_PROCESS_DUPLICATE details

Name	Value/Description
Event Identifier	APP_PROCESS_DUPLICATE
Event Type	10
Specific Problem	3467708
Message Text	
Additional Information	Two or more processes are currently running with the same process name. Indicates that a new process with the same name has just been started.

Table 90 APP_PROCESS_DUPLICATE details

Name	Value/Description
Corrective Action	Stop the older duplicate process
Remark	

APP_PROCESS_HUNG

This error indicates that one or more threads in the process reported active status, but have not updated the status again since that time. The threads are now believed to be hung and the severity of the issue will increase the longer the threads are hung.

Table 91 APP_PROCESS_HUNG details

Name	Value/Description
Event Identifier	APP_PROCESS_HUNG
Event Type	10
Specific Problem	3467707
Message Text	
Additional Information	A thread inside the process appears to be hung: Currently the thread has been non responsive for <time>
Corrective Action	Process requires a restart to clear this error
Remark	

BILL_LTP_TRANSFER_LATENCY

Transfer latency is higher than designed. There most likely are data problems that need to be resolved. Alternatively the LTP process might not have been running for a period of time and the large latency is being reported. You can start other instances of LTP to help process the backlog or you can wait for LTP processing to catch up.

Table 92 BILL_LTP_TRANSFER_LATENCY details

Name	Value/Description
Event Identifier	BILL_LTP_TRANSFER_LATENCY
Event Type	10
Specific Problem	3467706
Message Text	
Additional Information	Transfer Latency is longer than desired.
Corrective Action	This problem should self correct during periods of lower load. If the issue was caused by LTP not running for a period of time or that load is exceeding the capacity of a single LTP process, start another LTP process to help process the load. If this is a sustained and recurring issue increase the number of threads/nodes inside the primary LTP process.

Table 92 BILL_LTP_TRANSFER_LATENCY details

Name	Value/Description
Remark	

BU_DRV_<slot>**Table 93** BU_DRV_<slot> details

Name	Value/Description
Event Identifier	BU_DRV_<slot>
Event Type	4
Specific Problem	3468902
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_FAN_<slot>**Table 94** BU_FAN_<slot> details

Name	Value/Description
Event Identifier	BU_FAN_<slot>
Event Type	3
Specific Problem	3468901
Message Text	Fan or Drive Bay on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_LINK_ADMIN**Table 95** BU_LINK_ADMIN details

Name	Value/Description
Event Identifier	BU_LINK_ADMIN
Event Type	2

Table 95 BU_LINK_ADMIN details

Name	Value/Description
Specific Problem	3468910
Message Text	Backup Unit is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR**Table 96** BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR
Event Type	10
Specific Problem	3468911
Message Text	See additional info.
Additional Information	
Corrective Action	Check Tape Library
Remark	

BU_PS_<slot>**Table 97** BU_PS_<slot> details

Name	Value/Description
Event Identifier	BU_PS_<slot>
Event Type	3
Specific Problem	3468900
Message Text	Power Supply on the Backup Unit has failed.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

BU_SMC_<slot>**Table 98** BU_SMC_<slot> details

Name	Value/Description
Event Identifier	BU_SMC_<slot>
Event Type	4
Specific Problem	3468905
Message Text	SMC has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_TAPE_<slot>**Table 99** BU_TAPE_<slot> details

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	3467902
Message Text	Tape Cartridge is missing or not usable.
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_DISK_<disk>**Table 100** DAE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	3467802
Message Text	Disk failed or missing.

Table 100 DAE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 101** DAE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	3467801
Message Text	Power Supply Unit (A) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_FAN_B**Table 102** DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	3467801
Message Text	Power Supply Unit (B) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_LCC_A

Table 103 DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	3467805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_LCC_B**Table 104** DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	3467805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_PS_A**Table 105** DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	3467800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required

Table 105 DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Remark	

DAE2:<bus>:<encl>_PS_B**Table 106** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	3467800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DB_PROCESS_<id>**Table 107** DB_PROCESS_<id> details

Name	Value/Description
Event Identifier	DB_PROCESS_<id>
Event Type	10
Specific Problem	3468311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

DB_TRANS_FAILED**Table 108** DB_TRANS_FAILED details

Name	Value/Description
Event Identifier	DB_TRANS_FAILED
Event Type	10

Table 108 DB_TRANS_FAILED details

Name	Value/Description
Specific Problem	3466012
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_DISK_<disk>**Table 109 DPE2:<bus>:<encl>_DISK_<disk> details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	3467702
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DPE2:<bus>:<encl>_FAN_A**Table 110 DPE2:<bus>:<encl>_FAN_A details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	3467701
Message Text	Power Supply Unit (A) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 111** DPE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	3467701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_PS_A**Table 112** DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	3467700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_PS_B**Table 113** DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	3467700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.

Table 113 DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 114 DPE2:<bus>:<encl>_SPS_A details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	3467700
Message Text	Standby Power Supply (A) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 115 DPE2:<bus>:<encl>_SPS_B details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3
Specific Problem	3467700
Message Text	Standby Power Supply (B) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SP_A

Table 116 DPE2:<bus>:<encl>_SP_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	3467705
Message Text	Storage Processor (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DPE2:<bus>:<encl>_SP_B**Table 117** DPE2:<bus>:<encl>_SP_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4
Specific Problem	3467705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DWH_ACTIVITY_LOG**Table 118** DWH_ACTIVITY_LOG details

Name	Value/Description
Event Identifier	DWH_ACTIVITY_LOG
Event Type	10
Specific Problem	3467014
Message Text	
Additional Information	Unable to Retrieve Activity Log from SDP
Corrective Action	Contact your local Comverse Support team.

Table 118 DWH_ACTIVITY_LOG details

Name	Value/Description
Remark	

DWH_FTP_CON**Table 119** DWH_FTP_CON details

Name	Value/Description
Event Identifier	DWH_FTP_CON
Event Type	10
Specific Problem	3467008
Message Text	
Additional Information	Failed to Connect to CFS
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_CONN**Table 120** DWH_FTP_CONN details

Name	Value/Description
Event Identifier	DWH_FTP_CONN
Event Type	10
Specific Problem	3467016
Message Text	
Additional Information	Failed to connect for FTP of template file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_LOW**Table 121** DWH_FTP_LOW details

Name	Value/Description
Event Identifier	DWH_FTP_LOW
Event Type	10

Table 121 DWH_FTP_LOW details

Name	Value/Description
Specific Problem	3467008
Message Text	
Additional Information	Failed to Connect to CFS
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_MIS**Table 122** DWH_FTP_MIS details

Name	Value/Description
Event Identifier	DWH_FTP_MIS
Event Type	10
Specific Problem	3467011
Message Text	
Additional Information	File missing or incorrect ext
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_ORA**Table 123** DWH_FTP_ORA details

Name	Value/Description
Event Identifier	DWH_FTP_ORA
Event Type	10
Specific Problem	3467002
Message Text	
Additional Information	Unable To Connect to Oracle
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_STA**Table 124** DWH_FTP_STA details

Name	Value/Description
Event Identifier	DWH_FTP_STA
Event Type	10
Specific Problem	3467005
Message Text	
Additional Information	Unable To read static file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_TRNSFR**Table 125** DWH_FTP_TRNSFR details

Name	Value/Description
Event Identifier	DWH_FTP_TRNSFR
Event Type	10
Specific Problem	3467015
Message Text	
Additional Information	Failed to Tranfer template file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_VAL**Table 126** DWH_FTP_VAL details

Name	Value/Description
Event Identifier	DWH_FTP_VAL
Event Type	10
Specific Problem	3467010
Message Text	

Table 126 DWH_FTP_VAL details

Name	Value/Description
Additional Information	Unable to get remote MD5
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_OND_ERR**Table 127** DWH_OND_ERR details

Name	Value/Description
Event Identifier	DWH_OND_ERR
Event Type	10
Specific Problem	3467012
Message Text	
Additional Information	On Demand extraction error
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_PNG_ERR**Table 128** DWH_PNG_ERR details

Name	Value/Description
Event Identifier	DWH_PNG_ERR
Event Type	2
Specific Problem	3467013
Message Text	
Additional Information	Pinger detects faulty connection
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_DYN

Table 129 DWH_SCH_DYN details

Name	Value/Description
Event Identifier	DWH_SCH_DYN
Event Type	10
Specific Problem	3467003
Message Text	
Additional Information	Unable To Read Dynamic File
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_EXT**Table 130** DWH_SCH_EXT details

Name	Value/Description
Event Identifier	DWH_SCH_EXT
Event Type	10
Specific Problem	3467007
Message Text	
Additional Information	Failed to Extract
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_OPN**Table 131** DWH_SCH_OPN details

Name	Value/Description
Event Identifier	DWH_SCH_OPN
Event Type	10
Specific Problem	3467006
Message Text	
Additional Information	Unable to Open File
Corrective Action	Contact your local Comverse Support team.

Table 131 DWH_SCH_OPN details

Name	Value/Description
Remark	

DWH_SCH_ORA**Table 132** DWH_SCH_ORA details

Name	Value/Description
Event Identifier	DWH_SCH_ORA
Event Type	10
Specific Problem	3467001
Message Text	
Additional Information	Unable To Connect to Oracle
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_STA**Table 133** DWH_SCH_STA details

Name	Value/Description
Event Identifier	DWH_SCH_STA
Event Type	10
Specific Problem	3467004
Message Text	
Additional Information	Unable To read static file
Corrective Action	Contact your local Comverse Support team.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 134 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>

Table 134 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Type	2
Specific Problem	3467318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CLUSTER_MAINTMODE**Table 135** HOST_CLUSTER_MAINTMODE details

Name	Value/Description
Event Identifier	HOST_CLUSTER_MAINTMODE
Event Type	10
Specific Problem	3467111
Message Text	Cluster Monitors in maintenance mode
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_NW**Table 136** HOST_CLUSTER_NW details

Name	Value/Description
Event Identifier	HOST_CLUSTER_NW
Event Type	10
Specific Problem	3467011
Message Text	Cluster Network has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_SERVICES**Table 137** HOST_CLUSTER_SERVICES details

Name	Value/Description
Event Identifier	HOST_CLUSTER_SERVICES
Event Type	10
Specific Problem	3467011
Message Text	Cluster Services has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_TOPOLOGY**Table 138** HOST_CLUSTER_TOPOLOGY details

Name	Value/Description
Event Identifier	HOST_CLUSTER_TOPOLOGY
Event Type	10
Specific Problem	3467011
Message Text	Cluster Topology failed verification
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CPU_0

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 139 HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (0) failed.

Table 139 HOST_CPU_0 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_1

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 140 HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (1) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_10

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 141 HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (10) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_11

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 142 HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_12

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 143 HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_13

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 144 HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (13) failed.

Table 144 HOST_CPU_13 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_14

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 145 HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (14) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_15

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 146 HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (15) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_2

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 147 HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_3

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 148 HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (3) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_4

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 149 HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (4) failed.

Table 149 HOST_CPU_4 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_5

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 150 HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_6

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 151 HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (6) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_7

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 152 HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_8

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 153 HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (8) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_9

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 154 HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (9) failed.

Table 154 HOST_CPU_9 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 155 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	3468005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_CPU_NUMBER**Table 156** HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	3467505
Message Text	Mismatch on number of online CPUs
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 157 HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	3467502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DISK_2

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 158 HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	3467502
Message Text	Internal Disk (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DUP_IP**Table 159** HOST_DUP_IP details

Name	Value/Description
Event Identifier	HOST_DUP_IP
Event Type	2
Specific Problem	3467512
Message Text	Duplicate IP address detected

Table 159 HOST_DUP_IP details

Name	Value/Description
Additional Information	<ip address>
Corrective Action	A duplicate ip was detected, check network interface configuration.
Remark	

HOST_FAN_0

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 160 HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	3467501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_1

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 161 HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	3467501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_2

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 162 HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	3467501
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_3

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 163 HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	3467501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_LINK_ADMIN

Table 164 HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	3467510
Message Text	Node is unreachable through ADMIN network.

Table 164 HOST_LINK_ADMIN details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT0

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 165 HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 166 HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 167 HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 168 HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 169 HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.

Table 169 HOST_LINK_ENT4 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 170 HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 171 HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT7

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 172 HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 173 HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	3467504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI1

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 174 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	3467504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.

Table 174 HOST_LINK_FSCSI1 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 175 HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	3467504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN**Table 176** HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	3467506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_IC

Table 177 HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	3467507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_SAN**Table 178** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	3467508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_TAPE**Table 179** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2
Specific Problem	3467509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 179 HOST_LINK_TAPE details

Name	Value/Description
Remark	

HOST_MEMORY_ERR**Table 180** HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR
Event Type	10
Specific Problem	3468113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 181 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	3468111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 182 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	3468311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_0

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 183 HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	3467500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_1

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 184 HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1
Event Type	3
Specific Problem	3467500
Message Text	Power Supply Unit (1) failed or not powered on.
Additional Information	

Table 184 HOST_PS_1 details

Name	Value/Description
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_2

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 185 HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	3467500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_3

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 186 HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	3467500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 187 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	3468112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

INVD_PROC_BLOCK**Table 188** INVD_PROC_BLOCK details

Name	Value/Description
Event Identifier	INVD_PROC_BLOCK
Event Type	10
Specific Problem	3469003
Message Text	
Additional Information	Block process is down restarting
Corrective Action	Contact your local Comverse Support team.
Remark	

INVD_PROC_ERR**Table 189** INVD_PROC_ERR details

Name	Value/Description
Event Identifier	INVD_PROC_ERR
Event Type	10
Specific Problem	3469005
Message Text	
Additional Information	Inventory internal error

Table 189 INVD_PROC_ERR details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

INVD_PROC_INVTRANS**Table 190** INVD_PROC_INVTRANS details

Name	Value/Description
Event Identifier	INVD_PROC_INVTRANS
Event Type	10
Specific Problem	3469002
Message Text	
Additional Information	InvTrans process is down restarting
Corrective Action	Contact your local Comverse Support team.
Remark	

INVD_PROC_JOBCONTROL**Table 191** INVD_PROC_JOBCONTROL details

Name	Value/Description
Event Identifier	INVD_PROC_JOBCONTROL
Event Type	10
Specific Problem	3469001
Message Text	
Additional Information	JobControl process is down restarting
Corrective Action	Contact your local Comverse Support team.
Remark	

INVD_PROC_RESRVHAND**Table 192** INVD_PROC_RESRVHAND details

Name	Value/Description
Event Identifier	INVD_PROC_RESRVHAND

Table 192 INV_D_PROC_RESRVHAND details

Name	Value/Description
Event Type	10
Specific Problem	3469004
Message Text	
Additional Information	ReserveHandling process is down restarting
Corrective Action	Contact your local Comverse Support team.
Remark	

INV_D_PROC_THRESHOLD**Table 193** INV_D_PROC_THRESHOLD details

Name	Value/Description
Event Identifier	INV_D_PROC_THRESHOLD
Event Type	10
Specific Problem	3469000
Message Text	
Additional Information	Threshold process is down restarting
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPA**Table 194** SAN_LINK_SPA details

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	3467608
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPA
Remark	

SAN_LINK_SPA0**Table 195** SAN_LINK_SPA0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA0
Event Type	2
Specific Problem	3467604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA0.
Remark	

SAN_LINK_SPA1**Table 196** SAN_LINK_SPA1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	3467604
Message Text	Port 0 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA1.
Remark	

SAN_LINK_SPB**Table 197** SAN_LINK_SPB details

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	3467608
Message Text	Paths to SP B are down.

Table 197 SAN_LINK_SPB details

Name	Value/Description
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPB
Remark	

SAN_LINK_SPB0**Table 198 SAN_LINK_SPB0 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB0
Event Type	2
Specific Problem	3467604
Message Text	Port 1 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB0.
Remark	

SAN_LINK_SPB1**Table 199 SAN_LINK_SPB1 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	3467604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB1.
Remark	

SAN_LINK_TAPE

Table 200 SAN_LINK_TAPE details

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2
Specific Problem	3467609
Message Text	Port 4 and Port 5 on FC SW-A are offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD1**Table 201** SAN_LINK_TD1 details

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2
Specific Problem	3467604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD2**Table 202** SAN_LINK_TD2 details

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2
Specific Problem	3467604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface

Table 202 SAN_LINK_TD2 details

Name	Value/Description
Remark	

SDP_APP_RAGENT**Table 203** SDP_APP_RAGENT details

Name	Value/Description
Event Identifier	SDP_APP_RAGENT
Event Type	2
Specific Problem	3467120
Message Text	Recharge Agent has failed
Additional Information	
Corrective Action	Check/Restart the Recharge Agent application
Remark	

SDP_APP_RPX**Table 204** SDP_APP_RPX details

Name	Value/Description
Event Identifier	SDP_APP_RPX
Event Type	2
Specific Problem	3467120
Message Text	Recharge Proxy has failed
Additional Information	
Corrective Action	Check/Restart the Recharge Proxy application
Remark	

SDP_DB_<process>**Table 205** SDP_DB_<process> details

Name	Value/Description
Event Identifier	SDP_DB_<process>
Event Type	2

Table 205 SDP_DB_<process> details

Name	Value/Description
Specific Problem	3467220
Message Text	One of the DB instances or listener has failed
Additional Information	
Corrective Action	Check/Restart the Oracle Database instance identified by the alarm.
Remark	

SDP_RRT_DATAPUMP_FAILURE

This indicates that for some reason the datapump (impdp or expdp) operations have failed. The message will indicate the location of the log files from those processes which will need to be reviewed to determine the nature of the problem.

Table 206 SDP_RRT_DATAPUMP_FAILURE details

Name	Value/Description
Event Identifier	SDP_RRT_DATAPUMP_FAILURE
Event Type	10
Specific Problem	3469006
Message Text	
Additional Information	Datapump operation failed: <details>
Corrective Action	Purge operation uses oracle datapump (expdp and impdp) processes. One of these processes has failed. Please review the log file listed in the message for details
Remark	

SDP_RRT_HIST_DOWN

This alarm indicates that the application is unable to perform tasks involving the history database. During extraction operations this condition prevents the re-extraction of records located on the history DB and represents a restriction on extraction re

Table 207 SDP_RRT_HIST_DOWN details

Name	Value/Description
Event Identifier	SDP_RRT_HIST_DOWN
Event Type	10
Specific Problem	3465001
Message Text	

Table 207 SDP_RRT_HIST_DOWN details

Name	Value/Description
Additional Information	Cannot connect to History DB - server_id = <server_id>
Corrective Action	Bring the specified HISTORY DB back online
Remark	

SDP_RRT_PURGE_DISABLED

This alarm indicates that the application is running with a configuration or in a mode that prevents daily purge from occurring. Restart of the application will be required to correct the problem. Alarm will clear after restart. Application logs will c

Table 208 SDP_RRT_PURGE_DISABLED details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_DISABLED
Event Type	10
Specific Problem	3465002
Message Text	
Additional Information	Daily data purge from rating DB is currently disabled either by configuration or command line option. Process restart will be required.
Corrective Action	Two possible causes of this alarm. The first is the application is running in NO_PURGE mode. To correct restart the process in normal mode. The second problem indicates that the extract_parameter where id = 6 is improperly configured and the history DB
Remark	

SDP_RRT_PURGE_FAILURE

This class of alarms indicates that the daily purge process has failed unexpectedly. Typically this would be due to a failure in the oracle datapump applications due to things like directories full or database failures.

Table 209 SDP_RRT_PURGE_FAILURE details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_FAILURE
Event Type	10
Specific Problem	3465003
Message Text	
Additional Information	Daily Purge Failure. Estimated time before retry: <retry_time> Details: <details>

Table 209 SDP_RRT_PURGE_FAILURE details

Name	Value/Description
Corrective Action	Daily purge operations have failed to transfer data. This is generally caused by a failure of the oracle data_pump operations (impdp or expdp). You will need to refer to the logs for those processes to learn more about the source of the problem.
Remark	

SDP_RRT_PURGE_MODE

This is a warning to indicate that purge of data from the rating DB is proceeding in a less efficient approach because of a problem with datapump configuration.

Table 210 SDP_RRT_PURGE_MODE details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_MODE
Event Type	10
Specific Problem	3465004
Message Text	
Additional Information	Purge mode is not mode 1 - datapump. Reason: <reason>
Corrective Action	Check that the application is running on the machine where the rating and history DB are located. Check that the datapump_dir is properly configured and has write permissions for the user running the application. Check the the purge mode is properly set
Remark	

SDP_RRT_PURGE_RUNNING

This is an informational message that indicates when the purge thread is running.

Table 211 SDP_RRT_PURGE_RUNNING details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_RUNNING
Event Type	10
Specific Problem	3465005
Message Text	
Additional Information	Purge is currently running
Corrective Action	No action - message is informational only
Remark	

SPA_LINK_ADMIN**Table 212** SPA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	3467710
Message Text	SP-A is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 213** SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	3467704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SPB_LINK_ADMIN**Table 214** SPB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN
Event Type	2
Specific Problem	3467710
Message Text	SP-B is unreachable through ADMIN network.

Table 214 SPB_LINK_ADMIN details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPB_LINK_DAE2:<bus>:<encl>**Table 215** SPB_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	3467704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SWA_FAN_0**Table 216** SWA_FAN_0 details

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3
Specific Problem	3467601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_FAN_1

Table 217 SWA_FAN_1 details

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3
Specific Problem	3467601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_LINK_ADMIN**Table 218** SWA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SWA_LINK_ADMIN
Event Type	2
Specific Problem	3467610
Message Text	FC SW-A is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWA_PS_0**Table 219** SWA_PS_0 details

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3
Specific Problem	3467600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required

Table 219 SWA_PS_0 details

Name	Value/Description
Remark	

SWA_PS_1**Table 220** SWA_PS_1 details

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	3467600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_FAN_0**Table 221** SWB_FAN_0 details

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3
Specific Problem	3467601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_FAN_1**Table 222** SWB_FAN_1 details

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3

Table 222 SWB_FAN_1 details

Name	Value/Description
Specific Problem	3467601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_LINK_ADMIN**Table 223 SWB_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SWB_LINK_ADMIN
Event Type	2
Specific Problem	3467610
Message Text	FC SW-B is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWB_PS_0**Table 224 SWB_PS_0 details**

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	3467600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_PS_1**Table 225** SWB_PS_1 details

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	3467600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

TRANS_Q_REJECTED**Table 226** TRANS_Q_REJECTED details

Name	Value/Description
Event Identifier	TRANS_Q_REJECTED
Event Type	10
Specific Problem	3466013
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_Q_REJ_QFULL**Table 227** TRANS_Q_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_Q_REJ_QFULL
Event Type	10
Specific Problem	3466015
Message Text	

Table 227 TRANS_Q_REJ_QFULL details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_U_REJECTED**Table 228** TRANS_U_REJECTED details

Name	Value/Description
Event Identifier	TRANS_U_REJECTED
Event Type	10
Specific Problem	3466014
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_U_REJ_QFULL**Table 229** TRANS_U_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_U_REJ_QFULL
Event Type	10
Specific Problem	3466016
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TSS_Q_LATENCY

Table 230 TSS_Q_LATENCY details

Name	Value/Description
Event Identifier	TSS_Q_LATENCY
Event Type	10
Specific Problem	3467709
Message Text	
Additional Information	When record number in TSS_TRANSACTION is greater than threshold
Corrective Action	Check if record number in TSS_TRANSACTION is greater than threshold
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 231 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	3468412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

CSS APP Tier (CSS-APP) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 232 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10

Table 232 ALERT_FS_<filesystem> details

Name	Value/Description
Specific Problem	4609211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 233 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4609303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 234 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4609411

Table 234 ALERT_JOB_<jobid> details

Name	Value/Description
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 235 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4609311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_ORACLE_<alertid>**Table 236** ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	4608211
Message Text	Oracle Alerts.
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Check Oracle alert logs for the Oracle Error in the alarm. The oracle error code will determine what corrective action to perform.

Table 236 ALERT_ORACLE_<alertid> details

Name	Value/Description
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 237 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4604619
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 238 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4609511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 239 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4608311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

BU_DRV_<slot>**Table 240** BU_DRV_<slot> details

Name	Value/Description
Event Identifier	BU_DRV_<slot>
Event Type	4
Specific Problem	4608902
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_FAN_<slot>**Table 241** BU_FAN_<slot> details

Name	Value/Description
Event Identifier	BU_FAN_<slot>
Event Type	3
Specific Problem	4608901
Message Text	Fan or Drive Bay on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required

Table 241 BU_FAN_<slot> details

Name	Value/Description
Remark	

BU_LINK_ADMIN**Table 242** BU_LINK_ADMIN details

Name	Value/Description
Event Identifier	BU_LINK_ADMIN
Event Type	2
Specific Problem	4608910
Message Text	Backup Unit is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR**Table 243** BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR
Event Type	10
Specific Problem	4608911
Message Text	See additional info.
Additional Information	
Corrective Action	Check Tape Library
Remark	

BU_PS_<slot>**Table 244** BU_PS_<slot> details

Name	Value/Description
Event Identifier	BU_PS_<slot>
Event Type	3

Table 244 BU_PS_<slot> details

Name	Value/Description
Specific Problem	4608900
Message Text	Power Supply on the Backup Unit has failed.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

BU_SMC_<slot>**Table 245 BU_SMC_<slot> details**

Name	Value/Description
Event Identifier	BU_SMC_<slot>
Event Type	4
Specific Problem	4608905
Message Text	SMC has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_TAPE_<slot>**Table 246 BU_TAPE_<slot> details**

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	4607902
Message Text	Tape Cartridge is missing or not usable.
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_DISK_<disk>**Table 247** DAE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	4607802
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 248** DAE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	4607801
Message Text	Power Supply Unit (A) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_FAN_B**Table 249** DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	4607801
Message Text	Power Supply Unit (B) on DAE failed or missing.

Table 249 DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_LCC_A**Table 250** DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	4607805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_LCC_B**Table 251** DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	4607805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_PS_A

Table 252 DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	4607800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DAE2:<bus>:<encl>_PS_B**Table 253** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	4607800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DB_PROCESS_<id>**Table 254** DB_PROCESS_<id> details

Name	Value/Description
Event Identifier	DB_PROCESS_<id>
Event Type	10
Specific Problem	4608311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.

Table 254 DB_PROCESS_<id> details

Name	Value/Description
Remark	

DB_TRANS_FAILED**Table 255** DB_TRANS_FAILED details

Name	Value/Description
Event Identifier	DB_TRANS_FAILED
Event Type	10
Specific Problem	4606012
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_FAN_A**Table 256** DPE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	4607701
Message Text	Power Supply Unit (A) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 257** DPE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3

Table 257 DPE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Specific Problem	4607701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_PS_A**Table 258** DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	4607700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_PS_B**Table 259** DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	4607700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 260** DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	4607700
Message Text	Standby Power Supply (A) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 261** DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3
Specific Problem	4607700
Message Text	Standby Power Supply (B) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SP_A**Table 262** DPE2:<bus>:<encl>_SP_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	4607705
Message Text	Storage Processor (A) failed or missing.

Table 262 DPE2:<bus>:<encl>_SP_A details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DPE2:<bus>:<encl>_SP_B**Table 263** DPE2:<bus>:<encl>_SP_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4
Specific Problem	4607705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DWH_ACTIVITY_LOG**Table 264** DWH_ACTIVITY_LOG details

Name	Value/Description
Event Identifier	DWH_ACTIVITY_LOG
Event Type	10
Specific Problem	4607014
Message Text	
Additional Information	Unable to Retrieve Activity Log from SDP
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_CON

Table 265 DWH_FTP_CON details

Name	Value/Description
Event Identifier	DWH_FTP_CON
Event Type	10
Specific Problem	4607008
Message Text	
Additional Information	Failed to Connect to CFS
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_CONN**Table 266** DWH_FTP_CONN details

Name	Value/Description
Event Identifier	DWH_FTP_CONN
Event Type	10
Specific Problem	4607016
Message Text	
Additional Information	Failed to connect for FTP of template file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_LOW**Table 267** DWH_FTP_LOW details

Name	Value/Description
Event Identifier	DWH_FTP_LOW
Event Type	10
Specific Problem	4607008
Message Text	
Additional Information	Failed to Connect to CFS
Corrective Action	Contact your local Comverse Support team.

Table 267 DWH_FTP_LOW details

Name	Value/Description
Remark	

DWH_FTP_MIS**Table 268** DWH_FTP_MIS details

Name	Value/Description
Event Identifier	DWH_FTP_MIS
Event Type	10
Specific Problem	4607011
Message Text	
Additional Information	File missing or incorrect ext
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_ORA**Table 269** DWH_FTP_ORA details

Name	Value/Description
Event Identifier	DWH_FTP_ORA
Event Type	10
Specific Problem	4607002
Message Text	
Additional Information	Unable To Connect to Oracle
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_STA**Table 270** DWH_FTP_STA details

Name	Value/Description
Event Identifier	DWH_FTP_STA
Event Type	10

Table 270 DWH_FTP_STA details

Name	Value/Description
Specific Problem	4607005
Message Text	
Additional Information	Unable To read static file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_TRNSFR**Table 271** DWH_FTP_TRNSFR details

Name	Value/Description
Event Identifier	DWH_FTP_TRNSFR
Event Type	10
Specific Problem	4607015
Message Text	
Additional Information	Failed to Tranfer template file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_VAL**Table 272** DWH_FTP_VAL details

Name	Value/Description
Event Identifier	DWH_FTP_VAL
Event Type	10
Specific Problem	4607010
Message Text	
Additional Information	Unable to get remote MD5
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_OND_ERR**Table 273** DWH_OND_ERR details

Name	Value/Description
Event Identifier	DWH_OND_ERR
Event Type	10
Specific Problem	4607012
Message Text	
Additional Information	On Demand extraction error
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_PNG_ERR**Table 274** DWH_PNG_ERR details

Name	Value/Description
Event Identifier	DWH_PNG_ERR
Event Type	2
Specific Problem	4607013
Message Text	
Additional Information	Pinger detects faulty connection
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_DYN**Table 275** DWH_SCH_DYN details

Name	Value/Description
Event Identifier	DWH_SCH_DYN
Event Type	10
Specific Problem	4607003
Message Text	

Table 275 DWH_SCH_DYN details

Name	Value/Description
Additional Information	Unable To Read Dynamic File
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_EXT**Table 276** DWH_SCH_EXT details

Name	Value/Description
Event Identifier	DWH_SCH_EXT
Event Type	10
Specific Problem	4607007
Message Text	
Additional Information	Failed to Extract
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_OPN**Table 277** DWH_SCH_OPN details

Name	Value/Description
Event Identifier	DWH_SCH_OPN
Event Type	10
Specific Problem	4607006
Message Text	
Additional Information	Unable to Open File
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_ORA

Table 278 DWH_SCH_ORA details

Name	Value/Description
Event Identifier	DWH_SCH_ORA
Event Type	10
Specific Problem	4607001
Message Text	
Additional Information	Unable To Connect to Oracle
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_STA**Table 279** DWH_SCH_STA details

Name	Value/Description
Event Identifier	DWH_SCH_STA
Event Type	10
Specific Problem	4607004
Message Text	
Additional Information	Unable To read static file
Corrective Action	Contact your local Comverse Support team.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 280 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4607318
Message Text	File Transfer connection failure
Additional Information	

Table 280 FTP_<Operation>_<IP Address> details

Name	Value/Description
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CLUSTER_MAINTMODE**Table 281** HOST_CLUSTER_MAINTMODE details

Name	Value/Description
Event Identifier	HOST_CLUSTER_MAINTMODE
Event Type	10
Specific Problem	4607111
Message Text	Cluster Monitors in maintenance mode
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_NW**Table 282** HOST_CLUSTER_NW details

Name	Value/Description
Event Identifier	HOST_CLUSTER_NW
Event Type	10
Specific Problem	4607011
Message Text	Cluster Network has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_SERVICES**Table 283** HOST_CLUSTER_SERVICES details

Name	Value/Description
Event Identifier	HOST_CLUSTER_SERVICES

Table 283 HOST_CLUSTER_SERVICES details

Name	Value/Description
Event Type	10
Specific Problem	4607011
Message Text	Cluster Services has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_TOPOLOGY**Table 284** HOST_CLUSTER_TOPOLOGY details

Name	Value/Description
Event Identifier	HOST_CLUSTER_TOPOLOGY
Event Type	10
Specific Problem	4607011
Message Text	Cluster Topology failed verification
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CPU_0

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 285 HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (0) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_1

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 286 HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (1) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_10

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 287 HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (10) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_11

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 288 HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	4607505

Table 288 HOST_CPU_11 details

Name	Value/Description
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_12

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 289 HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_13

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 290 HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (13) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_14

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 291 HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (14) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_15

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 292 HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (15) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_2

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 293 HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	4607505

Table 293 HOST_CPU_2 details

Name	Value/Description
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_3

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 294 HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (3) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_4

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 295 HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (4) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_5

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 296 HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_6

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 297 HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (6) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_7

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 298 HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	4607505

Table 298 HOST_CPU_7 details

Name	Value/Description
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_8

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 299 HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (8) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_9

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 300 HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	4607505
Message Text	Central Processor Unit (9) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 301 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4608005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_CPU_NUMBER

Table 302 HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	4607505
Message Text	Mismatch on number of online CPUs
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 303 HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4

Table 303 HOST_DISK_1 details

Name	Value/Description
Specific Problem	4607502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DISK_2

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 304 HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	4607502
Message Text	Internal Disk (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DUP_IP**Table 305** HOST_DUP_IP details

Name	Value/Description
Event Identifier	HOST_DUP_IP
Event Type	2
Specific Problem	4607512
Message Text	Duplicate IP address detected
Additional Information	<ip address>
Corrective Action	A duplicate ip was detected, check network interface configuration.
Remark	

HOST_FAN_0

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 306 HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	4607501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_1

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 307 HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	4607501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_2

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 308 HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	4607501

Table 308 HOST_FAN_2 details

Name	Value/Description
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_3

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 309 HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	4607501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_LINK_ADMIN**Table 310** HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	4607510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT0

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 311 HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	4607503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 312 HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	4607503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 313 HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	4607503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.

Table 313 HOST_LINK_ENT2 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 314 HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	4607503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 315 HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	4607503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 316 HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	4607503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 317 HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	4607503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT7

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 318 HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	4607503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.

Table 318 HOST_LINK_ENT7 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 319 HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	4607504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI1

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 320 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	4607504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 321 HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	4607504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN

Table 322 HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	4607506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_IC

Table 323 HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	4607507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	

Table 323 HOST_LINK_IC details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_SAN**Table 324** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	4607508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_TAPE**Table 325** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2
Specific Problem	4607509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_ERR**Table 326** HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR

Table 326 HOST_MEMORY_ERR details

Name	Value/Description
Event Type	10
Specific Problem	4608113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 327 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4608111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 328 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4608311
Message Text	Process Failures

Table 328 HOST_PROCESS_<id> details

Name	Value/Description
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_0

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 329 HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	4607500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_1

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 330 HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1
Event Type	3
Specific Problem	4607500
Message Text	Power Supply Unit (1) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_2

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 331 HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	4607500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_3

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 332 HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	4607500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 333 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4608112
Message Text	Used Swap Space has exceeded warning or critical threshold.

Table 333 HOST_SWAP_USE details

Name	Value/Description
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

SAN_LINK_SPA**Table 334** SAN_LINK_SPA details

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	4607608
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPA
Remark	

SAN_LINK_SPA0**Table 335** SAN_LINK_SPA0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA0
Event Type	2
Specific Problem	4607604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA0.
Remark	

SAN_LINK_SPA1

Table 336 SAN_LINK_SPA1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	4607604
Message Text	Port 0 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA1.
Remark	

SAN_LINK_SPB**Table 337 SAN_LINK_SPB details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	4607608
Message Text	Paths to SP B are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPB
Remark	

SAN_LINK_SPB0**Table 338 SAN_LINK_SPB0 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB0
Event Type	2
Specific Problem	4607604
Message Text	Port 1 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB0.

Table 338 SAN_LINK_SPB0 details

Name	Value/Description
Remark	

SAN_LINK_SPB1**Table 339** SAN_LINK_SPB1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	4607604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB1.
Remark	

SAN_LINK_TAPE**Table 340** SAN_LINK_TAPE details

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2
Specific Problem	4607609
Message Text	Port 4 and Port 5 on FC SW-A are offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD1**Table 341** SAN_LINK_TD1 details

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2

Table 341 SAN_LINK_TD1 details

Name	Value/Description
Specific Problem	4607604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD2**Table 342** SAN_LINK_TD2 details

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2
Specific Problem	4607604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SDP_APP_RAGENT**Table 343** SDP_APP_RAGENT details

Name	Value/Description
Event Identifier	SDP_APP_RAGENT
Event Type	2
Specific Problem	4607120
Message Text	Recharge Agent has failed
Additional Information	
Corrective Action	Check/Restart the Recharge Agent application
Remark	

SDP_APP_RPXY**Table 344** SDP_APP_RPXY details

Name	Value/Description
Event Identifier	SDP_APP_RPXY
Event Type	2
Specific Problem	4607120
Message Text	Recharge Proxy has failed
Additional Information	
Corrective Action	Check/Restart the Recharge Proxy application
Remark	

SDP_DB_<process>**Table 345** SDP_DB_<process> details

Name	Value/Description
Event Identifier	SDP_DB_<process>
Event Type	2
Specific Problem	4607220
Message Text	One of the DB instances or listener has failed
Additional Information	
Corrective Action	Check/Restart the Oracle Database instance identified by the alarm.
Remark	

SPA_LINK_ADMIN**Table 346** SPA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	4607710
Message Text	SP-A is unreachable through ADMIN network.

Table 346 SPA_LINK_ADMIN details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 347 SPA_LINK_DAE2:<bus>:<encl> details**

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	4607704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SPB_LINK_ADMIN**Table 348 SPB_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN
Event Type	2
Specific Problem	4607710
Message Text	SP-B is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPB_LINK_DAE2:<bus>:<encl>

Table 349 SPB_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	4607704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SWA_FAN_0**Table 350** SWA_FAN_0 details

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3
Specific Problem	4607601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_FAN_1**Table 351** SWA_FAN_1 details

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3
Specific Problem	4607601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required

Table 351 SWA_FAN_1 details

Name	Value/Description
Remark	

SWA_PS_0**Table 352 SWA_PS_0 details**

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3
Specific Problem	4607600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWA_PS_1**Table 353 SWA_PS_1 details**

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	4607600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_FAN_0**Table 354 SWB_FAN_0 details**

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3

Table 354 SWB_FAN_0 details

Name	Value/Description
Specific Problem	4607601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_FAN_1**Table 355 SWB_FAN_1 details**

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3
Specific Problem	4607601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_PS_0**Table 356 SWB_PS_0 details**

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	4607600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_PS_1**Table 357** SWB_PS_1 details

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	4607600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

TRANS_Q_REJECTED**Table 358** TRANS_Q_REJECTED details

Name	Value/Description
Event Identifier	TRANS_Q_REJECTED
Event Type	10
Specific Problem	4606013
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_Q_REJ_QFULL**Table 359** TRANS_Q_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_Q_REJ_QFULL
Event Type	10
Specific Problem	4606015
Message Text	

Table 359 TRANS_Q_REJ_QFULL details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_U_REJECTED**Table 360** TRANS_U_REJECTED details

Name	Value/Description
Event Identifier	TRANS_U_REJECTED
Event Type	10
Specific Problem	4606014
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_U_REJ_QFULL**Table 361** TRANS_U_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_U_REJ_QFULL
Event Type	10
Specific Problem	4606016
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 362 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4608412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

CSS DB Tier (CSS-DB) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 363 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	3419211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 364 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	3419303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 365 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	3419411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 366 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	3419311
Message Text	Monitor Alerts.

Table 366 ALERT_MON_<id> details

Name	Value/Description
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_ORACLE_<alertid>**Table 367** ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	3418211
Message Text	Oracle Alerts.
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Check Oracle alert logs for the Oracle Error in the alarm. The oracle error code will determine what corrective action to perform.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 368 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	3414619
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 369 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	3419511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 370 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	3418311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

BU_DRV_<slot>**Table 371** BU_DRV_<slot> details

Name	Value/Description
Event Identifier	BU_DRV_<slot>
Event Type	4
Specific Problem	3418902

Table 371 BU_DRV_<slot> details

Name	Value/Description
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_FAN_<slot>**Table 372** BU_FAN_<slot> details

Name	Value/Description
Event Identifier	BU_FAN_<slot>
Event Type	3
Specific Problem	3418901
Message Text	Fan or Drive Bay on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_LINK_ADMIN**Table 373** BU_LINK_ADMIN details

Name	Value/Description
Event Identifier	BU_LINK_ADMIN
Event Type	2
Specific Problem	3418910
Message Text	Backup Unit is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR

Table 374 BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR
Event Type	10
Specific Problem	3418911
Message Text	See additional info.
Additional Information	
Corrective Action	Check Tape Library
Remark	

BU_PS_<slot>**Table 375** BU_PS_<slot> details

Name	Value/Description
Event Identifier	BU_PS_<slot>
Event Type	3
Specific Problem	3418900
Message Text	Power Supply on the Backup Unit has failed.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

BU_SMC_<slot>**Table 376** BU_SMC_<slot> details

Name	Value/Description
Event Identifier	BU_SMC_<slot>
Event Type	4
Specific Problem	3418905
Message Text	SMC has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 376 BU_SMC_<slot> details

Name	Value/Description
Remark	

BU_TAPE_<slot>**Table 377 BU_TAPE_<slot> details**

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	3417902
Message Text	Tape Cartridge is missing or not usable.
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_DISK_<disk>**Table 378 DAE2:<bus>:<encl>_DISK_<disk> details**

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	3417802
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 379 DAE2:<bus>:<encl>_FAN_A details**

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3

Table 379 DAE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Specific Problem	3417801
Message Text	Power Supply Unit (A) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_FAN_B**Table 380** DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	3417801
Message Text	Power Supply Unit (B) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_LCC_A**Table 381** DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	3417805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_LCC_B**Table 382** DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	3417805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_PS_A**Table 383** DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	3417800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DAE2:<bus>:<encl>_PS_B**Table 384** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	3417800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.

Table 384 DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DB_PROCESS_<id>**Table 385** DB_PROCESS_<id> details

Name	Value/Description
Event Identifier	DB_PROCESS_<id>
Event Type	10
Specific Problem	3418311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

DB_TRANS_FAILED**Table 386** DB_TRANS_FAILED details

Name	Value/Description
Event Identifier	DB_TRANS_FAILED
Event Type	10
Specific Problem	3416012
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_FAN_A

Table 387 DPE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	3417701
Message Text	Power Supply Unit (A) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 388** DPE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	3417701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_PS_A**Table 389** DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	3417700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required

Table 389 DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Remark	

DPE2:<bus>:<encl>_PS_B**Table 390** DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	3417700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 391** DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	3417700
Message Text	Standby Power Supply (A) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 392** DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3

Table 392 DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Specific Problem	3417700
Message Text	Standby Power Supply (B) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SP_A**Table 393** DPE2:<bus>:<encl>_SP_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	3417705
Message Text	Storage Processor (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DPE2:<bus>:<encl>_SP_B**Table 394** DPE2:<bus>:<encl>_SP_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4
Specific Problem	3417705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DWH_ACTIVITY_LOG**Table 395** DWH_ACTIVITY_LOG details

Name	Value/Description
Event Identifier	DWH_ACTIVITY_LOG
Event Type	10
Specific Problem	3417014
Message Text	
Additional Information	Unable to Retrieve Activity Log from SDP
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_CON**Table 396** DWH_FTP_CON details

Name	Value/Description
Event Identifier	DWH_FTP_CON
Event Type	10
Specific Problem	3417008
Message Text	
Additional Information	Failed to Connect to CFS
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_CONN**Table 397** DWH_FTP_CONN details

Name	Value/Description
Event Identifier	DWH_FTP_CONN
Event Type	10
Specific Problem	3417016
Message Text	

Table 397 DWH_FTP_CONN details

Name	Value/Description
Additional Information	Failed to connect for FTP of template file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_LOW**Table 398** DWH_FTP_LOW details

Name	Value/Description
Event Identifier	DWH_FTP_LOW
Event Type	10
Specific Problem	3417008
Message Text	
Additional Information	Failed to Connect to CFS
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_MIS**Table 399** DWH_FTP_MIS details

Name	Value/Description
Event Identifier	DWH_FTP_MIS
Event Type	10
Specific Problem	3417011
Message Text	
Additional Information	File missing or incorrect ext
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_ORA

Table 400 DWH_FTP_ORA details

Name	Value/Description
Event Identifier	DWH_FTP_ORA
Event Type	10
Specific Problem	3417002
Message Text	
Additional Information	Unable To Connect to Oracle
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_STA**Table 401** DWH_FTP_STA details

Name	Value/Description
Event Identifier	DWH_FTP_STA
Event Type	10
Specific Problem	3417005
Message Text	
Additional Information	Unable To read static file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_TRNSFR**Table 402** DWH_FTP_TRNSFR details

Name	Value/Description
Event Identifier	DWH_FTP_TRNSFR
Event Type	10
Specific Problem	3417015
Message Text	
Additional Information	Failed to Transfer template file
Corrective Action	Contact your local Comverse Support team.

Table 402 DWH_FTP_TRNSFR details

Name	Value/Description
Remark	

DWH_FTP_VAL**Table 403** DWH_FTP_VAL details

Name	Value/Description
Event Identifier	DWH_FTP_VAL
Event Type	10
Specific Problem	3417010
Message Text	
Additional Information	Unable to get remote MD5
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_OND_ERR**Table 404** DWH_OND_ERR details

Name	Value/Description
Event Identifier	DWH_OND_ERR
Event Type	10
Specific Problem	3417012
Message Text	
Additional Information	On Demand extraction error
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_PNG_ERR**Table 405** DWH_PNG_ERR details

Name	Value/Description
Event Identifier	DWH_PNG_ERR
Event Type	2

Table 405 DWH_PNG_ERR details

Name	Value/Description
Specific Problem	3417013
Message Text	
Additional Information	Pinger detects faulty connection
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_DYN**Table 406** DWH_SCH_DYN details

Name	Value/Description
Event Identifier	DWH_SCH_DYN
Event Type	10
Specific Problem	3417003
Message Text	
Additional Information	Unable To Read Dynamic File
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_EXT**Table 407** DWH_SCH_EXT details

Name	Value/Description
Event Identifier	DWH_SCH_EXT
Event Type	10
Specific Problem	3417007
Message Text	
Additional Information	Failed to Extract
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_OPN**Table 408** DWH_SCH_OPN details

Name	Value/Description
Event Identifier	DWH_SCH_OPN
Event Type	10
Specific Problem	3417006
Message Text	
Additional Information	Unable to Open File
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_ORA**Table 409** DWH_SCH_ORA details

Name	Value/Description
Event Identifier	DWH_SCH_ORA
Event Type	10
Specific Problem	3417001
Message Text	
Additional Information	Unable To Connect to Oracle
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_STA**Table 410** DWH_SCH_STA details

Name	Value/Description
Event Identifier	DWH_SCH_STA
Event Type	10
Specific Problem	3417004
Message Text	

Table 410 DWH_SCH_STA details

Name	Value/Description
Additional Information	Unable To read static file
Corrective Action	Contact your local Comverse Support team.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 411 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	3417318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CLUSTER_MAINTMODE**Table 412 HOST_CLUSTER_MAINTMODE details**

Name	Value/Description
Event Identifier	HOST_CLUSTER_MAINTMODE
Event Type	10
Specific Problem	3417111
Message Text	Cluster Monitors in maintenance mode
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_NW

Table 413 HOST_CLUSTER_NW details

Name	Value/Description
Event Identifier	HOST_CLUSTER_NW
Event Type	10
Specific Problem	3417011
Message Text	Cluster Network has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_SERVICES**Table 414** HOST_CLUSTER_SERVICES details

Name	Value/Description
Event Identifier	HOST_CLUSTER_SERVICES
Event Type	10
Specific Problem	3417011
Message Text	Cluster Services has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_TOPOLOGY**Table 415** HOST_CLUSTER_TOPOLOGY details

Name	Value/Description
Event Identifier	HOST_CLUSTER_TOPOLOGY
Event Type	10
Specific Problem	3417011
Message Text	Cluster Topology failed verification
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D

Table 415 HOST_CLUSTER_TOPOLOGY details

Name	Value/Description
Remark	

HOST_CPU_0

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 416 HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (0) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_1

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 417 HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (1) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_10

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 418 HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (10) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_11

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 419 HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_12

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 420 HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (12) failed.
Additional Information	

Table 420 HOST_CPU_12 details

Name	Value/Description
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_13

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 421 HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (13) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_14

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 422 HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (14) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_15

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 423 HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (15) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_2

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 424 HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_3

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 425 HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (3) failed.
Additional Information	

Table 425 HOST_CPU_3 details

Name	Value/Description
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_4

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 426 HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (4) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_5

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 427 HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_6

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 428 HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (6) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_7

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 429 HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_8

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 430 HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (8) failed.
Additional Information	

Table 430 HOST_CPU_8 details

Name	Value/Description
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_9

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 431 HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	3417505
Message Text	Central Processor Unit (9) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 432 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	3418005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_CPU_NUMBER**Table 433** HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	3417505
Message Text	Mismatch on number of online CPUs
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 434 HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	3417502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DISK_2

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 435 HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	3417502
Message Text	Internal Disk (2) failed or missing.

Table 435 HOST_DISK_2 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DUP_IP**Table 436** HOST_DUP_IP details

Name	Value/Description
Event Identifier	HOST_DUP_IP
Event Type	2
Specific Problem	3417512
Message Text	Duplicate IP address detected
Additional Information	<ip address>
Corrective Action	A duplicate ip was detected, check network interface configuration.
Remark	

HOST_FAN_0

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 437 HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	3417501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_1

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 438 HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	3417501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_2

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 439 HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	3417501
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_3

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 440 HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	3417501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	

Table 440 HOST_FAN_3 details

Name	Value/Description
Corrective Action	Replacement of the Fan is required
Remark	

HOST_LINK_ADMIN**Table 441** HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	3417510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT0

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 442 HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	3417503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 443 HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	3417503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 444 HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	3417503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 445 HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	3417503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	

Table 445 HOST_LINK_ENT3 details

Name	Value/Description
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 446 HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	3417503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 447 HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	3417503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 448 HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	3417503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT7

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 449 HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	3417503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 450 HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	3417504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	

Table 450 HOST_LINK_FSCSI0 details

Name	Value/Description
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI1

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 451 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	3417504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 452 HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	3417504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN

Table 453 HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	3417506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_IC**Table 454** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	3417507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_SAN**Table 455** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	3417508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 455 HOST_LINK_SAN details

Name	Value/Description
Remark	

HOST_LINK_TAPE**Table 456** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2
Specific Problem	3417509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_ERR**Table 457** HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR
Event Type	10
Specific Problem	3418113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 458 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	3418111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 459 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	3418311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_0

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 460 HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	3417500
Message Text	Power Supply Unit (0) failed or not powered on.

Table 460 HOST_PS_0 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_1

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 461 HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1
Event Type	3
Specific Problem	3417500
Message Text	Power Supply Unit (1) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_2

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 462 HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	3417500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_3

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 463 HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	3417500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 464 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	3418112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

SAN_LINK_SPA

Table 465 SAN_LINK_SPA details

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	3417608

Table 465 SAN_LINK_SPA details

Name	Value/Description
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPA
Remark	

SAN_LINK_SPA0**Table 466** SAN_LINK_SPA0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA0
Event Type	2
Specific Problem	3417604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA0.
Remark	

SAN_LINK_SPA1**Table 467** SAN_LINK_SPA1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	3417604
Message Text	Port 0 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA1.
Remark	

SAN_LINK_SPB

Table 468 SAN_LINK_SPB details

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	3417608
Message Text	Paths to SP B are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPB
Remark	

SAN_LINK_SPB0**Table 469** SAN_LINK_SPB0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB0
Event Type	2
Specific Problem	3417604
Message Text	Port 1 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB0.
Remark	

SAN_LINK_SPB1**Table 470** SAN_LINK_SPB1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	3417604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB1.

Table 470 SAN_LINK_SPB1 details

Name	Value/Description
Remark	

SAN_LINK_TAPE**Table 471** SAN_LINK_TAPE details

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2
Specific Problem	3417609
Message Text	Port 4 and Port 5 on FC SW-A are offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD1**Table 472** SAN_LINK_TD1 details

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2
Specific Problem	3417604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD2**Table 473** SAN_LINK_TD2 details

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2

Table 473 SAN_LINK_TD2 details

Name	Value/Description
Specific Problem	3417604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SDP_APP_RAGENT**Table 474** SDP_APP_RAGENT details

Name	Value/Description
Event Identifier	SDP_APP_RAGENT
Event Type	2
Specific Problem	3417120
Message Text	Recharge Agent has failed
Additional Information	
Corrective Action	Check/Restart the Recharge Agent application
Remark	

SDP_APP_RPX**Table 475** SDP_APP_RPX details

Name	Value/Description
Event Identifier	SDP_APP_RPX
Event Type	2
Specific Problem	3417120
Message Text	Recharge Proxy has failed
Additional Information	
Corrective Action	Check/Restart the Recharge Proxy application
Remark	

SDP_DB_<process>**Table 476** SDP_DB_<process> details

Name	Value/Description
Event Identifier	SDP_DB_<process>
Event Type	2
Specific Problem	3417220
Message Text	One of the DB instances or listener has failed
Additional Information	
Corrective Action	Check/Restart the Oracle Database instance identified by the alarm.
Remark	

SPA_LINK_ADMIN**Table 477** SPA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	3417710
Message Text	SP-A is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 478** SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	3417704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.

Table 478 SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SPB_LINK_ADMIN**Table 479 SPB_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN
Event Type	2
Specific Problem	3417710
Message Text	SP-B is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPB_LINK_DAE2:<bus>:<encl>**Table 480 SPB_LINK_DAE2:<bus>:<encl> details**

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	3417704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SWA_FAN_0

Table 481 SWA_FAN_0 details

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3
Specific Problem	3417601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_FAN_1**Table 482** SWA_FAN_1 details

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3
Specific Problem	3417601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_PS_0**Table 483** SWA_PS_0 details

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3
Specific Problem	3417600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required

Table 483 SWA_PS_0 details

Name	Value/Description
Remark	

SWA_PS_1**Table 484 SWA_PS_1 details**

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	3417600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_FAN_0**Table 485 SWB_FAN_0 details**

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3
Specific Problem	3417601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_FAN_1**Table 486 SWB_FAN_1 details**

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3

Table 486 SWB_FAN_1 details

Name	Value/Description
Specific Problem	3417601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_PS_0**Table 487 SWB_PS_0 details**

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	3417600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_PS_1**Table 488 SWB_PS_1 details**

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	3417600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

TRANS_Q_REJECTED**Table 489** TRANS_Q_REJECTED details

Name	Value/Description
Event Identifier	TRANS_Q_REJECTED
Event Type	10
Specific Problem	3416013
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_Q_REJ_QFULL**Table 490** TRANS_Q_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_Q_REJ_QFULL
Event Type	10
Specific Problem	3416015
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_U_REJECTED**Table 491** TRANS_U_REJECTED details

Name	Value/Description
Event Identifier	TRANS_U_REJECTED
Event Type	10
Specific Problem	3416014
Message Text	

Table 491 TRANS_U_REJECTED details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_U_REJ_QFULL**Table 492** TRANS_U_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_U_REJ_QFULL
Event Type	10
Specific Problem	3416016
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 493 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	3418412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Central Voucher Server (CVS) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 494 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4419211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 495 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4419303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 496 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4419411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 497 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4419311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_ORACLE_<alertid>

Table 498 ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	4418211

Table 498 ALERT_ORACLE_<alertid> details

Name	Value/Description
Message Text	Oracle Alerts.
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Check Oracle alert logs for the Oracle Error in the alarm. The oracle error code will determine what corrective action to perform.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 499 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4414419
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 500 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4419511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.

Table 500 ALERT_WKF_<id> details

Name	Value/Description
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 501 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4418311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

BU_DRV_<slot>**Table 502** BU_DRV_<slot> details

Name	Value/Description
Event Identifier	BU_DRV_<slot>
Event Type	4
Specific Problem	4418902
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_FAN_<slot>**Table 503** BU_FAN_<slot> details

Name	Value/Description
Event Identifier	BU_FAN_<slot>

Table 503 BU_FAN_<slot> details

Name	Value/Description
Event Type	3
Specific Problem	4418901
Message Text	Fan or Drive Bay on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_LINK_ADMIN**Table 504** BU_LINK_ADMIN details

Name	Value/Description
Event Identifier	BU_LINK_ADMIN
Event Type	2
Specific Problem	4418910
Message Text	Backup Unit is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR**Table 505** BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR
Event Type	10
Specific Problem	4418911
Message Text	See additional info.
Additional Information	
Corrective Action	Check Tape Library
Remark	

BU_PS_<slot>**Table 506** BU_PS_<slot> details

Name	Value/Description
Event Identifier	BU_PS_<slot>
Event Type	3
Specific Problem	4418900
Message Text	Power Supply on the Backup Unit has failed.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

BU_SMC_<slot>**Table 507** BU_SMC_<slot> details

Name	Value/Description
Event Identifier	BU_SMC_<slot>
Event Type	4
Specific Problem	4418905
Message Text	SMC has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_TAPE_<slot>**Table 508** BU_TAPE_<slot> details

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	4417902
Message Text	Tape Cartridge is missing or not usable.

Table 508 BU_TAPE_<slot> details

Name	Value/Description
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_DISK_<disk>**Table 509 DAE2:<bus>:<encl>_DISK_<disk> details**

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	4417802
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 510 DAE2:<bus>:<encl>_FAN_A details**

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	4417801
Message Text	Power Supply Unit (A) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_FAN_B

Table 511 DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	4417801
Message Text	Power Supply Unit (B) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_LCC_A**Table 512** DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	4417805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_LCC_B**Table 513** DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	4417805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required

Table 513 DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Remark	

DAE2:<bus>:<encl>_PS_A**Table 514** DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	4417800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DAE2:<bus>:<encl>_PS_B**Table 515** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	4417800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DB_PROCESS_<id>**Table 516** DB_PROCESS_<id> details

Name	Value/Description
Event Identifier	DB_PROCESS_<id>
Event Type	10

Table 516 DB_PROCESS_<id> details

Name	Value/Description
Specific Problem	4418311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

DB_TRANS_FAILED**Table 517** DB_TRANS_FAILED details

Name	Value/Description
Event Identifier	DB_TRANS_FAILED
Event Type	10
Specific Problem	4416012
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_FAN_A**Table 518** DPE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	4417701
Message Text	Power Supply Unit (A) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 519** DPE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	4417701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_PS_A**Table 520** DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	4417700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_PS_B**Table 521** DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	4417700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.

Table 521 DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 522** DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	4417700
Message Text	Standby Power Supply (A) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 523** DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3
Specific Problem	4417700
Message Text	Standby Power Supply (B) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SP_A

Table 524 DPE2:<bus>:<encl>_SP_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	4417705
Message Text	Storage Processor (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DPE2:<bus>:<encl>_SP_B**Table 525** DPE2:<bus>:<encl>_SP_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4
Specific Problem	4417705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DWH_ACTIVITY_LOG**Table 526** DWH_ACTIVITY_LOG details

Name	Value/Description
Event Identifier	DWH_ACTIVITY_LOG
Event Type	10
Specific Problem	4417014
Message Text	
Additional Information	Unable to Retrieve Activity Log from SDP
Corrective Action	Contact your local Comverse Support team.

Table 526 DWH_ACTIVITY_LOG details

Name	Value/Description
Remark	

DWH_FTP_CON**Table 527** DWH_FTP_CON details

Name	Value/Description
Event Identifier	DWH_FTP_CON
Event Type	10
Specific Problem	4417008
Message Text	
Additional Information	Failed to Connect to CFS
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_CONN**Table 528** DWH_FTP_CONN details

Name	Value/Description
Event Identifier	DWH_FTP_CONN
Event Type	10
Specific Problem	4417016
Message Text	
Additional Information	Failed to connect for FTP of template file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_LOW**Table 529** DWH_FTP_LOW details

Name	Value/Description
Event Identifier	DWH_FTP_LOW
Event Type	10

Table 529 DWH_FTP_LOW details

Name	Value/Description
Specific Problem	4417008
Message Text	
Additional Information	Failed to Connect to CFS
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_MIS**Table 530** DWH_FTP_MIS details

Name	Value/Description
Event Identifier	DWH_FTP_MIS
Event Type	10
Specific Problem	4417011
Message Text	
Additional Information	File missing or incorrect ext
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_ORA**Table 531** DWH_FTP_ORA details

Name	Value/Description
Event Identifier	DWH_FTP_ORA
Event Type	10
Specific Problem	4417002
Message Text	
Additional Information	Unable To Connect to Oracle
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_STA**Table 532** DWH_FTP_STA details

Name	Value/Description
Event Identifier	DWH_FTP_STA
Event Type	10
Specific Problem	4417005
Message Text	
Additional Information	Unable To read static file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_TRNSFR**Table 533** DWH_FTP_TRNSFR details

Name	Value/Description
Event Identifier	DWH_FTP_TRNSFR
Event Type	10
Specific Problem	4417015
Message Text	
Additional Information	Failed to Tranfer template file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_VAL**Table 534** DWH_FTP_VAL details

Name	Value/Description
Event Identifier	DWH_FTP_VAL
Event Type	10
Specific Problem	4417010
Message Text	

Table 534 DWH_FTP_VAL details

Name	Value/Description
Additional Information	Unable to get remote MD5
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_OND_ERR**Table 535** DWH_OND_ERR details

Name	Value/Description
Event Identifier	DWH_OND_ERR
Event Type	10
Specific Problem	4417012
Message Text	
Additional Information	On Demand extraction error
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_PNG_ERR**Table 536** DWH_PNG_ERR details

Name	Value/Description
Event Identifier	DWH_PNG_ERR
Event Type	2
Specific Problem	4417013
Message Text	
Additional Information	Pinger detects faulty connection
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_DYN

Table 537 DWH_SCH_DYN details

Name	Value/Description
Event Identifier	DWH_SCH_DYN
Event Type	10
Specific Problem	4417003
Message Text	
Additional Information	Unable To Read Dynamic File
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_EXT**Table 538** DWH_SCH_EXT details

Name	Value/Description
Event Identifier	DWH_SCH_EXT
Event Type	10
Specific Problem	4417007
Message Text	
Additional Information	Failed to Extract
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_OPN**Table 539** DWH_SCH_OPN details

Name	Value/Description
Event Identifier	DWH_SCH_OPN
Event Type	10
Specific Problem	4417006
Message Text	
Additional Information	Unable to Open File
Corrective Action	Contact your local Comverse Support team.

Table 539 DWH_SCH_OPN details

Name	Value/Description
Remark	

DWH_SCH_ORA**Table 540** DWH_SCH_ORA details

Name	Value/Description
Event Identifier	DWH_SCH_ORA
Event Type	10
Specific Problem	4417001
Message Text	
Additional Information	Unable To Connect to Oracle
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_STA**Table 541** DWH_SCH_STA details

Name	Value/Description
Event Identifier	DWH_SCH_STA
Event Type	10
Specific Problem	4417004
Message Text	
Additional Information	Unable To read static file
Corrective Action	Contact your local Comverse Support team.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 542 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>

Table 542 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Type	2
Specific Problem	4417318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CLUSTER_MAINTMODE**Table 543** HOST_CLUSTER_MAINTMODE details

Name	Value/Description
Event Identifier	HOST_CLUSTER_MAINTMODE
Event Type	10
Specific Problem	4417111
Message Text	Cluster Monitors in maintenance mode
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_NW**Table 544** HOST_CLUSTER_NW details

Name	Value/Description
Event Identifier	HOST_CLUSTER_NW
Event Type	10
Specific Problem	4417011
Message Text	Cluster Network has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_SERVICES**Table 545** HOST_CLUSTER_SERVICES details

Name	Value/Description
Event Identifier	HOST_CLUSTER_SERVICES
Event Type	10
Specific Problem	4417011
Message Text	Cluster Services has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_TOPOLOGY**Table 546** HOST_CLUSTER_TOPOLOGY details

Name	Value/Description
Event Identifier	HOST_CLUSTER_TOPOLOGY
Event Type	10
Specific Problem	4417011
Message Text	Cluster Topology failed verification
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CPU_0

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 547 HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (0) failed.

Table 547 HOST_CPU_0 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_1

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 548 HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (1) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_10

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 549 HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (10) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_11

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 550 HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_12

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 551 HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_13

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 552 HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (13) failed.

Table 552 HOST_CPU_13 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_14

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 553 HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (14) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_15

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 554 HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (15) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_2

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 555 HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_3

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 556 HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (3) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_4

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 557 HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (4) failed.

Table 557 HOST_CPU_4 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_5

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 558 HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_6

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 559 HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (6) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_7

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 560 HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_8

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 561 HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (8) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_9

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 562 HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	4417505
Message Text	Central Processor Unit (9) failed.

Table 562 HOST_CPU_9 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 563 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4418005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_CPU_NUMBER**Table 564** HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	4417505
Message Text	Mismatch on number of online CPUs
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 565 HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	4417502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DISK_2

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 566 HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	4417502
Message Text	Internal Disk (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DUP_IP**Table 567** HOST_DUP_IP details

Name	Value/Description
Event Identifier	HOST_DUP_IP
Event Type	2
Specific Problem	4417512
Message Text	Duplicate IP address detected

Table 567 HOST_DUP_IP details

Name	Value/Description
Additional Information	<ip address>
Corrective Action	A duplicate ip was detected, check network interface configuration.
Remark	

HOST_FAN_0

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 568 HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	4417501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_1

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 569 HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	4417501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_2

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 570 HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	4417501
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_3

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 571 HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	4417501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_LINK_ADMIN

Table 572 HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	4417510
Message Text	Node is unreachable through ADMIN network.

Table 572 HOST_LINK_ADMIN details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT0

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 573 HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	4417503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 574 HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	4417503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 575 HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	4417503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 576 HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	4417503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 577 HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	4417503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.

Table 577 HOST_LINK_ENT4 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 578 HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	4417503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 579 HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	4417503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT7

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 580 HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	4417503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 581 HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	4417504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI1

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 582 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	4417504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.

Table 582 HOST_LINK_FSCSI1 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 583 HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	4417504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN**Table 584** HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	4417506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_IC

Table 585 HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	4417507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_SAN**Table 586** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	4417508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_TAPE**Table 587** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2
Specific Problem	4417509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 587 HOST_LINK_TAPE details

Name	Value/Description
Remark	

HOST_MEMORY_ERR**Table 588** HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR
Event Type	10
Specific Problem	4418113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 589 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4418111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 590 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4418311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_0

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 591 HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	4417500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_1

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 592 HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1
Event Type	3
Specific Problem	4417500
Message Text	Power Supply Unit (1) failed or not powered on.
Additional Information	

Table 592 HOST_PS_1 details

Name	Value/Description
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_2

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 593 HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	4417500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_3

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 594 HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	4417500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 595 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4418112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

SAN_LINK_SPA**Table 596** SAN_LINK_SPA details

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	4417608
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPA
Remark	

SAN_LINK_SPA0**Table 597** SAN_LINK_SPA0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA0
Event Type	2
Specific Problem	4417604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	

Table 597 SAN_LINK_SPA0 details

Name	Value/Description
Corrective Action	Check the Fibre Channel interface that is connected to SPA0.
Remark	

SAN_LINK_SPA1**Table 598** SAN_LINK_SPA1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	4417604
Message Text	Port 0 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA1.
Remark	

SAN_LINK_SPB**Table 599** SAN_LINK_SPB details

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	4417608
Message Text	Paths to SP B are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPB
Remark	

SAN_LINK_SPB0**Table 600** SAN_LINK_SPB0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB0

Table 600 SAN_LINK_SPB0 details

Name	Value/Description
Event Type	2
Specific Problem	4417604
Message Text	Port 1 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB0.
Remark	

SAN_LINK_SPB1**Table 601 SAN_LINK_SPB1 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	4417604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB1.
Remark	

SAN_LINK_TAPE**Table 602 SAN_LINK_TAPE details**

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2
Specific Problem	4417609
Message Text	Port 4 and Port 5 on FC SW-A are offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD1**Table 603** SAN_LINK_TD1 details

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2
Specific Problem	4417604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD2**Table 604** SAN_LINK_TD2 details

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2
Specific Problem	4417604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SDP_APP_RAGENT**Table 605** SDP_APP_RAGENT details

Name	Value/Description
Event Identifier	SDP_APP_RAGENT
Event Type	2
Specific Problem	4417120
Message Text	Recharge Agent has failed

Table 605 SDP_APP_RAGENT details

Name	Value/Description
Additional Information	
Corrective Action	Check/Restart the Recharge Agent application
Remark	

SDP_APP_RPXY**Table 606** SDP_APP_RPXY details

Name	Value/Description
Event Identifier	SDP_APP_RPXY
Event Type	2
Specific Problem	4417120
Message Text	Recharge Proxy has failed
Additional Information	
Corrective Action	Check/Restart the Recharge Proxy application
Remark	

SDP_DB_<process>**Table 607** SDP_DB_<process> details

Name	Value/Description
Event Identifier	SDP_DB_<process>
Event Type	2
Specific Problem	4417220
Message Text	One of the DB instances or listener has failed
Additional Information	
Corrective Action	Check/Restart the Oracle Database instance identified by the alarm.
Remark	

SPA_LINK_ADMIN

Table 608 SPA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	4417710
Message Text	SP-A is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 609** SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	4417704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SPB_LINK_ADMIN**Table 610** SPB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN
Event Type	2
Specific Problem	4417710
Message Text	SP-B is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface

Table 610 SPB_LINK_ADMIN details

Name	Value/Description
Remark	

SPB_LINK_DAE2:<bus>:<encl>**Table 611** SPB_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	4417704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SWA_FAN_0**Table 612** SWA_FAN_0 details

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3
Specific Problem	4417601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_FAN_1**Table 613** SWA_FAN_1 details

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3

Table 613 SWA_FAN_1 details

Name	Value/Description
Specific Problem	4417601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_PS_0**Table 614 SWA_PS_0 details**

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3
Specific Problem	4417600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWA_PS_1**Table 615 SWA_PS_1 details**

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	4417600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_FAN_0**Table 616** SWB_FAN_0 details

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3
Specific Problem	4417601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_FAN_1**Table 617** SWB_FAN_1 details

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3
Specific Problem	4417601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_PS_0**Table 618** SWB_PS_0 details

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	4417600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.

Table 618 SWB_PS_0 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_PS_1**Table 619 SWB_PS_1 details**

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	4417600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

TRANS_Q_REJECTED**Table 620 TRANS_Q_REJECTED details**

Name	Value/Description
Event Identifier	TRANS_Q_REJECTED
Event Type	10
Specific Problem	4416013
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_Q_REJ_QFULL

Table 621 TRANS_Q_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_Q_REJ_QFULL
Event Type	10
Specific Problem	4416015
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_U_REJECTED**Table 622** TRANS_U_REJECTED details

Name	Value/Description
Event Identifier	TRANS_U_REJECTED
Event Type	10
Specific Problem	4416014
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_U_REJ_QFULL**Table 623** TRANS_U_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_U_REJ_QFULL
Event Type	10
Specific Problem	4416016
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 623 TRANS_U_REJ_QFULL details

Name	Value/Description
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 624 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4418412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Infor OM Application Tier (INFOM-APP) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 625 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4579211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.

Table 625 ALERT_FS_<filesystem> details

Name	Value/Description
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 626 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4579303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 627 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4579411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 628 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4579311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 629 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4579999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 630 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>

Table 630 ALERT_WKF_<id> details

Name	Value/Description
Event Type	10
Specific Problem	4579511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 631 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4578311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 632 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4577318
Message Text	File Transfer connection failure
Additional Information	

Table 632 FTP_<Operation>_<IP Address> details

Name	Value/Description
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 633 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4578005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 634 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	4577101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 635 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4578111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 636 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4578311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 637 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>

Table 637 HOST_PS_<number> details

Name	Value/Description
Event Type	2
Specific Problem	4577001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 638 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4578112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 639 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4578412
Message Text	UPM Status could not be determined

Table 639 UNKNOWN_UPM_STATUS details

Name	Value/Description
Additional Information	
Corrective Action	Check the UPM state
Remark	

Infor OM DB Tier (INFOM-DB) Alarm Details

ALERT_FS_<filesystem>

Table 640 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4589211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

Table 641 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4589303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>**Table 642** ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4589411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>**Table 643** ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4589311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_ORACLE_<alertid>**Table 644** ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	4588211
Message Text	Oracle Alerts.

Table 644 ALERT_ORACLE_<alertid> details

Name	Value/Description
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_TEST_<name>**Table 645** ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4589999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>**Table 646** ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4589511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

Table 647 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4588311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

BU_DRV_0**Table 648** BU_DRV_0 details

Name	Value/Description
Event Identifier	BU_DRV_0
Event Type	4
Specific Problem	4587905
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_DRV_1**Table 649** BU_DRV_1 details

Name	Value/Description
Event Identifier	BU_DRV_1
Event Type	4
Specific Problem	4587905
Message Text	Fan or Drive (Bay 1) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 649 BU_DRV_1 details

Name	Value/Description
Remark	

BU_FAN_0**Table 650** BU_FAN_0 details

Name	Value/Description
Event Identifier	BU_FAN_0
Event Type	3
Specific Problem	4587901
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_FAN_1**Table 651** BU_FAN_1 details

Name	Value/Description
Event Identifier	BU_FAN_1
Event Type	3
Specific Problem	4587901
Message Text	Fan or Drive (Bay 1) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_LINK_ADMIN**Table 652** BU_LINK_ADMIN details

Name	Value/Description
Event Identifier	BU_LINK_ADMIN
Event Type	2

Table 652 BU_LINK_ADMIN details

Name	Value/Description
Specific Problem	4587910
Message Text	Backup Unit is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR**Table 653** BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR
Event Type	10
Specific Problem	4587911
Message Text	See additional info.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_PS_0**Table 654** BU_PS_0 details

Name	Value/Description
Event Identifier	BU_PS_0
Event Type	3
Specific Problem	4587900
Message Text	Power Supply on the Backup Unit has failed.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

BU_SMC_0**Table 655** BU_SMC_0 details

Name	Value/Description
Event Identifier	BU_SMC_0
Event Type	4
Specific Problem	4587905
Message Text	SMC (0) has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_SMC_1**Table 656** BU_SMC_1 details

Name	Value/Description
Event Identifier	BU_SMC_1
Event Type	4
Specific Problem	4587905
Message Text	SMC (1) has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_TAPE_<slot>**Table 657** BU_TAPE_<slot> details

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	4587902
Message Text	Tape Cartridge is missing or not usable.

Table 657 BU_TAPE_<slot> details

Name	Value/Description
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Check Tape Library
Remark	

DAE2:<bus>:<encl>_DISK_<disk>**Table 658 DAE2:<bus>:<encl>_DISK_<disk> details**

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	4587802
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 659 DAE2:<bus>:<encl>_FAN_A details**

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	4587801
Message Text	Power Supply Unit (A) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_FAN_B

Table 660 DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	4587801
Message Text	Power Supply Unit (B) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_LCC_A**Table 661** DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	4587805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_LCC_B**Table 662** DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	4587805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required

Table 662 DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Remark	

DAE2:<bus>:<encl>_PS_A**Table 663** DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	4587800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DAE2:<bus>:<encl>_PS_B**Table 664** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	4587800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_DISK_<disk>**Table 665** DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_DISK_<disk>
Event Type	4

Table 665 DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Specific Problem	4587702
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DPE2:<bus>:<encl>_FAN_A**Table 666 DPE2:<bus>:<encl>_FAN_A details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	4587701
Message Text	Power Supply Unit (A) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 667 DPE2:<bus>:<encl>_FAN_B details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	4587701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_PS_A**Table 668** DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	4587700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_PS_B**Table 669** DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	4587700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 670** DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	4587700
Message Text	Standby Power Supply (A) failed or not powered on.

Table 670 DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 671** DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3
Specific Problem	4587700
Message Text	Standby Power Supply (B) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SP_A**Table 672** DPE2:<bus>:<encl>_SP_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	4587705
Message Text	Storage Processor (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DPE2:<bus>:<encl>_SP_B

Table 673 DPE2:<bus>:<encl>_SP_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4
Specific Problem	4587705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

FTP_<Operation>_<IP Address>**Table 674** FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4587318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CLUSTER_SERVICES**Table 675** HOST_CLUSTER_SERVICES details

Name	Value/Description
Event Identifier	HOST_CLUSTER_SERVICES
Event Type	10
Specific Problem	4587011
Message Text	Cluster Services has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D

Table 675 HOST_CLUSTER_SERVICES details

Name	Value/Description
Remark	

HOST_CLUSTER_TOPOLOGY**Table 676** HOST_CLUSTER_TOPOLOGY details

Name	Value/Description
Event Identifier	HOST_CLUSTER_TOPOLOGY
Event Type	10
Specific Problem	4587011
Message Text	Cluster Topology failed verification
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CPU_0**Table 677** HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (0) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_1**Table 678** HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3

Table 678 HOST_CPU_1 details

Name	Value/Description
Specific Problem	4587505
Message Text	Central Processor Unit (1) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_10**Table 679** HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (10) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_11**Table 680** HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_12**Table 681** HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_13**Table 682** HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (13) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_14**Table 683** HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (14) failed.

Table 683 HOST_CPU_14 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_15**Table 684** HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (15) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_2**Table 685** HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_3

Table 686 HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (3) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_4**Table 687** HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (4) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_5**Table 688** HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required

Table 688 HOST_CPU_5 details

Name	Value/Description
Remark	

HOST_CPU_6**Table 689** HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (6) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_7**Table 690** HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_8**Table 691** HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3

Table 691 HOST_CPU_8 details

Name	Value/Description
Specific Problem	4587505
Message Text	Central Processor Unit (8) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_9**Table 692** HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	4587505
Message Text	Central Processor Unit (9) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_LOAD**Table 693** HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4588005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_CPU_NUMBER**Table 694** HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	4587505
Message Text	Mismatch on number of online CPUs
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1**Table 695** HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	4587502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DISK_2**Table 696** HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	4587502
Message Text	Internal Disk (2) failed or missing.

Table 696 HOST_DISK_2 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DUP_IP**Table 697** HOST_DUP_IP details

Name	Value/Description
Event Identifier	HOST_DUP_IP
Event Type	2
Specific Problem	4587512
Message Text	Duplicate IP address detected
Additional Information	<ip address>
Corrective Action	A duplicate ip was detected, check network interface configuration.
Remark	

HOST_FAN_0**Table 698** HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	4587501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_1

Table 699 HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	4587501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_2**Table 700** HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	4587501
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_3**Table 701** HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	4587501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required

Table 701 HOST_FAN_3 details

Name	Value/Description
Remark	

HOST_LINK_ADMIN**Table 702** HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	4587510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT0**Table 703** HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	4587503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1**Table 704** HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2

Table 704 HOST_LINK_ENT1 details

Name	Value/Description
Specific Problem	4587503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2**Table 705** HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	4587503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3**Table 706** HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	4587503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4**Table 707** HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	4587503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5**Table 708** HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	4587503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6**Table 709** HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	4587503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.

Table 709 HOST_LINK_ENT6 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT7**Table 710** HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	4587503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0**Table 711** HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	4587504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI1

Table 712 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	4587504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2**Table 713** HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	4587504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN**Table 714** HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	4587506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Check/Replace the Network Interface

Table 714 HOST_LINK_HSN details

Name	Value/Description
Remark	

HOST_LINK_IC**Table 715** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	4587507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_SAN**Table 716** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	4587508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_TAPE**Table 717** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2

Table 717 HOST_LINK_TAPE details

Name	Value/Description
Specific Problem	4587509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_MEMORY_ERR**Table 718** HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR
Event Type	10
Specific Problem	4588113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE**Table 719** HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4588111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>**Table 720** HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4588311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_0**Table 721** HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	4587500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_1**Table 722** HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1
Event Type	3
Specific Problem	4587500
Message Text	Power Supply Unit (1) failed or not powered on.

Table 722 HOST_PS_1 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_2**Table 723** HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	4587500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_3**Table 724** HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	4587500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_SWAP_USE

Table 725 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4588112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

SAN_LINK_SPA**Table 726** SAN_LINK_SPA details

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	4587608
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPA
Remark	

SAN_LINK_SPA0**Table 727** SAN_LINK_SPA0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA0
Event Type	2
Specific Problem	4587604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	

Table 727 SAN_LINK_SPA0 details

Name	Value/Description
Corrective Action	Check the Fibre Channel interface that is connected to SPA0.
Remark	

SAN_LINK_SPA1**Table 728 SAN_LINK_SPA1 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	4587604
Message Text	Port 0 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA1.
Remark	

SAN_LINK_SPB**Table 729 SAN_LINK_SPB details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	4587608
Message Text	Paths to SP B are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPB
Remark	

SAN_LINK_SPB0**Table 730 SAN_LINK_SPB0 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB0

Table 730 SAN_LINK_SPB0 details

Name	Value/Description
Event Type	2
Specific Problem	4587604
Message Text	Port 1 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB0.
Remark	

SAN_LINK_SPB1**Table 731 SAN_LINK_SPB1 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	4587604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB1.
Remark	

SAN_LINK_TAPE**Table 732 SAN_LINK_TAPE details**

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2
Specific Problem	4587609
Message Text	Port 4 and Port 5 on FC SW-A are offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD1**Table 733** SAN_LINK_TD1 details

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2
Specific Problem	4587604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD2**Table 734** SAN_LINK_TD2 details

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2
Specific Problem	4587604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SDP_DB_<process>**Table 735** SDP_DB_<process> details

Name	Value/Description
Event Identifier	SDP_DB_<process>
Event Type	2
Specific Problem	4587220
Message Text	One of the DB instances or listener has failed

Table 735 SDP_DB_<process> details

Name	Value/Description
Additional Information	
Corrective Action	Check/Restart the Oracle Database instance identified by the alarm.
Remark	

SPA_LINK_ADMIN**Table 736** SPA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	4587710
Message Text	SP-A is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 737** SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	4587704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SPB_LINK_ADMIN

Table 738 SPB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN
Event Type	2
Specific Problem	4587710
Message Text	SP-B is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPB_LINK_DAE2:<bus>:<encl>**Table 739** SPB_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	4587704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SWA_FAN_0**Table 740** SWA_FAN_0 details

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3
Specific Problem	4587601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required

Table 740 SWA_FAN_0 details

Name	Value/Description
Remark	

SWA_FAN_1**Table 741** SWA_FAN_1 details

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3
Specific Problem	4587601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_LINK_ADMIN**Table 742** SWA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SWA_LINK_ADMIN
Event Type	2
Specific Problem	4587610
Message Text	FC SW-A is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWA_PS_0**Table 743** SWA_PS_0 details

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3

Table 743 SWA_PS_0 details

Name	Value/Description
Specific Problem	4587600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWA_PS_1**Table 744 SWA_PS_1 details**

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	4587600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_FAN_0**Table 745 SWB_FAN_0 details**

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3
Specific Problem	4587601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_FAN_1**Table 746** SWB_FAN_1 details

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3
Specific Problem	4587601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_LINK_ADMIN**Table 747** SWB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SWB_LINK_ADMIN
Event Type	2
Specific Problem	4587610
Message Text	FC SW-B is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWB_PS_0**Table 748** SWB_PS_0 details

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	4587600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.

Table 748 SWB_PS_0 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_PS_1**Table 749 SWB_PS_1 details**

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	4587600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 750 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4588412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Infor Application Tier (INFOR-APP) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 751 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4489211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 752 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4489303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 753 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4489411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 754 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4489311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 755 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10

Table 755 ALERT_TEST_<name> details

Name	Value/Description
Specific Problem	4489999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 756 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4489511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 757 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4488311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.

Table 757 APP_PROCESS_<id> details

Name	Value/Description
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 758 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4487318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_0**Table 759 HOST_CPU_0 details**

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (0) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_1**Table 760 HOST_CPU_1 details**

Name	Value/Description
Event Identifier	HOST_CPU_1

Table 760 HOST_CPU_1 details

Name	Value/Description
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (1) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_10**Table 761** HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (10) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_11**Table 762** HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_12**Table 763** HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_13**Table 764** HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (13) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_14**Table 765** HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (14) failed.

Table 765 HOST_CPU_14 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_15**Table 766** HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (15) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_2**Table 767** HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_3

Table 768 HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (3) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_4**Table 769** HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (4) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_5**Table 770** HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required

Table 770 HOST_CPU_5 details

Name	Value/Description
Remark	

HOST_CPU_6**Table 771** HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (6) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_7**Table 772** HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_8**Table 773** HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3

Table 773 HOST_CPU_8 details

Name	Value/Description
Specific Problem	4487505
Message Text	Central Processor Unit (8) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_9**Table 774** HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	4487505
Message Text	Central Processor Unit (9) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 775 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4488005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average

Table 775 HOST_CPU_LOAD details

Name	Value/Description
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_CPU_NUMBER**Table 776 HOST_CPU_NUMBER details**

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	4487505
Message Text	Mismatch on number of online CPUs
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1**Table 777 HOST_DISK_1 details**

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	4487502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DISK_2

Table 778 HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	4487502
Message Text	Internal Disk (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_FAN_0**Table 779** HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	4487501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_1**Table 780** HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	4487501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required

Table 780 HOST_FAN_1 details

Name	Value/Description
Remark	

HOST_FAN_2**Table 781** HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	4487501
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_3**Table 782** HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	4487501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 783 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>

Table 783 HOST_FAN_<number> details

Name	Value/Description
Event Type	2
Specific Problem	4487101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_LINK_ADMIN**Table 784** HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	4487510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT0**Table 785** HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	4487503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1**Table 786** HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	4487503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2**Table 787** HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	4487503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3**Table 788** HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	4487503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.

Table 788 HOST_LINK_ENT3 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4**Table 789** HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	4487503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5**Table 790** HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	4487503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6

Table 791 HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	4487503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT7**Table 792** HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	4487503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0**Table 793** HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	4487504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface

Table 793 HOST_LINK_FSCSI0 details

Name	Value/Description
Remark	

HOST_LINK_FSCSI1**Table 794** HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	4487504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2**Table 795** HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	4487504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN**Table 796** HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2

Table 796 HOST_LINK_HSBN details

Name	Value/Description
Specific Problem	4487506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_IC**Table 797** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	4487507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_SAN**Table 798** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	4487508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_TAPE**Table 799** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2
Specific Problem	4487509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 800 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4488111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 801 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>

Table 801 HOST_PROCESS_<id> details

Name	Value/Description
Event Type	10
Specific Problem	4488311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_0**Table 802** HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	4487500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_1**Table 803** HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1
Event Type	3
Specific Problem	4487500
Message Text	Power Supply Unit (1) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_2**Table 804** HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	4487500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_3**Table 805** HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	4487500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 806 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	4487001
Message Text	Host Power Supply X is offline

Table 806 HOST_PS_<number> details

Name	Value/Description
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 807 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4488112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 808 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4488412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Infor DB Tier (INFOR-DB) Alarm Details

ALERT_FS_<filesystem>

Table 809 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4499211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

Table 810 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4499303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

Table 811 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>

Table 811 ALERT_JOB_<jobid> details

Name	Value/Description
Event Type	10
Specific Problem	4499411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>**Table 812** ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4499311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_ORACLE_<alertid>**Table 813** ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	4498211
Message Text	Oracle Alerts.
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Contact your local Comverse Support team.

Table 813 ALERT_ORACLE_<alertid> details

Name	Value/Description
Remark	

ALERT_TEST_<name>**Table 814** ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4499999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>**Table 815** ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4499511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>**Table 816** APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>

Table 816 APP_PROCESS_<id> details

Name	Value/Description
Event Type	10
Specific Problem	4498311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

BU_DRV_0**Table 817** BU_DRV_0 details

Name	Value/Description
Event Identifier	BU_DRV_0
Event Type	4
Specific Problem	4497905
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_DRV_1**Table 818** BU_DRV_1 details

Name	Value/Description
Event Identifier	BU_DRV_1
Event Type	4
Specific Problem	4497905
Message Text	Fan or Drive (Bay 1) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_FAN_0**Table 819** BU_FAN_0 details

Name	Value/Description
Event Identifier	BU_FAN_0
Event Type	3
Specific Problem	4497901
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_FAN_1**Table 820** BU_FAN_1 details

Name	Value/Description
Event Identifier	BU_FAN_1
Event Type	3
Specific Problem	4497901
Message Text	Fan or Drive (Bay 1) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_LINK_ADMIN**Table 821** BU_LINK_ADMIN details

Name	Value/Description
Event Identifier	BU_LINK_ADMIN
Event Type	2
Specific Problem	4497910
Message Text	Backup Unit is unreachable through ADMIN network.

Table 821 BU_LINK_ADMIN details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR**Table 822** BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR
Event Type	10
Specific Problem	4497911
Message Text	See additional info.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_PS_0**Table 823** BU_PS_0 details

Name	Value/Description
Event Identifier	BU_PS_0
Event Type	3
Specific Problem	4497900
Message Text	Power Supply on the Backup Unit has failed.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

BU_SMC_0

Table 824 BU_SMC_0 details

Name	Value/Description
Event Identifier	BU_SMC_0
Event Type	4
Specific Problem	4497905
Message Text	SMC (0) has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_SMC_1**Table 825 BU_SMC_1 details**

Name	Value/Description
Event Identifier	BU_SMC_1
Event Type	4
Specific Problem	4497905
Message Text	SMC (1) has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_TAPE_<slot>**Table 826 BU_TAPE_<slot> details**

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	4497902
Message Text	Tape Cartridge is missing or not usable.
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Check Tape Library

Table 826 BU_TAPE_<slot> details

Name	Value/Description
Remark	

DAE2:<bus>:<encl>_DISK_<disk>**Table 827** DAE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	4497802
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 828** DAE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	4497801
Message Text	Power Supply Unit (A) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_FAN_B**Table 829** DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3

Table 829 DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Specific Problem	4497801
Message Text	Power Supply Unit (B) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_LCC_A**Table 830** DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	4497805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_LCC_B**Table 831** DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	4497805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_PS_A**Table 832** DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	4497800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DAE2:<bus>:<encl>_PS_B**Table 833** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	4497800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_DISK_<disk>**Table 834** DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	4497702
Message Text	Disk failed or missing.

Table 834 DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DPE2:<bus>:<encl>_FAN_A**Table 835** DPE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	4497701
Message Text	Power Supply Unit (A) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 836** DPE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	4497701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_PS_A

Table 837 DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	4497700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_PS_B**Table 838** DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	4497700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 839** DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	4497700
Message Text	Standby Power Supply (A) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required

Table 839 DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 840** DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3
Specific Problem	4497700
Message Text	Standby Power Supply (B) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SP_A**Table 841** DPE2:<bus>:<encl>_SP_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	4497705
Message Text	Storage Processor (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DPE2:<bus>:<encl>_SP_B**Table 842** DPE2:<bus>:<encl>_SP_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4

Table 842 DPE2:<bus>:<encl>_SP_B details

Name	Value/Description
Specific Problem	4497705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

FTP_<Operation>_<IP Address>**Table 843** FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4497318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CLUSTER_SERVICES**Table 844** HOST_CLUSTER_SERVICES details

Name	Value/Description
Event Identifier	HOST_CLUSTER_SERVICES
Event Type	10
Specific Problem	4497011
Message Text	Cluster Services has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_TOPOLOGY**Table 845** HOST_CLUSTER_TOPOLOGY details

Name	Value/Description
Event Identifier	HOST_CLUSTER_TOPOLOGY
Event Type	10
Specific Problem	4497011
Message Text	Cluster Topology failed verification
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CPU_0**Table 846** HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (0) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_1**Table 847** HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (1) failed.

Table 847 HOST_CPU_1 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_10**Table 848** HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (10) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_11**Table 849** HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_12

Table 850 HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_13**Table 851** HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (13) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_14**Table 852** HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (14) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required

Table 852 HOST_CPU_14 details

Name	Value/Description
Remark	

HOST_CPU_15**Table 853** HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (15) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_2**Table 854** HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_3**Table 855** HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3

Table 855 HOST_CPU_3 details

Name	Value/Description
Specific Problem	4497505
Message Text	Central Processor Unit (3) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_4**Table 856** HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (4) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_5**Table 857** HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_6**Table 858** HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (6) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_7**Table 859** HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_8**Table 860** HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (8) failed.

Table 860 HOST_CPU_8 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_9**Table 861** HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	4497505
Message Text	Central Processor Unit (9) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_LOAD**Table 862** HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4498005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_CPU_NUMBER

Table 863 HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	4497505
Message Text	Mismatch on number of online CPUs
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1**Table 864** HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	4497502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DISK_2**Table 865** HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	4497502
Message Text	Internal Disk (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required

Table 865 HOST_DISK_2 details

Name	Value/Description
Remark	

HOST_DUP_IP**Table 866** HOST_DUP_IP details

Name	Value/Description
Event Identifier	HOST_DUP_IP
Event Type	2
Specific Problem	4497512
Message Text	Duplicate IP address detected
Additional Information	<ip address>
Corrective Action	A duplicate ip was detected, check network interface configuration.
Remark	

HOST_FAN_0**Table 867** HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	4497501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_1**Table 868** HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3

Table 868 HOST_FAN_1 details

Name	Value/Description
Specific Problem	4497501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_2**Table 869** HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	4497501
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_3**Table 870** HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	4497501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_LINK_ADMIN**Table 871** HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	4497510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT0**Table 872** HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	4497503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1**Table 873** HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	4497503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.

Table 873 HOST_LINK_ENT1 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2**Table 874** HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	4497503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3**Table 875** HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	4497503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4

Table 876 HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	4497503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5**Table 877** HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	4497503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6**Table 878** HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	4497503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface

Table 878 HOST_LINK_ENT6 details

Name	Value/Description
Remark	

HOST_LINK_ENT7**Table 879** HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	4497503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0**Table 880** HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	4497504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI1**Table 881** HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2

Table 881 HOST_LINK_FSCSI1 details

Name	Value/Description
Specific Problem	4497504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2**Table 882** HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	4497504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN**Table 883** HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	4497506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_IC**Table 884** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	4497507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_SAN**Table 885** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	4497508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_TAPE**Table 886** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2
Specific Problem	4497509
Message Text	Node has no access to Tape Device.

Table 886 HOST_LINK_TAPE details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_MEMORY_ERR**Table 887** HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR
Event Type	10
Specific Problem	4498113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE**Table 888** HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4498111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

Table 889 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4498311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_0**Table 890** HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	4497500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_1**Table 891** HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1
Event Type	3
Specific Problem	4497500
Message Text	Power Supply Unit (1) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required

Table 891 HOST_PS_1 details

Name	Value/Description
Remark	Alarm must be manually cleared.

HOST_PS_2**Table 892** HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	4497500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_3**Table 893** HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	4497500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_SWAP_USE**Table 894** HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10

Table 894 HOST_SWAP_USE details

Name	Value/Description
Specific Problem	4498112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

SAN_LINK_SPA**Table 895** SAN_LINK_SPA details

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	4497608
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPA
Remark	

SAN_LINK_SPA0**Table 896** SAN_LINK_SPA0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA0
Event Type	2
Specific Problem	4497604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA0.
Remark	

SAN_LINK_SPA1**Table 897** SAN_LINK_SPA1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	4497604
Message Text	Port 0 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA1.
Remark	

SAN_LINK_SPB**Table 898** SAN_LINK_SPB details

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	4497608
Message Text	Paths to SP B are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPB
Remark	

SAN_LINK_SPB0**Table 899** SAN_LINK_SPB0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB0
Event Type	2
Specific Problem	4497604
Message Text	Port 1 on FC SW-A is offline.

Table 899 SAN_LINK_SPB0 details

Name	Value/Description
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB0.
Remark	

SAN_LINK_SPB1**Table 900** SAN_LINK_SPB1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	4497604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB1.
Remark	

SAN_LINK_TAPE**Table 901** SAN_LINK_TAPE details

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2
Specific Problem	4497609
Message Text	Port 4 and Port 5 on FC SW-A are offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD1

Table 902 SAN_LINK_TD1 details

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2
Specific Problem	4497604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD2**Table 903** SAN_LINK_TD2 details

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2
Specific Problem	4497604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SDP_DB_<process>**Table 904** SDP_DB_<process> details

Name	Value/Description
Event Identifier	SDP_DB_<process>
Event Type	2
Specific Problem	4497220
Message Text	One of the DB instances or listener has failed
Additional Information	
Corrective Action	Check/Restart the Oracle Database instance identified by the alarm.

Table 904 SDP_DB_<process> details

Name	Value/Description
Remark	

SPA_LINK_ADMIN**Table 905** SPA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	4497710
Message Text	SP-A is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 906** SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	4497704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SPB_LINK_ADMIN**Table 907** SPB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN
Event Type	2

Table 907 SPB_LINK_ADMIN details

Name	Value/Description
Specific Problem	4497710
Message Text	SP-B is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPB_LINK_DAE2:<bus>:<encl>**Table 908** SPB_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	4497704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SWA_FAN_0**Table 909** SWA_FAN_0 details

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3
Specific Problem	4497601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_FAN_1**Table 910** SWA_FAN_1 details

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3
Specific Problem	4497601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_LINK_ADMIN**Table 911** SWA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SWA_LINK_ADMIN
Event Type	2
Specific Problem	4497610
Message Text	FC SW-A is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWA_PS_0**Table 912** SWA_PS_0 details

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3
Specific Problem	4497600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.

Table 912 SWA_PS_0 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWA_PS_1**Table 913 SWA_PS_1 details**

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	4497600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_FAN_0**Table 914 SWB_FAN_0 details**

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3
Specific Problem	4497601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_FAN_1

Table 915 SWB_FAN_1 details

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3
Specific Problem	4497601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_LINK_ADMIN**Table 916 SWB_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SWB_LINK_ADMIN
Event Type	2
Specific Problem	4497610
Message Text	FC SW-B is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWB_PS_0**Table 917 SWB_PS_0 details**

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	4497600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required

Table 917 SWB_PS_0 details

Name	Value/Description
Remark	

SWB_PS_1**Table 918 SWB_PS_1 details**

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	4497600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 919 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4498412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Unified Platform Manager (MANAGER) Alarm Details

AGENT_SESSION_STATE

The AGENT_SESSION_STATE alarm is triggered when one or more UPA's have failed to send a heartbeat message to the UPM within the pre-defined heartbeat interval.

Table 920 AGENT_SESSION_STATE details

Name	Value/Description
Event Identifier	AGENT_SESSION_STATE
Event Type	2
Specific Problem	2642510
Message Text	Manager to Agent communication lost
Additional Information	<ipaddress of agent>
Corrective Action	Check that the UPA is online on the remote node. Check the log files to see why the UPA crashed.
Remark	

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 921 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	2649211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE**Table 922** ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	2649303

Table 922 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 923 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	2649411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 924 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	2649311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.

Table 924 ALERT_MON_<id> details

Name	Value/Description
Remark	

ALERT_ORACLE_<alertid>**Table 925** ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	2648211
Message Text	Oracle Alerts.
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Check the Oracle Alert Log file for further details on the error
Remark	

ALERT_TEST_<name>**Table 926** ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	2649999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 927 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>

Table 927 ALERT_WKF_<id> details

Name	Value/Description
Event Type	10
Specific Problem	2649511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 928 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	2648311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

APP_PROCESS_HUNG

The APP_PROCESS_HUNG alarm is triggered when the process is in a HUNG state.

Table 929 APP_PROCESS_HUNG details

Name	Value/Description
Event Identifier	APP_PROCESS_HUNG
Event Type	10
Specific Problem	2648311
Message Text	Process Failures
Additional Information	Process in a HUNG state

Table 929 APP_PROCESS_HUNG details

Name	Value/Description
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

BU_DRV_<slot>**Table 930** BU_DRV_<slot> details

Name	Value/Description
Event Identifier	BU_DRV_<slot>
Event Type	4
Specific Problem	2648902
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_FAN_<slot>**Table 931** BU_FAN_<slot> details

Name	Value/Description
Event Identifier	BU_FAN_<slot>
Event Type	3
Specific Problem	2648901
Message Text	Fan or Drive Bay on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_LINK_ADMIN**Table 932** BU_LINK_ADMIN details

Name	Value/Description
Event Identifier	BU_LINK_ADMIN

Table 932 BU_LINK_ADMIN details

Name	Value/Description
Event Type	2
Specific Problem	2648910
Message Text	Backup Unit is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR**Table 933** BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR
Event Type	10
Specific Problem	2648911
Message Text	See additional info.
Additional Information	
Corrective Action	Check Tape Library
Remark	

BU_PS_<slot>**Table 934** BU_PS_<slot> details

Name	Value/Description
Event Identifier	BU_PS_<slot>
Event Type	3
Specific Problem	2648900
Message Text	Power Supply on the Backup Unit has failed.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

BU_SMC_<slot>**Table 935** BU_SMC_<slot> details

Name	Value/Description
Event Identifier	BU_SMC_<slot>
Event Type	4
Specific Problem	2648905
Message Text	SMC has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_TAPE_<slot>**Table 936** BU_TAPE_<slot> details

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	2647902
Message Text	Tape Cartridge is missing or not usable.
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Contact your local Comverse Support team.
Remark	

CONFIG_<id>_CUSTOM

File Custom Script Alerts.

Table 937 CONFIG_<id>_CUSTOM details

Name	Value/Description
Event Identifier	CONFIG_<id>_CUSTOM
Event Type	10
Specific Problem	2648411
Message Text	File Custom Script Alerts.

Table 937 CONFIG_.<id>_CUSTOM details

Name	Value/Description
Additional Information	
Corrective Action	Check the Custom script and the file that is identified by this alarm. Possible actions as per the alarms description.
Remark	

CONFIG_.<id>_DEL

File is deleted.

Table 938 CONFIG_.<id>_DEL details

Name	Value/Description
Event Identifier	CONFIG_.<id>_DEL
Event Type	10
Specific Problem	2648411
Message Text	File is deleted.
Additional Information	
Corrective Action	Check / Replace the File if required.
Remark	

CONFIG_.<id>_MOD

File has been modified.

Table 939 CONFIG_.<id>_MOD details

Name	Value/Description
Event Identifier	CONFIG_.<id>_MOD
Event Type	10
Specific Problem	2648411
Message Text	File Modified
Additional Information	
Corrective Action	The File content needs to be verified.
Remark	

CONFIG_.<id>_NOFILE

File No file found Alerts.

Table 940 CONFIG_.<id>_NOFILE details

Name	Value/Description
Event Identifier	CONFIG_.<id>_NOFILE
Event Type	10
Specific Problem	2648411
Message Text	No file found matching with the given file path
Additional Information	
Corrective Action	Check if the given file name and path are correct.
Remark	

CONFIG_.<id>_OWNER

File Owner is different from the baselined.

Table 941 CONFIG_.<id>_OWNER details

Name	Value/Description
Event Identifier	CONFIG_.<id>_OWNER
Event Type	10
Specific Problem	2648411
Message Text	File Owner is different from the baselined.
Additional Information	
Corrective Action	Check for the File Owner.
Remark	

CONFIG_.<id>_PERMISSION

File Permission Changed

Table 942 CONFIG_.<id>_PERMISSION details

Name	Value/Description
Event Identifier	CONFIG_.<id>_PERMISSION
Event Type	10
Specific Problem	2648411

Table 942 CONFIG_<id>_PERMISSION details

Name	Value/Description
Message Text	File Permission is different from the baselined permission.
Additional Information	
Corrective Action	Check if the File permission proper.
Remark	

DAE2:<bus>:<encl>_DISK_<disk>**Table 943** DAE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	2647802
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 944** DAE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	2647801
Message Text	Power Supply Unit (A) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_FAN_B

Table 945 DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	2647801
Message Text	Power Supply Unit (B) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_LCC_A**Table 946** DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	2647805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_LCC_B**Table 947** DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	2647805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required

Table 947 DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Remark	

DAE2:<bus>:<encl>_PS_A**Table 948** DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	2647800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DAE2:<bus>:<encl>_PS_B**Table 949** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	2647800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_DISK_<disk>**Table 950** DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_DISK_<disk>
Event Type	4

Table 950 DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Specific Problem	2647702
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DPE2:<bus>:<encl>_FAN_A**Table 951** DPE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	2647701
Message Text	Power Supply Unit (A) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 952** DPE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	2647701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_PS_A**Table 953** DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	2647700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_PS_B**Table 954** DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	2647700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 955** DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	2647700
Message Text	Standby Power Supply (A) failed or not powered on.

Table 955 DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 956** DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3
Specific Problem	2647700
Message Text	Standby Power Supply (B) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SP_A**Table 957** DPE2:<bus>:<encl>_SP_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	2647705
Message Text	Storage Processor (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DPE2:<bus>:<encl>_SP_B

Table 958 DPE2:<bus>:<encl>_SP_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4
Specific Problem	2647705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DWH_ACTIVITY_LOG**Table 959** DWH_ACTIVITY_LOG details

Name	Value/Description
Event Identifier	DWH_ACTIVITY_LOG
Event Type	10
Specific Problem	2647014
Message Text	Unable to Retrieve Activity Log from SDP
Additional Information	Unable to Retrieve Activity Log from SDP
Corrective Action	Check network connections
Remark	

DWH_FTP_CON**Table 960** DWH_FTP_CON details

Name	Value/Description
Event Identifier	DWH_FTP_CON
Event Type	2
Specific Problem	2647008
Message Text	Failed to Connect to CFS
Additional Information	Failed to Connect to CFS
Corrective Action	Check network connections to CFS

Table 960 DWH_FTP_CON details

Name	Value/Description
Remark	

DWH_FTP_CONN**Table 961** DWH_FTP_CONN details

Name	Value/Description
Event Identifier	DWH_FTP_CONN
Event Type	2
Specific Problem	2647016
Message Text	Failed to connect for FTP of template file
Additional Information	Failed to connect for FTP of template file
Corrective Action	Check network connections
Remark	

DWH_FTP_LOW**Table 962** DWH_FTP_LOW details

Name	Value/Description
Event Identifier	DWH_FTP_LOW
Event Type	10
Specific Problem	2647009
Message Text	Transfer Rate below threshold
Additional Information	Transfer Rate below threshold
Corrective Action	Check system load and/or network throughput
Remark	

DWH_FTP_MIS**Table 963** DWH_FTP_MIS details

Name	Value/Description
Event Identifier	DWH_FTP_MIS
Event Type	10

Table 963 DWH_FTP_MIS details

Name	Value/Description
Specific Problem	2647011
Message Text	File missing or incorrect ext
Additional Information	File missing or incorrect ext
Corrective Action	Check for existence of the file or filename format.
Remark	

DWH_FTP_ORA**Table 964** DWH_FTP_ORA details

Name	Value/Description
Event Identifier	DWH_FTP_ORA
Event Type	10
Specific Problem	2647002
Message Text	Unable To Connect to Oracle
Additional Information	Unable To Connect to Oracle
Corrective Action	Check database configuration and/or database state
Remark	

DWH_FTP_STA**Table 965** DWH_FTP_STA details

Name	Value/Description
Event Identifier	DWH_FTP_STA
Event Type	10
Specific Problem	2647005
Message Text	Unable To read static file
Additional Information	Unable To read static file
Corrective Action	Check file permissions or existence of file
Remark	

DWH_FTP_TRNSFR**Table 966** DWH_FTP_TRNSFR details

Name	Value/Description
Event Identifier	DWH_FTP_TRNSFR
Event Type	10
Specific Problem	2647015
Message Text	Failed to Tranfer template file
Additional Information	Failed to Tranfer template file
Corrective Action	Check network connections
Remark	

DWH_FTP_VAL**Table 967** DWH_FTP_VAL details

Name	Value/Description
Event Identifier	DWH_FTP_VAL
Event Type	10
Specific Problem	2647010
Message Text	Unable to get remote MD5
Additional Information	Unable to get remote MD5
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_OND_ERR**Table 968** DWH_OND_ERR details

Name	Value/Description
Event Identifier	DWH_OND_ERR
Event Type	10
Specific Problem	2647012
Message Text	On Demand extraction error

Table 968 DWH_OND_ERR details

Name	Value/Description
Additional Information	On Demand extraction error
Corrective Action	Check database status
Remark	

DWH_PNG_ERR**Table 969** DWH_PNG_ERR details

Name	Value/Description
Event Identifier	DWH_PNG_ERR
Event Type	2
Specific Problem	2647013
Message Text	Pinger detects faulty connection
Additional Information	Pinger detects faulty connection
Corrective Action	Check network connections
Remark	

DWH_SCH_DYN**Table 970** DWH_SCH_DYN details

Name	Value/Description
Event Identifier	DWH_SCH_DYN
Event Type	10
Specific Problem	2647003
Message Text	Unable To Connect to Oracle
Additional Information	Unable To Read Dynamic File
Corrective Action	Check file permissions or existence of file
Remark	

DWH_SCH_EXT

Table 971 DWH_SCH_EXT details

Name	Value/Description
Event Identifier	DWH_SCH_EXT
Event Type	10
Specific Problem	2647007
Message Text	Failed to Extract
Additional Information	Failed to Extract
Corrective Action	Check database status
Remark	

DWH_SCH_OPN**Table 972** DWH_SCH_OPN details

Name	Value/Description
Event Identifier	DWH_SCH_OPN
Event Type	10
Specific Problem	2647006
Message Text	Unable to Open File
Additional Information	Unable to Open File
Corrective Action	Check file permissions or existence of file
Remark	

DWH_SCH_ORA**Table 973** DWH_SCH_ORA details

Name	Value/Description
Event Identifier	DWH_SCH_ORA
Event Type	10
Specific Problem	2647001
Message Text	Unable To Connect to Oracle
Additional Information	Unable To Connect to Oracle
Corrective Action	Check database configuration and/or database state

Table 973 DWH_SCH_ORA details

Name	Value/Description
Remark	

DWH_SCH_STA**Table 974 DWH_SCH_STA details**

Name	Value/Description
Event Identifier	DWH_SCH_STA
Event Type	10
Specific Problem	2647004
Message Text	Unable To read static file
Additional Information	Unable To read static file
Corrective Action	Check file permissions or existence of file
Remark	

FTP_<Operation>_<IP Address>**Table 975 FTP_<Operation>_<IP Address> details**

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	2647318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 976 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD

Table 976 HOST_CPU_LOAD details

Name	Value/Description
Event Type	10
Specific Problem	2648005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_DB_<process>

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 977 HOST_DB_<process> details

Name	Value/Description
Event Identifier	HOST_DB_<process>
Event Type	2
Specific Problem	2646020
Message Text	Database Resource Failure
Additional Information	
Corrective Action	Check/Restart the Oracle Database instance identified in the alarm.
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 978 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	2647101
Message Text	Host Fan X is offline

Table 978 HOST_FAN_<number> details

Name	Value/Description
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_LINK_ADMIN**Table 979** HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	2647510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT0

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 980 HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 981 HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 982 HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 983 HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	

Table 983 HOST_LINK_ENT3 details

Name	Value/Description
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 984 HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 985 HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 986 HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT7

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 987 HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 988 HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	2647504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	

Table 988 HOST_LINK_FSCSI0 details

Name	Value/Description
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI1

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 989 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	2647504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 990 HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	2647504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN

Table 991 HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	2647506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_IC**Table 992** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	2647507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_SAN**Table 993** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	2647508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface

Table 993 HOST_LINK_SAN details

Name	Value/Description
Remark	

HOST_LINK_TAPE**Table 994 HOST_LINK_TAPE details**

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2
Specific Problem	2647509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 995 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	2648111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 996 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	2648311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 997 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	2647001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 998 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	2648112
Message Text	Used Swap Space has exceeded warning or critical threshold.

Table 998 HOST_SWAP_USE details

Name	Value/Description
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

IAP_GENERIC_<id>**Table 999** IAP_GENERIC_<id> details

Name	Value/Description
Event Identifier	IAP_GENERIC_<id>
Event Type	0
Specific Problem	2649998
Message Text	Generic IAP Alarm
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPA**Table 1000** SAN_LINK_SPA details

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	2647608
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPA
Remark	

SAN_LINK_SPA0

Table 1001 SAN_LINK_SPA0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA0
Event Type	2
Specific Problem	2647604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA0.
Remark	

SAN_LINK_SPA1**Table 1002** SAN_LINK_SPA1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	2647604
Message Text	Port 0 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA1.
Remark	

SAN_LINK_SPB**Table 1003** SAN_LINK_SPB details

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	2647608
Message Text	Paths to SP B are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPB

Table 1003 SAN_LINK_SPB details

Name	Value/Description
Remark	

SAN_LINK_SPB0**Table 1004** SAN_LINK_SPB0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB0
Event Type	2
Specific Problem	2647604
Message Text	Port 1 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB0.
Remark	

SAN_LINK_SPB1**Table 1005** SAN_LINK_SPB1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	2647604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB1.
Remark	

SAN_LINK_TAPE**Table 1006** SAN_LINK_TAPE details

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2

Table 1006 SAN_LINK_TAPE details

Name	Value/Description
Specific Problem	2647609
Message Text	Port 4 and Port 5 on FC SW-A are offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD1**Table 1007 SAN_LINK_TD1 details**

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2
Specific Problem	2647604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD2**Table 1008 SAN_LINK_TD2 details**

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2
Specific Problem	2647604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SLU_SDP_DB_CONN**Table 1009** SLU_SDP_DB_CONN details

Name	Value/Description
Event Identifier	SLU_SDP_DB_CONN
Event Type	2
Specific Problem	2648803
Message Text	SLU(s) connection to SDP failing
Additional Information	<SDP>
Corrective Action	Contact your local Comverse Support team.
Remark	

SPA_LINK_ADMIN**Table 1010** SPA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	2647710
Message Text	SP-A is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 1011** SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	2647704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.

Table 1011 SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SPB_LINK_ADMIN**Table 1012** SPB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN
Event Type	2
Specific Problem	2647710
Message Text	SP-B is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPB_LINK_DAE2:<bus>:<encl>**Table 1013** SPB_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	2647704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SWA_FAN_0

Table 1014 SWA_FAN_0 details

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3
Specific Problem	2647601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_FAN_1**Table 1015** SWA_FAN_1 details

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3
Specific Problem	2647601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_LINK_ADMIN**Table 1016** SWA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SWA_LINK_ADMIN
Event Type	2
Specific Problem	2647610
Message Text	FC SW-A is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface

Table 1016 SWA_LINK_ADMIN details

Name	Value/Description
Remark	

SWA_PS_0**Table 1017 SWA_PS_0 details**

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3
Specific Problem	2647600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWA_PS_1**Table 1018 SWA_PS_1 details**

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	2647600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_FAN_0**Table 1019 SWB_FAN_0 details**

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3

Table 1019 SWB_FAN_0 details

Name	Value/Description
Specific Problem	2647601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_FAN_1**Table 1020** SWB_FAN_1 details

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3
Specific Problem	2647601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_LINK_ADMIN**Table 1021** SWB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SWB_LINK_ADMIN
Event Type	2
Specific Problem	2647610
Message Text	FC SW-B is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWB_PS_0**Table 1022** SWB_PS_0 details

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	2647600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_PS_1**Table 1023** SWB_PS_1 details

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	2647600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 1024 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	2648412
Message Text	UPM Status could not be determined

Table 1024 UNKNOWN_UPM_STATUS details

Name	Value/Description
Additional Information	
Corrective Action	Check the UPM state
Remark	

UPM_DB_<process>**Table 1025 UPM_DB_<process> details**

Name	Value/Description
Event Identifier	UPM_DB_<process>
Event Type	2
Specific Problem	2646000
Message Text	One of the DB instances or listener has failed
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

Revenue Settlements (REVSET) Alarm Details**ALERT_FS_<filesystem>****Table 1026 ALERT_FS_<filesystem> details**

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4719211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_IAP_UNREACHABLE**Table 1027** ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4719303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_JOB_<jobid>**Table 1028** ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4719411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_MON_<id>**Table 1029** ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4719311
Message Text	Monitor Alerts.

Table 1029 ALERT_MON_<id> details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_TEST_<name>**Table 1030** ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4713479
Message Text	Test Alarm
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_WKF_<id>**Table 1031** ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4719511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Contact your local Comverse Support team.
Remark	

APP_PROCESS_<id>

Table 1032 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4718311
Message Text	Process Failures
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

DM_API_FUNCTION**Table 1033** DM_API_FUNCTION details

Name	Value/Description
Event Identifier	DM_API_FUNCTION
Event Type	10
Specific Problem	4710416
Message Text	
Additional Information	GML API function: <name> error[<name>] text: <string>
Corrective Action	Contact support
Remark	

DM_API_LIBRARY**Table 1034** DM_API_LIBRARY details

Name	Value/Description
Event Identifier	DM_API_LIBRARY
Event Type	10
Specific Problem	4710418
Message Text	
Additional Information	GML API library: <name> error: <string>
Corrective Action	Contact support

Table 1034 DM_API_LIBRARY details

Name	Value/Description
Remark	

DM_AT_NONRTMDATA**Table 1035** DM_AT_NONRTMDATA details

Name	Value/Description
Event Identifier	DM_AT_NONRTMDATA
Event Type	10
Specific Problem	4710400
Message Text	
Additional Information	Can't retrieve NRTM values from DB (<string>)
Corrective Action	Contact support
Remark	

DM_CI_BAD_ARG**Table 1036** DM_CI_BAD_ARG details

Name	Value/Description
Event Identifier	DM_CI_BAD_ARG
Event Type	10
Specific Problem	4710348
Message Text	
Additional Information	Bad invoc args, syntax: cip -k <PRI/BCK> -T <strace>
Corrective Action	Contact Product Support
Remark	

DM_CI_BAD_POLL**Table 1037** DM_CI_BAD_POLL details

Name	Value/Description
Event Identifier	DM_CI_BAD_POLL
Event Type	10

Table 1037 DM_CI_BAD_POLL details

Name	Value/Description
Specific Problem	4710359
Message Text	
Additional Information	Bad OCDD file <file name>.
Corrective Action	Contact Product Support
Remark	

DM_CI_CIDBM_DIED**Table 1038** DM_CI_CIDBM_DIED details

Name	Value/Description
Event Identifier	DM_CI_CIDBM_DIED
Event Type	10
Specific Problem	4710353
Message Text	
Additional Information	CIDBM died prematurely <description>
Corrective Action	Contact Product Support
Remark	

DM_CI_DBCONNERROR**Table 1039** DM_CI_DBCONNERROR details

Name	Value/Description
Event Identifier	DM_CI_DBCONNERROR
Event Type	2
Specific Problem	4710342
Message Text	
Additional Information	Process <name> could not connect to the database.
Corrective Action	Verify the status of the database. An attempt to connect to the database failed. The specific reason may be determined by examination of trace output
Remark	

DM_CI_GET_CDDS_FAILED**Table 1040** DM_CI_GET_CDDS_FAILED details

Name	Value/Description
Event Identifier	DM_CI_GET_CDDS_FAILED
Event Type	10
Specific Problem	4710343
Message Text	
Additional Information	CDDS Database access failed <description>.
Corrective Action	Contact Product Support
Remark	

DM_CI_GET_COLL_FAILED**Table 1041** DM_CI_GET_COLL_FAILED details

Name	Value/Description
Event Identifier	DM_CI_GET_COLL_FAILED
Event Type	10
Specific Problem	4710351
Message Text	
Additional Information	Collector Database access failed <description>
Corrective Action	Contact Product Support
Remark	

DM_CI_KSIG**Table 1042** DM_CI_KSIG details

Name	Value/Description
Event Identifier	DM_CI_KSIG
Event Type	10
Specific Problem	4710354
Message Text	

Table 1042 DM_CI_KSIG details

Name	Value/Description
Additional Information	Received Termination Signal (<number>) <description>
Corrective Action	Contact Product Support
Remark	

DM_CI_MAJOR_INTERNAL**Table 1043 DM_CI_MAJOR_INTERNAL details**

Name	Value/Description
Event Identifier	DM_CI_MAJOR_INTERNAL
Event Type	10
Specific Problem	4710341
Message Text	
Additional Information	SOFTWARE PROBLEM in file <name> on line <number> <string>
Corrective Action	Contact Product Support
Remark	

DM_CI_MAX_FAIL**Table 1044 DM_CI_MAX_FAIL details**

Name	Value/Description
Event Identifier	DM_CI_MAX_FAIL
Event Type	10
Specific Problem	4710349
Message Text	
Additional Information	Connection Attempts Threshold exceeded <description>. Trying <description> link.
Corrective Action	Contact Product Support
Remark	

DM_CI_MY_QACCESS_FAILED

Table 1045 DM_CI_MY_QACCESS_FAILED details

Name	Value/Description
Event Identifier	DM_CI_MY_QACCESS_FAILED
Event Type	10
Specific Problem	4710352
Message Text	
Additional Information	message queue access failed <description>
Corrective Action	Contact Product Support
Remark	

DM_CI_MY_QGET_FAILED**Table 1046** DM_CI_MY_QGET_FAILED details

Name	Value/Description
Event Identifier	DM_CI_MY_QGET_FAILED
Event Type	10
Specific Problem	4710347
Message Text	
Additional Information	CI message queue access failed <description>
Corrective Action	Contact Product Support
Remark	

DM_CI_NO_OFF**Table 1047** DM_CI_NO_OFF details

Name	Value/Description
Event Identifier	DM_CI_NO_OFF
Event Type	10
Specific Problem	4710355
Message Text	
Additional Information	CIP process has detected the OFP process is not running.
Corrective Action	Run stop_cdds to stop CIP process and restart interface by running start_cdds.

Table 1047 DM_CI_NO_OFP details

Name	Value/Description
Remark	

DM_CI_OF_FERROR**Table 1048** DM_CI_OF_FERROR details

Name	Value/Description
Event Identifier	DM_CI_OF_FERROR
Event Type	10
Specific Problem	4710358
Message Text	
Additional Information	OCDD format error <description>
Corrective Action	Contact Product Support
Remark	

DM_CI_OF_QGET_FAILED**Table 1049** DM_CI_OF_QGET_FAILED details

Name	Value/Description
Event Identifier	DM_CI_OF_QGET_FAILED
Event Type	10
Specific Problem	4710350
Message Text	
Additional Information	message queue access failed <description>
Corrective Action	Contact Product Support
Remark	

DM_CI_POLL_BAD**Table 1050** DM_CI_POLL_BAD details

Name	Value/Description
Event Identifier	DM_CI_POLL_BAD
Event Type	10

Table 1050 DM_CI_POLL_BAD details

Name	Value/Description
Specific Problem	4710345
Message Text	
Additional Information	Bad OCDD file <file name>.
Corrective Action	Contact Product Support
Remark	

DM_CI_READ_FAIL**Table 1051 DM_CI_READ_FAIL details**

Name	Value/Description
Event Identifier	DM_CI_READ_FAIL
Event Type	10
Specific Problem	4710344
Message Text	
Additional Information	Read of OCDD data failed <description>.
Corrective Action	Contact Product Support
Remark	

DM_CI_SESS_OPEN_FAILED**Table 1052 DM_CI_SESS_OPEN_FAILED details**

Name	Value/Description
Event Identifier	DM_CI_SESS_OPEN_FAILED
Event Type	10
Specific Problem	4710357
Message Text	
Additional Information	Cannot Open Session <string>
Corrective Action	Contact Product Support
Remark	

DM_CI_SVC_RFAIL**Table 1053** DM_CI_SVC_RFAIL details

Name	Value/Description
Event Identifier	DM_CI_SVC_RFAIL
Event Type	10
Specific Problem	4710356
Message Text	
Additional Information	Read of CDDS Service Accounting stats failed, rc = <number>
Corrective Action	Contact Product Support
Remark	

DM_CI_UPDT_FAIL**Table 1054** DM_CI_UPDT_FAIL details

Name	Value/Description
Event Identifier	DM_CI_UPDT_FAIL
Event Type	10
Specific Problem	4710346
Message Text	
Additional Information	Update of OCDD sent polls file failed <description>.
Corrective Action	Contact Product Support
Remark	

DM_CMM_BAD_CONFIG**Table 1055** DM_CMM_BAD_CONFIG details

Name	Value/Description
Event Identifier	DM_CMM_BAD_CONFIG
Event Type	10
Specific Problem	4710405
Message Text	

Table 1055 DM_CMM_BAD_CONFIG details

Name	Value/Description
Additional Information	Error reading configuration file, CorID: <string>, file <name>
Corrective Action	Verify that the file exists, that the format is correct, and that the values are correct.
Remark	

DM_CMM_BAD_CONFIGFILE**Table 1056 DM_CMM_BAD_CONFIGFILE details**

Name	Value/Description
Event Identifier	DM_CMM_BAD_CONFIGFILE
Event Type	10
Specific Problem	4710404
Message Text	
Additional Information	Error reading configuration file, CorID: <string>, file <name> errno: <number> text: <string>
Corrective Action	Verify that the file exists, that the format is correct, and that the values are correct.
Remark	

DM_CMM_BAD_DIRECTORY**Table 1057 DM_CMM_BAD_DIRECTORY details**

Name	Value/Description
Event Identifier	DM_CMM_BAD_DIRECTORY
Event Type	10
Specific Problem	4710403
Message Text	
Additional Information	Error finding CMM directory, CorID: <string>, directory <string> errno: <number> text: <string>
Corrective Action	Verify that the directory exists and has the correct permissions
Remark	

DM_CMM_BLOCKED

Table 1058 DM_CMM_BLOCKED details

Name	Value/Description
Event Identifier	DM_CMM_BLOCKED
Event Type	10
Specific Problem	4710402
Message Text	
Additional Information	CorID: <string> Lock: <string> Locked by process: <number> Check if process blocked
Corrective Action	Contact support
Remark	

DM_CMM_COPY_FAIL**Table 1059** DM_CMM_COPY_FAIL details

Name	Value/Description
Event Identifier	DM_CMM_COPY_FAIL
Event Type	10
Specific Problem	4710409
Message Text	
Additional Information	Copy server for corID: <string> failed to exit
Corrective Action	Contact support
Remark	

DM_CMM_FAILHARDRECOVER**Table 1060** DM_CMM_FAILHARDRECOVER details

Name	Value/Description
Event Identifier	DM_CMM_FAILHARDRECOVER
Event Type	10
Specific Problem	4710414
Message Text	
Additional Information	Correlation ID: <string> Failed hard recovery
Corrective Action	Contact support

Table 1060 DM_CMM_FAILHARDRECOVER details

Name	Value/Description
Remark	

DM_CMM_FILELOCK**Table 1061** DM_CMM_FILELOCK details

Name	Value/Description
Event Identifier	DM_CMM_FILELOCK
Event Type	10
Specific Problem	4710401
Message Text	
Additional Information	Failed lock for file: <name> Correlation ID: <string> errno: <number> text: <string>
Corrective Action	Contact support
Remark	

DM_CMM_FILE_MISSING**Table 1062** DM_CMM_FILE_MISSING details

Name	Value/Description
Event Identifier	DM_CMM_FILE_MISSING
Event Type	10
Specific Problem	4710407
Message Text	
Additional Information	CorID: <number> Store file: <name> missing. Run CMMrecover.
Corrective Action	Contact support
Remark	

DM_CMM_MMAPERROR**Table 1063** DM_CMM_MMAPERROR details

Name	Value/Description
Event Identifier	DM_CMM_MMAPERROR
Event Type	10

Table 1063 DM_CMM_MMAPERROR details

Name	Value/Description
Specific Problem	4710406
Message Text	
Additional Information	Correlation ID:<string> Failed to map store memory errno: <number> text: <string>
Corrective Action	Contact support
Remark	

DM_CMM_MOVE_FAIL**Table 1064** DM_CMM_MOVE_FAIL details

Name	Value/Description
Event Identifier	DM_CMM_MOVE_FAIL
Event Type	10
Specific Problem	4710410
Message Text	
Additional Information	Copy server for corID: <string> failed to move temporary transaction log: <string>
Corrective Action	Contact support
Remark	

DM_CMM_RECOVERY_IF**Table 1065** DM_CMM_RECOVERY_IF details

Name	Value/Description
Event Identifier	DM_CMM_RECOVERY_IF
Event Type	10
Specific Problem	4710415
Message Text	
Additional Information	CorID: <string> Source: <name> File: <name> still in distribution table. Recovery ignores file.
Corrective Action	Contact support
Remark	

DM_CMM_SERVER_EXIT**Table 1066** DM_CMM_SERVER_EXIT details

Name	Value/Description
Event Identifier	DM_CMM_SERVER_EXIT
Event Type	10
Specific Problem	4710411
Message Text	
Additional Information	Server for corID: <string> exited with signal: <number> Store: <string>
Corrective Action	Contact support
Remark	

DM_CMM_SHM_FAIL**Table 1067** DM_CMM_SHM_FAIL details

Name	Value/Description
Event Identifier	DM_CMM_SHM_FAIL
Event Type	10
Specific Problem	4710413
Message Text	
Additional Information	CorID: <string> Failed to allocate shared memory size: <number> errno: <number> text: <string>
Corrective Action	Contact support
Remark	

DM_CMM_SHM_GROWFAIL**Table 1068** DM_CMM_SHM_GROWFAIL details

Name	Value/Description
Event Identifier	DM_CMM_SHM_GROWFAIL
Event Type	10
Specific Problem	4710412
Message Text	

Table 1068 DM_CMM_SHM_GROWFAIL details

Name	Value/Description
Additional Information	CorID: <string> Failed to allocate shared memory size: <number> errno: <number> text: <string>
Corrective Action	Contact support
Remark	

DM_CMM_SHM_STOP_FAIL**Table 1069** DM_CMM_SHM_STOP_FAIL details

Name	Value/Description
Event Identifier	DM_CMM_SHM_STOP_FAIL
Event Type	10
Specific Problem	4710408
Message Text	
Additional Information	CorID: <string> Failed to stop shared memeory server
Corrective Action	Contact support
Remark	

DM_DBSPACE_ALARM**Table 1070** DM_DBSPACE_ALARM details

Name	Value/Description
Event Identifier	DM_DBSPACE_ALARM
Event Type	10
Specific Problem	4710377
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_DB_BADARGS

Table 1071 DM_DB_BADARGS details

Name	Value/Description
Event Identifier	DM_DB_BADARGS
Event Type	10
Specific Problem	4710325
Message Text	
Additional Information	Feature process invoked with invalid options
Corrective Action	Contact Product Support
Remark	

DM_DB_CONNECT**Table 1072** DM_DB_CONNECT details

Name	Value/Description
Event Identifier	DM_DB_CONNECT
Event Type	2
Specific Problem	4710328
Message Text	
Additional Information	Unable to connect to the database.
Corrective Action	Contact Product Support. An attempt to connect to the database failed. The specific reason may be determined by examination of trace output.
Remark	

DM_DB_CONNERROR**Table 1073** DM_DB_CONNERROR details

Name	Value/Description
Event Identifier	DM_DB_CONNERROR
Event Type	2
Specific Problem	4710322
Message Text	
Additional Information	Could not connect to the database

Table 1073 DM_DB_CONNERROR details

Name	Value/Description
Corrective Action	Contact Product Support. An attempt to connect to the database failed. The specific reason may be determined by examination of trace output.
Remark	

DM_DB_FEATFAIL**Table 1074 DM_DB_FEATFAIL details**

Name	Value/Description
Event Identifier	DM_DB_FEATFAIL
Event Type	10
Specific Problem	4710330
Message Text	
Additional Information	Could not read feature flags
Corrective Action	Contact Product Support. An attempt to read the feature flags that are enabled has failed. The specific reason may be determined by examination of trace output.
Remark	

DM_DB_NOARGS**Table 1075 DM_DB_NOARGS details**

Name	Value/Description
Event Identifier	DM_DB_NOARGS
Event Type	10
Specific Problem	4710331
Message Text	
Additional Information	Feature process invoked without any arguments
Corrective Action	Contact Product Support. Insufficient arguments were specified when this process was invoked.
Remark	

DM_DB_OBJECTFAIL

Table 1076 DM_DB_OBJECTFAIL details

Name	Value/Description
Event Identifier	DM_DB_OBJECTFAIL
Event Type	10
Specific Problem	4710326
Message Text	
Additional Information	Could not instantiate object <name> due to database failure.
Corrective Action	Contact Product Support. An attempt to instantiate a new object failed. The specific reason may be determined by examination of trace output.
Remark	

DM_DB_SELECT_ERR**Table 1077** DM_DB_SELECT_ERR details

Name	Value/Description
Event Identifier	DM_DB_SELECT_ERR
Event Type	10
Specific Problem	4710375
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_DB_SETFAIL**Table 1078** DM_DB_SETFAIL details

Name	Value/Description
Event Identifier	DM_DB_SETFAIL
Event Type	10
Specific Problem	4710338
Message Text	
Additional Information	Could not turn on feature <name>

Table 1078 DM_DB_SETFAIL details

Name	Value/Description
Corrective Action	Contact Product Support. An attempt to turn on a feature failed. The specific reason may be determined by examination of trace output
Remark	

DM_DB_SIZE_ERR**Table 1079** DM_DB_SIZE_ERR details

Name	Value/Description
Event Identifier	DM_DB_SIZE_ERR
Event Type	10
Specific Problem	4710376
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_DB_UNSETFAIL**Table 1080** DM_DB_UNSETFAIL details

Name	Value/Description
Event Identifier	DM_DB_UNSETFAIL
Event Type	10
Specific Problem	4710339
Message Text	
Additional Information	Could not turn off feature <name>
Corrective Action	Contact Product Support
Remark	

DM_DB_UPDFAIL

Table 1081 DM_DB_UPDFAIL details

Name	Value/Description
Event Identifier	DM_DB_UPDFAIL
Event Type	10
Specific Problem	4710340
Message Text	
Additional Information	Could not update disk copy of feature flags
Corrective Action	Contact Product Support
Remark	

DM_DIST_RESUME_ERR**Table 1082** DM_DIST_RESUME_ERR details

Name	Value/Description
Event Identifier	DM_DIST_RESUME_ERR
Event Type	10
Specific Problem	4710329
Message Text	
Additional Information	Unable to resume data distribution.
Corrective Action	Attempt to manually resume distribution using the state management screen. If this fails, contact product support.
Remark	

DM_DL_EXCEPTNEFAIL**Table 1083** DM_DL_EXCEPTNEFAIL details

Name	Value/Description
Event Identifier	DM_DL_EXCEPTNEFAIL
Event Type	10
Specific Problem	4710306
Message Text	
Additional Information	Attempt to create an EXCEPTION Source for Destination <destination name>, file format '<name>' failed.
Corrective Action	Refer to associated messages in the error and information log.

Table 1083 DM_DL_EXCEPTNEFAIL details

Name	Value/Description
Remark	

DM_DL_LIBGRIDLHFAIL**Table 1084** DM_DL_LIBGRIDLHFAIL details

Name	Value/Description
Event Identifier	DM_DL_LIBGRIDLHFAIL
Event Type	10
Specific Problem	4710304
Message Text	
Additional Information	Could not count the number of records within file '<file name>' received from Source '<source name>'.
Corrective Action	Verify that the correct file format is associated with the Source. If the file format is correct, than the Source might have added a new record type which needs to be provisioned within the GRID file format.
Remark	

DM_DM_BADFSYS**Table 1085** DM_DM_BADFSYS details

Name	Value/Description
Event Identifier	DM_DM_BADFSYS
Event Type	10
Specific Problem	4710378
Message Text	
Additional Information	File system '<string>' is either invalid or not mounted
Corrective Action	Verify that '<string>' is a valid file system name. If not, correct the value within the database. If it is a valid file system, verify that it is mounted.
Remark	

DM_DM_DALLOCFAIL

Table 1086 DM_DM_DALLOCFAIL details

Name	Value/Description
Event Identifier	DM_DM_DALLOCFAIL
Event Type	10
Specific Problem	4710379
Message Text	
Additional Information	Attempt to deallocate Billing Data File='<name>' failed.
Corrective Action	Shutdown the application (at a convenient time). Execute the 'DeleteJournal' command. Start the application.
Remark	

DM_DM_DARCMJ**Table 1087** DM_DM_DARCMJ details

Name	Value/Description
Event Identifier	DM_DM_DARCMJ
Event Type	10
Specific Problem	4710380
Message Text	
Additional Information	File system <string> is <percentage number> full, this exceeds the maximum <percentage number> full level, tertiary files that have not yet been archived will be removed until the clean disk high (<percentage number>) level is reached.
Corrective Action	Archive remaining tertiary data under this file system
Remark	

DM_DM_DBCONNERROR**Table 1088** DM_DM_DBCONNERROR details

Name	Value/Description
Event Identifier	DM_DM_DBCONNERROR
Event Type	2
Specific Problem	4710385
Message Text	
Additional Information	Could not connect to the database

Table 1088 DM_DM_DBCONNERROR details

Name	Value/Description
Corrective Action	Verify the status of the database. An attempt to connect to the database failed. The specific reason may be determined by examination of trace output.
Remark	

DM_DM_DIROPENERR**Table 1089** DM_DM_DIROPENERR details

Name	Value/Description
Event Identifier	DM_DM_DIROPENERR
Event Type	10
Specific Problem	4710396
Message Text	
Additional Information	Cannot open directory <name>
Corrective Action	Check directory permissions
Remark	

DM_DM_DNOFLSCRT**Table 1090** DM_DM_DNOFLSCRT details

Name	Value/Description
Event Identifier	DM_DM_DNOFLSCRT
Event Type	10
Specific Problem	4710462
Message Text	
Additional Information	After clean-up, less than 10%% of space is available for billing data under file system <string> (<percentage> full)
Corrective Action	Convert primary data under this file system to tertiary, by transmission to appropriate Destinations; during next cleanup some of this data may be removed
Remark	

DM_DM_DNOFLSMAJ

Table 1091 DM_DM_DNOFLSMAJ details

Name	Value/Description
Event Identifier	DM_DM_DNOFLSMAJ
Event Type	10
Specific Problem	4710382
Message Text	
Additional Information	After clean-up, file system <string> is still <percentage number> full (clean disk high=<percentage number>)
Corrective Action	Convert primary data under this file system to tertiary, by transmission to appropriate Destinations; during next cleanup some of this data may be removed
Remark	

DM_DM_DNOTRFLFSYS**Table 1092** DM_DM_DNOTRFLFSYS details

Name	Value/Description
Event Identifier	DM_DM_DNOTRFLFSYS
Event Type	10
Specific Problem	4710381
Message Text	
Additional Information	No tertiary billing files under file system '<string>' to deallocate
Corrective Action	Convert primary data under this file system to tertiary, by transmission to appropriate Destinations
Remark	

DM_DM_NOCOLLTBL**Table 1093** DM_DM_NOCOLLTBL details

Name	Value/Description
Event Identifier	DM_DM_NOCOLLTBL
Event Type	10
Specific Problem	4710386
Message Text	
Additional Information	Could not read the COLLECTOR table

Table 1093 DM_DM_NOCOLLTBL details

Name	Value/Description
Corrective Action	Check Database (focparms table may be locked). An attempt to read the COLLECTOR table from the database failed. The specific reason may be determined by examination of trace output.
Remark	

DM_DM_NOFSYSTBL**Table 1094 DM_DM_NOFSYSTBL details**

Name	Value/Description
Event Identifier	DM_DM_NOFSYSTBL
Event Type	10
Specific Problem	4710383
Message Text	
Additional Information	Could not read a filesystem related table
Corrective Action	Check Database (tables src_fs_map and valid_file_systems). An attempt to read these database tables failed. The specific reason may be determined by examination of trace output.
Remark	

DM_DM_NOROAMPARM**Table 1095 DM_DM_NOROAMPARM details**

Name	Value/Description
Event Identifier	DM_DM_NOROAMPARM
Event Type	10
Specific Problem	4710384
Message Text	
Additional Information	Could not read the ROAMING_PARMS table
Corrective Action	Check Database. An attempt to read the ROAMING_PARMS database table failed. The specific reason may be determined by examination of trace output.
Remark	

DM_EMI_BADCOUNT

Table 1096 DM_EMI_BADCOUNT details

Name	Value/Description
Event Identifier	DM_EMI_BADCOUNT
Event Type	10
Specific Problem	4710316
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_EMI_DUPLICATE**Table 1097** DM_EMI_DUPLICATE details

Name	Value/Description
Event Identifier	DM_EMI_DUPLICATE
Event Type	10
Specific Problem	4710314
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_EMI_HOLE**Table 1098** DM_EMI_HOLE details

Name	Value/Description
Event Identifier	DM_EMI_HOLE
Event Type	10
Specific Problem	4710313
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support

Table 1098 DM_EMI_HOLE details

Name	Value/Description
Remark	

DM_EMI_MISMATCH**Table 1099** DM_EMI_MISMATCH details

Name	Value/Description
Event Identifier	DM_EMI_MISMATCH
Event Type	10
Specific Problem	4710311
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_EMI_MISSING**Table 1100** DM_EMI_MISSING details

Name	Value/Description
Event Identifier	DM_EMI_MISSING
Event Type	10
Specific Problem	4710315
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_EMI_OLDHOLERCVD**Table 1101** DM_EMI_OLDHOLERCVD details

Name	Value/Description
Event Identifier	DM_EMI_OLDHOLERCVD
Event Type	10

Table 1101 DM_EMI_OLDHOLERCVD details

Name	Value/Description
Specific Problem	4710312
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_FILE_EXIST**Table 1102 DM_FILE_EXIST details**

Name	Value/Description
Event Identifier	DM_FILE_EXIST
Event Type	10
Specific Problem	4710423
Message Text	
Additional Information	The file <name> already exists.
Corrective Action	Remove or transmit the file with this name.
Remark	

DM_FM_BEERROR**Table 1103 DM_FM_BEERROR details**

Name	Value/Description
Event Identifier	DM_FM_BEERROR
Event Type	10
Specific Problem	4710387
Message Text	
Additional Information	Could not read the database for Destination '<name>'.
Corrective Action	Check Database using the Destination Definitions screen.
Remark	

DM_FM_CONNECTERR**Table 1104** DM_FM_CONNECTERR details

Name	Value/Description
Event Identifier	DM_FM_CONNECTERR
Event Type	2
Specific Problem	4710394
Message Text	
Additional Information	Could not connect to database.
Corrective Action	Verify the status of the database, and that it is available for access. An attempt to connect to the database failed. The specific reason may be determined by examination of trace output.
Remark	

DM_FM_EXCEPT_AGE**Table 1105** DM_FM_EXCEPT_AGE details

Name	Value/Description
Event Identifier	DM_FM_EXCEPT_AGE
Event Type	10
Specific Problem	4710398
Message Text	
Additional Information	Exception Source '<name>' contains files that have been in the exception state for more than <number> days. The oldest file is <number> days old - created <string>.
Corrective Action	Use the Navigation->Data File Management->Exception File Management screen to process the exception files as soon as possible.
Remark	

DM_FM_EXCEPT_SPACE**Table 1106** DM_FM_EXCEPT_SPACE details

Name	Value/Description
Event Identifier	DM_FM_EXCEPT_SPACE
Event Type	10
Specific Problem	4710399

Table 1106 DM_FM_EXCEPT_SPACE details

Name	Value/Description
Message Text	
Additional Information	The sum of the size of all files in the exception state (<number> bytes) exceeds the space threshold (<number> bytes or <number> MB).
Corrective Action	Use the Navigation->Data File Management->Exception File Management screen to process the exception files as soon as possible.
Remark	

DM_FM_FS_SPACE**Table 1107 DM_FM_FS_SPACE details**

Name	Value/Description
Event Identifier	DM_FM_FS_SPACE
Event Type	3
Specific Problem	4710397
Message Text	
Additional Information	The <name> file system is <percentage> full, which exceeds the high disk threshold of <percentage>.
Corrective Action	It will be necessary to clean unused files from this file system as soon as possible.
Remark	

DM_FM_NEERROR**Table 1108 DM_FM_NEERROR details**

Name	Value/Description
Event Identifier	DM_FM_NEERROR
Event Type	10
Specific Problem	4710391
Message Text	
Additional Information	Could not read the database for Source '<name>'.
Corrective Action	Check Database using the Source Definitions screen.
Remark	

DM_FM_NOCOLLTBL

Table 1109 DM_FM_NOCOLLTBL details

Name	Value/Description
Event Identifier	DM_FM_NOCOLLTBL
Event Type	10
Specific Problem	4710395
Message Text	
Additional Information	Could not read the COLLECTOR table
Corrective Action	Check Database
Remark	

DM_FM_NODESTTBL**Table 1110** DM_FM_NODESTTBL details

Name	Value/Description
Event Identifier	DM_FM_NODESTTBL
Event Type	10
Specific Problem	4710392
Message Text	
Additional Information	Could not allocate memory for list of destinations.
Corrective Action	Check Database
Remark	

DM_FM_NOSRCTBL**Table 1111** DM_FM_NOSRCTBL details

Name	Value/Description
Event Identifier	DM_FM_NOSRCTBL
Event Type	10
Specific Problem	4710393
Message Text	
Additional Information	Could not read the NE/SRC tables
Corrective Action	Check Database

Table 1111 DM_FM_NOSRCTBL details

Name	Value/Description
Remark	

DM_FM_STAGFILE**Table 1112 DM_FM_STAGFILE details**

Name	Value/Description
Event Identifier	DM_FM_STAGFILE
Event Type	10
Specific Problem	4710388
Message Text	
Additional Information	Found <number> stagnant primary billing file(s): Destination '<name>', oldest stagnant file polled at '<string>'.
Corrective Action	Contact Product Support
Remark	

DM_FOC_DESTPRILST**Table 1113 DM_FOC_DESTPRILST details**

Name	Value/Description
Event Identifier	DM_FOC_DESTPRILST
Event Type	10
Specific Problem	4710324
Message Text	
Additional Information	Could not determine if files to be sent to <string> exist
Corrective Action	Contact Product Support. One of the SQL commands failed. Turning on trace may indicate which one and the failure reason.
Remark	

DM_FOC_NEDELETE**Table 1114 DM_FOC_NEDELETE details**

Name	Value/Description
Event Identifier	DM_FOC_NEDELETE

Table 1114 DM_FOC_NEDELETE details

Name	Value/Description
Event Type	10
Specific Problem	4710321
Message Text	
Additional Information	Could not delete <string>
Corrective Action	Contact Product Support. A failure occurred while deleting routing table or billing file table entries associated with this Source. Turning on trace may indicate the failure reason.
Remark	

DM_FOC_NEDIR**Table 1115 DM_FOC_NEDIR details**

Name	Value/Description
Event Identifier	DM_FOC_NEDIR
Event Type	10
Specific Problem	4710320
Message Text	
Additional Information	Could not delete directories for Source <source name> in <FS>
Corrective Action	Contact Product Support. The system call that attempted to remove all directories for this Source in the listed file system failed
Remark	

DM_FOC_NEFSLIST**Table 1116 DM_FOC_NEFSLIST details**

Name	Value/Description
Event Identifier	DM_FOC_NEFSLIST
Event Type	10
Specific Problem	4710319
Message Text	
Additional Information	Could not read File Systems for <description>

Table 1116 DM_FOC_NEFSLIST details

Name	Value/Description
Corrective Action	Contact Product Support. Could not determine from the database which file systems this Source stored its data under.
Remark	

DM_FOC_NEOBJ**Table 1117 DM_FOC_NEOBJ details**

Name	Value/Description
Event Identifier	DM_FOC_NEOBJ
Event Type	10
Specific Problem	4710317
Message Text	
Additional Information	Could not create a Source object for <source name>.
Corrective Action	Contact Product Support. Creation of an object for this Source failed. Check the database information for this Source to make sure it is present and valid.
Remark	

DM_FOC_NEPRILIST**Table 1118 DM_FOC_NEPRILIST details**

Name	Value/Description
Event Identifier	DM_FOC_NEPRILIST
Event Type	10
Specific Problem	4710318
Message Text	
Additional Information	Could not determine if primary files exist for <source name>
Corrective Action	Contact Product Support. One of the SQL commands failed when accessing information from the database.
Remark	

DM_FOC_RAODELETE

Table 1119 DM_FOC_RAODELETE details

Name	Value/Description
Event Identifier	DM_FOC_RAODELETE
Event Type	10
Specific Problem	4710323
Message Text	
Additional Information	Could not delete <descination>
Corrective Action	Contact Product Support. A failure occurred while deleting distribution table or billing file table entries associated with this RAO.Turning on trace may indicate the failure reason.
Remark	

DM_FOC_UI_CMSGQ**Table 1120 DM_FOC_UI_CMSGQ details**

Name	Value/Description
Event Identifier	DM_FOC_UI_CMSGQ
Event Type	10
Specific Problem	4710441
Message Text	
Additional Information	Daemon Server failed to establish communication pipe.
Corrective Action	Contact Product Support. Could not open or create a message queue.
Remark	

DM_FOC_UI_CREAT**Table 1121 DM_FOC_UI_CREAT details**

Name	Value/Description
Event Identifier	DM_FOC_UI_CREAT
Event Type	10
Specific Problem	4710438
Message Text	
Additional Information	Cannot create <file name>.

Table 1121 DM_FOC_UI_CREAT details

Name	Value/Description
Corrective Action	Contact Product Support. Could not run or create the indicated file or program, the errno may indicate the problem.
Remark	

DM_FOC_UI_DESTSTAGLIST**Table 1122 DM_FOC_UI_DESTSTAGLIST details**

Name	Value/Description
Event Identifier	DM_FOC_UI_DESTSTAGLIST
Event Type	10
Specific Problem	4710445
Message Text	
Additional Information	Could not get list of stagnant files for <name>.
Corrective Action	Contact Product Support. The "Rao" object "destStagList()" function returned 0, which indicates a problem. Trace output may give an indication of the cause of the problem.
Remark	

DM_FOC_UI_OMSGQ**Table 1123 DM_FOC_UI_OMSGQ details**

Name	Value/Description
Event Identifier	DM_FOC_UI_OMSGQ
Event Type	10
Specific Problem	4710443
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_FOC_UI_OPEN

Table 1124 DM_FOC_UI_OPEN details

Name	Value/Description
Event Identifier	DM_FOC_UI_OPEN
Event Type	10
Specific Problem	4710436
Message Text	
Additional Information	Cannot open <file or server name>
Corrective Action	Contact Product Support. Could not open the specified file or service. Trace may give more information as to the cause.
Remark	

DM_FOC_UI_RAOOBJFAIL**Table 1125** DM_FOC_UI_RAOOBJFAIL details

Name	Value/Description
Event Identifier	DM_FOC_UI_RAOOBJFAIL
Event Type	10
Specific Problem	4710444
Message Text	
Additional Information	Could not read database for Destination <name>.
Corrective Action	Contact Product Support. Could not construct an "Rao" object. Trace may give more information as to the cause.
Remark	

DM_FOC_UI_READ**Table 1126** DM_FOC_UI_READ details

Name	Value/Description
Event Identifier	DM_FOC_UI_READ
Event Type	10
Specific Problem	4710437
Message Text	
Additional Information	Cannot read <file name>.

Table 1126 DM_FOC_UI_READ details

Name	Value/Description
Corrective Action	Contact Product Support. Could not read the file.Check that the file exists and that its permissions allow it to be read.
Remark	

DM_FOC_UI_RMSGQ**Table 1127** DM_FOC_UI_RMSGQ details

Name	Value/Description
Event Identifier	DM_FOC_UI_RMSGQ
Event Type	10
Specific Problem	4710450
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_FOC_UI_SIGNAL**Table 1128** DM_FOC_UI_SIGNAL details

Name	Value/Description
Event Identifier	DM_FOC_UI_SIGNAL
Event Type	10
Specific Problem	4710440
Message Text	
Additional Information	Daemon Server failed to cleanup at shutdown.
Corrective Action	Contact Product Support.Unable to setup a signal with a signal catching function.
Remark	

DM_FOC_UI_SIGSET

Table 1129 DM_FOC_UI_SIGSET details

Name	Value/Description
Event Identifier	DM_FOC_UI_SIGSET
Event Type	10
Specific Problem	4710435
Message Text	
Additional Information	Daemon Server failed to cleanup at shutdown.
Corrective Action	Contact Product Support. Unable to setup a signal with a signal catching function.
Remark	

DM_FOC_UI_WMSGQ**Table 1130** DM_FOC_UI_WMSGQ details

Name	Value/Description
Event Identifier	DM_FOC_UI_WMSGQ
Event Type	10
Specific Problem	4710442
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_FOC_UI_WRITE**Table 1131** DM_FOC_UI_WRITE details

Name	Value/Description
Event Identifier	DM_FOC_UI_WRITE
Event Type	10
Specific Problem	4710439
Message Text	
Additional Information	Cannot write <file name>.
Corrective Action	Contact Product Support. Could not write to the file. Check that the file exists and that its permissions allow it to be over written.

Table 1131 DM_FOC_UI_WRITE details

Name	Value/Description
Remark	

DM_FX_ADDWORK**Table 1132 DM_FX_ADDWORK details**

Name	Value/Description
Event Identifier	DM_FX_ADDWORK
Event Type	10
Specific Problem	4710029
Message Text	
Additional Information	Could not add <work name> to work list for Destination <destination name>
Corrective Action	Contact Product Support. An attempt to insert a value into an XList object failed. The specific reason may be determined by examination of trace output
Remark	

DM_FX_ANINIT**Table 1133 DM_FX_ANINIT details**

Name	Value/Description
Event Identifier	DM_FX_ANINIT
Event Type	10
Specific Problem	4710016
Message Text	
Additional Information	Could not initialize administrative notification for Destination <destination name>
Corrective Action	Contact Product Support. An attempt to initialize an_init failed. Reference r_errno for the reason.
Remark	

DM_FX_ANREG**Table 1134 DM_FX_ANREG details**

Name	Value/Description
Event Identifier	DM_FX_ANREG

Table 1134 DM_FX_ANREG details

Name	Value/Description
Event Type	10
Specific Problem	4710017
Message Text	
Additional Information	Could not register for administrative notifications for Destination <destination name>
Corrective Action	Contact Product Support. An attempt to register for broadcast and shutdown notifications using an_register failed. Reference r_errno for the reason
Remark	

DM_FX_BADARGS**Table 1135** DM_FX_BADARGS details

Name	Value/Description
Event Identifier	DM_FX_BADARGS
Event Type	10
Specific Problem	4710003
Message Text	
Additional Information	File transfer process invoked with invalid options
Corrective Action	Contact Product Support
Remark	

DM_FX_CLISTFMT**Table 1136** DM_FX_CLISTFMT details

Name	Value/Description
Event Identifier	DM_FX_CLISTFMT
Event Type	10
Specific Problem	4710040
Message Text	
Additional Information	Could not format CLIST record <number> destined for Destination <destination name>, billing file <file name> (Source <source name>)
Corrective Action	Contact Product Support. An attempt to format a CLIST record to be appended to the CLIST file located at the remote Destination failed. Examine trace output for more information

Table 1136 DM_FX_CLISTFMT details

Name	Value/Description
Remark	

DM_FX_CLISTOPEN**Table 1137 DM_FX_CLISTOPEN details**

Name	Value/Description
Event Identifier	DM_FX_CLISTOPEN
Event Type	10
Specific Problem	4710041
Message Text	
Additional Information	Could not open CLIST file <file name> (Source <source name>) on remote Destination <destination name> for billing file <file name>
Corrective Action	Contact Product Support. The open of the remote CLIST file failed. Check the "Biller" class ecode value, displayed in Debug for the reason.
Remark	

DM_FX_COMMIT**Table 1138 DM_FX_COMMIT details**

Name	Value/Description
Event Identifier	DM_FX_COMMIT
Event Type	10
Specific Problem	4710042
Message Text	
Additional Information	Destination <destination name>: Could not commit <file name> after transfer
Corrective Action	Contact Product Support. Duplicate data may be sent to Destination if primary file commit to tertiary fails. The commit of the billing file to tertiary failed. Check the "BFile" class dm_errno value, displayed in Debug for the reason.
Remark	

DM_FX_CONNFAIL

Table 1139 DM_FX_CONNFAIL details

Name	Value/Description
Event Identifier	DM_FX_CONNFAIL
Event Type	2
Specific Problem	4710002
Message Text	
Additional Information	Connection attempt to local CONNECT:Direct Server <name> failed for Destination<name>
Corrective Action	Contact System Administrator - verify that CONNECT:Direct is running
Remark	

DM_FX_CONNFAILCD**Table 1140** DM_FX_CONNFAILCD details

Name	Value/Description
Event Identifier	DM_FX_CONNFAILCD
Event Type	2
Specific Problem	4710014
Message Text	
Additional Information	Connection attempt to local CONNECT:Direct Server <server name> failed for Destination <destination name>
Corrective Action	Contact System Administrator - verify that CONNECT:Direct is running
Remark	

DM_FX_CONNFAILODBC**Table 1141** DM_FX_CONNFAILODBC details

Name	Value/Description
Event Identifier	DM_FX_CONNFAILODBC
Event Type	10
Specific Problem	4710033
Message Text	
Additional Information	Could not connect to Destination <destination name>
Corrective Action	Contact System Administrator - verify connection to Destination and ODBC configuration. Examine the Debug information for ODBC error information.

Table 1141 DM_FX_CONNFAILORDBC details

Name	Value/Description
Remark	

DM_FX_DATATYPE**Table 1142 DM_FX_DATATYPE details**

Name	Value/Description
Event Identifier	DM_FX_DATATYPE
Event Type	10
Specific Problem	4710021
Message Text	
Additional Information	Destination <destination name>: The data type specified must be either primary or tertiary data
Corrective Action	Retry specifying a data type of either primary or tertiary data.
Remark	

DM_FX_DBCONNERROR**Table 1143 DM_FX_DBCONNERROR details**

Name	Value/Description
Event Identifier	DM_FX_DBCONNERROR
Event Type	2
Specific Problem	4710000
Message Text	
Additional Information	Could not connect to the database, Destination <destination name>
Corrective Action	Verify the status of the database. An attempt to connect to the database failed. The specific reason may be determined by examination of trace output
Remark	

DM_FX_DBREAD**Table 1144 DM_FX_DBREAD details**

Name	Value/Description
Event Identifier	DM_FX_DBREAD

Table 1144 DM_FX_DBREAD details

Name	Value/Description
Event Type	10
Specific Problem	4710012
Message Text	
Additional Information	Could not get Destination <destination name> from the database
Corrective Action	Have system administrator verify Destination database information
Remark	

DM_FX_DBSTAT**Table 1145 DM_FX_DBSTAT details**

Name	Value/Description
Event Identifier	DM_FX_DBSTAT
Event Type	10
Specific Problem	4710028
Message Text	
Additional Information	Could not get status of file <file name> for Destination <destination name>
Corrective Action	Have system administrator verify that billing file exists
Remark	

DM_FX_DESTLIST**Table 1146 DM_FX_DESTLIST details**

Name	Value/Description
Event Identifier	DM_FX_DESTLIST
Event Type	10
Specific Problem	4710030
Message Text	
Additional Information	Could not read list of files to transfer to Destination <destination name> from database
Corrective Action	Contact Product Support
Remark	

DM_FX_DMREAD**Table 1147 DM_FX_DMREAD details**

Name	Value/Description
Event Identifier	DM_FX_DMREAD
Event Type	10
Specific Problem	4710038
Message Text	
Additional Information	Could not read file <file name> for Destination <destination name>
Corrective Action	Contact Product Support. An attempt to read a billing data file failed. See the errno value in the Debug section.
Remark	

DM_FX_GETNE**Table 1148 DM_FX_GETNE details**

Name	Value/Description
Event Identifier	DM_FX_GETNE
Event Type	10
Specific Problem	4710026
Message Text	
Additional Information	Destination <destination name>: Could not read Source <source name> database
Corrective Action	Contact Product Support. An attempt to read Source database information failed. See the SQL error code value in the Debug section.
Remark	

DM_FX_GRIDERROR**Table 1149 DM_FX_GRIDERROR details**

Name	Value/Description
Event Identifier	DM_FX_GRIDERROR
Event Type	10
Specific Problem	4710043
Message Text	

Table 1149 DM_FX_GRIDERROR details

Name	Value/Description
Additional Information	GRID processing error (ret=<error num>): File Format'<format name>', Destination 'destination name'
Corrective Action	Contact Product Support
Remark	

DM_FX_GRIDFAIL**Table 1150 DM_FX_GRIDFAIL details**

Name	Value/Description
Event Identifier	DM_FX_GRIDFAIL
Event Type	10
Specific Problem	4710032
Message Text	
Additional Information	GRID failed to parse record for Destination <destination name>
Corrective Action	Record Parsing of the last transmitted file(s) failed. Some of the records may have been transmitted. Check the application stream and the file format definitions.
Remark	

DM_FX_LIMIT**Table 1151 DM_FX_LIMIT details**

Name	Value/Description
Event Identifier	DM_FX_LIMIT
Event Type	10
Specific Problem	4710023
Message Text	
Additional Information	Destination <destination name>: The number of files to send must be greater than zero
Corrective Action	Contact Product Support
Remark	

DM_FX_LOGNFAIL

Table 1152 DM_FX_LOGNFAIL details

Name	Value/Description
Event Identifier	DM_FX_LOGNFAIL
Event Type	2
Specific Problem	4710001
Message Text	
Additional Information	Login sequence failed for Destination <destination name>
Corrective Action	Verify user id and password
Remark	

DM_FX_NEMSSNG**Table 1153 DM_FX_NEMSSNG details**

Name	Value/Description
Event Identifier	DM_FX_NEMSSNG
Event Type	10
Specific Problem	4710024
Message Text	
Additional Information	Destination <destination name>: A file list was given without giving a Source name
Corrective Action	Contact Product Support. Retry, specifying a Source name
Remark	

DM_FX_NOFILES**Table 1154 DM_FX_NOFILES details**

Name	Value/Description
Event Identifier	DM_FX_NOFILES
Event Type	10
Specific Problem	4710005
Message Text	
Additional Information	Work list file parameter missing
Corrective Action	Contact Product Support

Table 1154 DM_FX_NOFILES details

Name	Value/Description
Remark	

DM_FX_NOOUTFILE**Table 1155 DM_FX_NOOUTFILE details**

Name	Value/Description
Event Identifier	DM_FX_NOOUTFILE
Event Type	10
Specific Problem	4710020
Message Text	
Additional Information	Output file name parameter missing
Corrective Action	Contact Product Support
Remark	

DM_FX_NORAO**Table 1156 DM_FX_NORAO details**

Name	Value/Description
Event Identifier	DM_FX_NORAO
Event Type	10
Specific Problem	4710004
Message Text	
Additional Information	Destination name parameter missing
Corrective Action	Contact Product Support
Remark	

DM_FX_NOSUCHRAO**Table 1157 DM_FX_NOSUCHRAO details**

Name	Value/Description
Event Identifier	DM_FX_NOSUCHRAO
Event Type	10

Table 1157 DM_FX_NOSUCHRAO details

Name	Value/Description
Specific Problem	4710011
Message Text	
Additional Information	The Destination <destination name> does not exist
Corrective Action	Have system administrator verify Destination database information
Remark	

DM_FX_NOTRTYFILE**Table 1158 DM_FX_NOTRTYFILE details**

Name	Value/Description
Event Identifier	DM_FX_NOTRTYFILE
Event Type	10
Specific Problem	4710022
Message Text	
Additional Information	Destination <destination name>: A file name must be given when sending tertiary data
Corrective Action	Specify tertiary file names when reattempting transmission
Remark	

DM_FX_OBJNEW**Table 1159 DM_FX_OBJNEW details**

Name	Value/Description
Event Identifier	DM_FX_OBJNEW
Event Type	10
Specific Problem	4710018
Message Text	
Additional Information	Destination <destination name>: Could not allocate memory
Corrective Action	Contact Product Support
Remark	

DM_FX_ODBC_SQLFAIL**Table 1160** DM_FX_ODBC_SQLFAIL details

Name	Value/Description
Event Identifier	DM_FX_ODBC_SQLFAIL
Event Type	10
Specific Problem	4710034
Message Text	
Additional Information	Execution of SQL Statement <statement> failed for Destination <destination name>,ODBC Error<error description>
Corrective Action	Contact Product Support if ODBC error message is not sufficient to diagnose the problem.
Remark	

DM_FX_RENAME**Table 1161** DM_FX_RENAME details

Name	Value/Description
Event Identifier	DM_FX_RENAME
Event Type	10
Specific Problem	4710039
Message Text	
Additional Information	Could not rename data file to <name> on Destination <destination name>, remote error <error num>
Corrective Action	Check "remote error" for the reason. Turn on the "file overwrite" option if desired
Remark	

DM_FX_RMTCMD**Table 1162** DM_FX_RMTCMD details

Name	Value/Description
Event Identifier	DM_FX_RMTCMD
Event Type	10
Specific Problem	4710037
Message Text	

Table 1162 DM_FX_RMTCMD details

Name	Value/Description
Additional Information	FTP command <statement> for Destination <destination name> failed.
Corrective Action	Verify that the destination system supports the command. If it does not, change the command in the Destination Definition.
Remark	

DM_FX_RMTOOS**Table 1163 DM_FX_RMTOOS details**

Name	Value/Description
Event Identifier	DM_FX_RMTOOS
Event Type	3
Specific Problem	4710009
Message Text	
Additional Information	Destination <destination name>:Remote file system out of space
Corrective Action	Ask remote system administrator to clean up disk
Remark	

DM_FX_RMTOPEN**Table 1164 DM_FX_RMTOPEN details**

Name	Value/Description
Event Identifier	DM_FX_RMTOPEN
Event Type	10
Specific Problem	4710007
Message Text	
Additional Information	Could not open temporary file for<file name> on <destination name>
Corrective Action	Have system administrator attempt to create a the file on the Destination. The login being used on the Destination may not have permission to create or write (overwrite) a file of this name. Check the "Biller" class ecode value, displayed here as the "rem
Remark	

DM_FX_RMTWRITE**Table 1165 DM_FX_RMTWRITE details**

Name	Value/Description
Event Identifier	DM_FX_RMTWRITE
Event Type	10
Specific Problem	4710010
Message Text	
Additional Information	Could not write data for file <file name> to Destination <destination name>
Corrective Action	Have system administrator create a file on Destination to verify access. Check the "Biller" class ecode value, displayed here as the "remote error" for the reason
Remark	

DM_FX_SCK_WRFAIL**Table 1166 DM_FX_SCK_WRFAIL details**

Name	Value/Description
Event Identifier	DM_FX_SCK_WRFAIL
Event Type	10
Specific Problem	4710031
Message Text	
Additional Information	SOCKET failed to write record to Destination <destination name> (error <error number>; <error description>)
Corrective Action	Identify the error from the SOCKET API manual & contact Product Support if necessary
Remark	

DM_FX_SIG**Table 1167 DM_FX_SIG details**

Name	Value/Description
Event Identifier	DM_FX_SIG
Event Type	10
Specific Problem	4710015
Message Text	

Table 1167 DM_FX_SIG details

Name	Value/Description
Additional Information	Destination <destination name>: File transfer process initialization failed.
Corrective Action	Contact Product Support. An attempt to set signal handling failed.Rerun with trace turned on for more specific information.
Remark	

DM_FX_SIGCGHT**Table 1168 DM_FX_SIGCGHT details**

Name	Value/Description
Event Identifier	DM_FX_SIGCGHT
Event Type	10
Specific Problem	4710025
Message Text	
Additional Information	Processing for Destination <destination name> terminated abnormally
Corrective Action	Contact Product Support. Process caught a signal, and is terminating
Remark	

DM_FX_TMPOPEN**Table 1169 DM_FX_TMPOPEN details**

Name	Value/Description
Event Identifier	DM_FX_TMPOPEN
Event Type	10
Specific Problem	4710008
Message Text	
Additional Information	Could not open temporary file <file name> for Source<source name> Destination <destination name>
Corrective Action	Contact System Administrator. Check that the file system has ample space to create a new file. Also check for a file of the same name that does not have proper write permissions
Remark	

DM_FX_TRANSBUF

Table 1170 DM_FX_TRANSBUF details

Name	Value/Description
Event Identifier	DM_FX_TRANSBUF
Event Type	10
Specific Problem	4710035
Message Text	
Additional Information	Could not allocate transfer buffer for Destination<destination name>
Corrective Action	Contact Product Support. Attempt to allocate a character array for use as a temporary buffer failed.
Remark	

DM_FX_UNAMEFAIL**Table 1171 DM_FX_UNAMEFAIL details**

Name	Value/Description
Event Identifier	DM_FX_UNAMEFAIL
Event Type	10
Specific Problem	4710013
Message Text	
Additional Information	Could not get local machine name
Corrective Action	Contact System Administrator. During an attempt to connect to the local CONNECT:Direct server, the uname function failed when attempting to obtain the local machine name.
Remark	

DM_FX_UNREACH**Table 1172 DM_FX_UNREACH details**

Name	Value/Description
Event Identifier	DM_FX_UNREACH
Event Type	10
Specific Problem	4710036
Message Text	
Additional Information	Destination <destination name>: Remote host unreachable

Table 1172 DM_FX_UNREACH details

Name	Value/Description
Corrective Action	Have system administrator verify network address of host and routing table information. The attempt to establish a connection with the remote Destination failed
Remark	

DM_FX_WORKWRT**Table 1173 DM_FX_WORKWRT details**

Name	Value/Description
Event Identifier	DM_FX_WORKWRT
Event Type	10
Specific Problem	4710027
Message Text	
Additional Information	Could not write to work list file for Destination <destination name>
Corrective Action	Contact Product Support. The attempt to create a file containing a list of data files to write to tape failed
Remark	

DM_FX_WRKLIST**Table 1174 DM_FX_WRKLIST details**

Name	Value/Description
Event Identifier	DM_FX_WRKLIST
Event Type	10
Specific Problem	4710006
Message Text	
Additional Information	Could not set up list of files to transfer to <destination name>
Corrective Action	Contact Product Support. Could not set up "dummy" list of files to transfer, using the XList object. There may be a format problem with the list of files used
Remark	

DM_GMLAPI_MESSAGE

Table 1175 DM_GMLAPI_MESSAGE details

Name	Value/Description
Event Identifier	DM_GMLAPI_MESSAGE
Event Type	10
Specific Problem	4710417
Message Text	
Additional Information	Operator: <name> type: <string> Message: <string>
Corrective Action	Contact support
Remark	

DM_GRID_SPACE**Table 1176** DM_GRID_SPACE details

Name	Value/Description
Event Identifier	DM_GRID_SPACE
Event Type	10
Specific Problem	4710253
Message Text	
Additional Information	Cannot write file:<file name>. Not enough space on device.
Corrective Action	Contact the System Administrator
Remark	

DM_GR_APPIDFAIL**Table 1177** DM_GR_APPIDFAIL details

Name	Value/Description
Event Identifier	DM_GR_APPIDFAIL
Event Type	10
Specific Problem	4710264
Message Text	
Additional Information	Could not get Application Manager records from database for Billing Entity '<entity name>', File Format '<format name>'.

Table 1177 DM_GR_APPIDFAIL details

Name	Value/Description
Corrective Action	Contact the System Administrator to check the database values for the Application Manager. Unable to get Application IDs, associated with this Consumer ID and File Format. Check database to make sure entries exist.
Remark	

DM_GR_DAUDIT**Table 1178 DM_GR_DAUDIT details**

Name	Value/Description
Event Identifier	DM_GR_DAUDIT
Event Type	10
Specific Problem	4710265
Message Text	
Additional Information	File '<file name>' is not a valid BROWSER audit file
Corrective Action	Audit the GRID file format (DISPLAYaudit)
Remark	

DM_GR_DBERROR**Table 1179 DM_GR_DBERROR details**

Name	Value/Description
Event Identifier	DM_GR_DBERROR
Event Type	2
Specific Problem	4710239
Message Text	
Additional Information	GRID ABORT Failed to connect to database.
Corrective Action	Verify the status of the database, and that it is available for access. An attempt to connect to the database failed. A more specific reason may be determined by examination of trace output.
Remark	

DM_GR_ENVVAR

Table 1180 DM_GR_ENVVAR details

Name	Value/Description
Event Identifier	DM_GR_ENVVAR
Event Type	10
Specific Problem	4710241
Message Text	
Additional Information	GRID ABORT Failed to get environment variable: <variable name>
Corrective Action	If this is in response to a command, logoff and log back in then retry the command, otherwise Contact the System Administrator
Remark	

DM_GR_EXCEPTION**Table 1181** DM_GR_EXCEPTION details

Name	Value/Description
Event Identifier	DM_GR_EXCEPTION
Event Type	10
Specific Problem	4710256
Message Text	
Additional Information	Exception handling disabled. Validation function: <name> not executed.
Corrective Action	Contact the System Administrator
Remark	

DM_GR_EXCREATE_ERR**Table 1182** DM_GR_EXCREATE_ERR details

Name	Value/Description
Event Identifier	DM_GR_EXCREATE_ERR
Event Type	10
Specific Problem	4710261
Message Text	
Additional Information	<description>: Failed to create exception file '<file name>' as <name>
Corrective Action	Contact the System Administrator

Table 1182 DM_GR_EXCREATE_ERR details

Name	Value/Description
Remark	

DM_GR_FAUDIT**Table 1183 DM_GR_FAUDIT details**

Name	Value/Description
Event Identifier	DM_GR_FAUDIT
Event Type	10
Specific Problem	4710251
Message Text	
Additional Information	File '<file name>' is not a valid FORMAT audit file
Corrective Action	Audit the format conversion ID
Remark	

DM_GR_FILESTORE_F1**Table 1184 DM_GR_FILESTORE_F1 details**

Name	Value/Description
Event Identifier	DM_GR_FILESTORE_F1
Event Type	10
Specific Problem	4710252
Message Text	
Additional Information	CORRELATION File Conversion: <name> out of synch with Store Conversion: <name>. Audit File Conversion required.
Corrective Action	Contact the System Administrator
Remark	

DM_GR_FUNCTION_F**Table 1185 DM_GR_FUNCTION_F details**

Name	Value/Description
Event Identifier	DM_GR_FUNCTION_F
Event Type	10

Table 1185 DM_GR_FUNCTION_F details

Name	Value/Description
Specific Problem	4710262
Message Text	
Additional Information	GRID Function: <function name> failed completion for: <name>
Corrective Action	Contact the System Administrator
Remark	

DM_GR_LOGABORT**Table 1186 DM_GR_LOGABORT details**

Name	Value/Description
Event Identifier	DM_GR_LOGABORT
Event Type	10
Specific Problem	4710266
Message Text	
Additional Information	GRID ABORT: <description>, input file: <file name>, error offset: <number>, record count: <number>, error count: <number>
Corrective Action	Contact the System Administrator. This error message indicates various problems encountered when reading records from files.
Remark	

DM_GR_MALLOCERROR**Table 1187 DM_GR_MALLOCERROR details**

Name	Value/Description
Event Identifier	DM_GR_MALLOCERROR
Event Type	10
Specific Problem	4710263
Message Text	
Additional Information	GRID ERROR Failed malloc or realloc with size: <size>
Corrective Action	Contact the System Administrator. This error message indicates that additional memory could not be allocated for this process. This may indicate that the system needs additional memory, or that too much simultaneous activity is taking place on the system.

Table 1187 DM_GR_MALLOCERROR details

Name	Value/Description
Remark	

DM_GR_NOAUDIT**Table 1188 DM_GR_NOAUDIT details**

Name	Value/Description
Event Identifier	DM_GR_NOAUDIT
Event Type	10
Specific Problem	4710259
Message Text	
Additional Information	<description> audit file '<file name>' does not exist. Required by Billing Entity <entity name>, file format <format name>.
Corrective Action	Contact the System Administrator to check the database values for the Application Manager
Remark	

DM_GR_ONEAPPTYPE**Table 1189 DM_GR_ONEAPPTYPE details**

Name	Value/Description
Event Identifier	DM_GR_ONEAPPTYPE
Event Type	10
Specific Problem	4710257
Message Text	
Additional Information	More than one <type name> type (ID '<name>') is setup for Billing Entity <entity name>, file format '<format name>' (only one <type name> application type is allowed)
Corrective Action	Contact the System Administrator to check the database values for the Application Manager
Remark	

DM_GR_OPENERROR

Table 1190 DM_GR_OPENERERROR details

Name	Value/Description
Event Identifier	DM_GR_OPENERERROR
Event Type	10
Specific Problem	4710243
Message Text	
Additional Information	GRID ABORT Could not open file: <file name>
Corrective Action	Contact the System Administrator. Check that the file exists and has permissions that allow it to be accessed.
Remark	

DM_GR_POSTPROCESS**Table 1191 DM_GR_POSTPROCESS details**

Name	Value/Description
Event Identifier	DM_GR_POSTPROCESS
Event Type	10
Specific Problem	4710465
Message Text	
Additional Information	Specialized Post Processing <description>
Corrective Action	Contact the vendor of the specialized post processing module for more details
Remark	

DM_GR_PROCESS_F**Table 1192 DM_GR_PROCESS_F details**

Name	Value/Description
Event Identifier	DM_GR_PROCESS_F
Event Type	10
Specific Problem	4710244
Message Text	
Additional Information	GRID Process:<description> failed completion for file format:<format name>
Corrective Action	Contact the System Administrator

Table 1192 DM_GR_PROCESS_F details

Name	Value/Description
Remark	

DM_GR_PROCESS_F2**Table 1193 DM_GR_PROCESS_F2 details**

Name	Value/Description
Event Identifier	DM_GR_PROCESS_F2
Event Type	10
Specific Problem	4710242
Message Text	
Additional Information	GRID Process: <description> failed completion for package ID: <string>
Corrective Action	Contact the System Administrator
Remark	

DM_GR_READERROR**Table 1194 DM_GR_READERROR details**

Name	Value/Description
Event Identifier	DM_GR_READERROR
Event Type	10
Specific Problem	4710254
Message Text	
Additional Information	GRID ERROR Could not read from file
Corrective Action	Contact the System Administrator. An error occurred while reading a file. Trace output may indicate the source of the problem.
Remark	

DM_GR_SEARCH1**Table 1195 DM_GR_SEARCH1 details**

Name	Value/Description
Event Identifier	DM_GR_SEARCH1

Table 1195 DM_GR_SEARCH1 details

Name	Value/Description
Event Type	10
Specific Problem	4710268
Message Text	
Additional Information	Application: <name> Failed to obtain searchParmID from file: <name>
Corrective Action	Contact the System Administrator
Remark	

DM_GR_SEARCHBADLIST**Table 1196** DM_GR_SEARCHBADLIST details

Name	Value/Description
Event Identifier	DM_GR_SEARCHBADLIST
Event Type	10
Specific Problem	4710245
Message Text	
Additional Information	SearchParmID: <name> Invalid file list
Corrective Action	Contact the System Administrator
Remark	

DM_GR_SEARCHCOMMIT**Table 1197** DM_GR_SEARCHCOMMIT details

Name	Value/Description
Event Identifier	DM_GR_SEARCHCOMMIT
Event Type	10
Specific Problem	4710250
Message Text	
Additional Information	GRID ABORT Application: <name> Could not commit work for searchParmID: <name>
Corrective Action	Contact the System Administrator. Trace output may indicate the source of the problem.
Remark	

DM_GR_SEARCHGRIDFAIL**Table 1198** DM_GR_SEARCHGRIDFAIL details

Name	Value/Description
Event Identifier	DM_GR_SEARCHGRIDFAIL
Event Type	10
Specific Problem	4710249
Message Text	
Additional Information	SearchParmID: <name> Failed to process file: <file name>
Corrective Action	Contact the System Administrator
Remark	

DM_GR_SEARCHMISSTAG**Table 1199** DM_GR_SEARCHMISSTAG details

Name	Value/Description
Event Identifier	DM_GR_SEARCHMISSTAG
Event Type	10
Specific Problem	4710246
Message Text	
Additional Information	SearchParmID: <name> Missing tag for file format <format name>
Corrective Action	Contact the System Administrator
Remark	

DM_GR_SEARCHNONAME**Table 1200** DM_GR_SEARCHNONAME details

Name	Value/Description
Event Identifier	DM_GR_SEARCHNONAME
Event Type	10
Specific Problem	4710247
Message Text	

Table 1200 DM_GR_SEARCHNONAME details

Name	Value/Description
Additional Information	SearchParmID: <name> Cannot generate file name for file format: <format name> Source: <source name>.
Corrective Action	Contact the System Administrator
Remark	

DM_GR_SEARCHOPENFAIL**Table 1201 DM_GR_SEARCHOPENFAIL details**

Name	Value/Description
Event Identifier	DM_GR_SEARCHOPENFAIL
Event Type	10
Specific Problem	4710248
Message Text	
Additional Information	SearchParmID: <name> Failed to open file: <file name>
Corrective Action	Contact the System Administrator
Remark	

DM_GR_STATFAIL**Table 1202 DM_GR_STATFAIL details**

Name	Value/Description
Event Identifier	DM_GR_STATFAIL
Event Type	10
Specific Problem	4710260
Message Text	
Additional Information	Could not access <dir name> audit file '<file name>'
Corrective Action	Contact the System Administrator. The stat command was run on the audit file and it failed. Check that the file exists and its permissions allow it to be read. Trace output may indicate the source of the problem.
Remark	

DM_GR_STOREAUDIT_F

Table 1203 DM_GR_STOREAUDIT_F details

Name	Value/Description
Event Identifier	DM_GR_STOREAUDIT_F
Event Type	10
Specific Problem	4710267
Message Text	
Additional Information	CORRELATION Store audit failed for conversionID: <name> Correlation File Format: <format name>. Audit continued for conversionID: <name>.
Corrective Action	Contact the System Administrator
Remark	

DM_GR_UNKNOWNAPP**Table 1204 DM_GR_UNKNOWNAPP details**

Name	Value/Description
Event Identifier	DM_GR_UNKNOWNAPP
Event Type	10
Specific Problem	4710258
Message Text	
Additional Information	Unknown application type '<type name>' (ID '<name>') for Billing Entity <entity name>, file format <format name>
Corrective Action	Contact the System Administrator to check the database values for the Application Manager
Remark	

DM_GR_VAUDIT**Table 1205 DM_GR_VAUDIT details**

Name	Value/Description
Event Identifier	DM_GR_VAUDIT
Event Type	10
Specific Problem	4710255
Message Text	
Additional Information	File '<file name>' is not a valid VALIDATION audit file
Corrective Action	Audit the validation ID.

Table 1205 DM_GR_VAUDIT details

Name	Value/Description
Remark	

DM_GR_WRITEERROR**Table 1206 DM_GR_WRITEERROR details**

Name	Value/Description
Event Identifier	DM_GR_WRITEERROR
Event Type	10
Specific Problem	4710240
Message Text	
Additional Information	GRID ERROR Could not write to file
Corrective Action	Contact the System Administrator. Check that the file exists and that its permissions allow it to be overwritten.
Remark	

DM_LH_ABNORMTERM**Table 1207 DM_LH_ABNORMTERM details**

Name	Value/Description
Event Identifier	DM_LH_ABNORMTERM
Event Type	10
Specific Problem	4710178
Message Text	
Additional Information	The command %s used in 'system' system call abnormally terminated
Corrective Action	Contact system administrator.
Remark	

DM_LH_BADAGGINT**Table 1208 DM_LH_BADAGGINT details**

Name	Value/Description
Event Identifier	DM_LH_BADAGGINT

Table 1208 DM_LH_BADAGGINT details

Name	Value/Description
Event Type	10
Specific Problem	4710187
Message Text	
Additional Information	Convert agg interval errno <number> for Source <source name>
Corrective Action	Check that agg_interval is a valid numeric value.
Remark	

DM_LH_BADAGGSIZE**Table 1209** DM_LH_BADAGGSIZE details

Name	Value/Description
Event Identifier	DM_LH_BADAGGSIZE
Event Type	10
Specific Problem	4710188
Message Text	
Additional Information	Convert agg file size limit errno <number> for Source <source name>
Corrective Action	Check that file_limit_Kbytes is a valid numeric value.
Remark	

DM_LH_BADARGS**Table 1210** DM_LH_BADARGS details

Name	Value/Description
Event Identifier	DM_LH_BADARGS
Event Type	10
Specific Problem	4710063
Message Text	
Additional Information	polling process invoked with invalid options for Source <source name>
Corrective Action	Contact Product Support
Remark	

DM_LH_BADBAILCNT**Table 1211 DM_LH_BADBAILCNT details**

Name	Value/Description
Event Identifier	DM_LH_BADBAILCNT
Event Type	10
Specific Problem	4710189
Message Text	
Additional Information	Corrupt PDU bailout count errno <number> for Source <source name>
Corrective Action	Check that Corrupt PDU bailout count is a valid numeric value.
Remark	

DM_LH_BADEND**Table 1212 DM_LH_BADEND details**

Name	Value/Description
Event Identifier	DM_LH_BADEND
Event Type	10
Specific Problem	4710077
Message Text	
Additional Information	Session terminated abnormally for Source <source name>
Corrective Action	Look at the DEBUG text for this alarm. If tracing activated examine trace; if not try to repeat with tracing. Determine if X.25 link dropped.
Remark	

DM_LH_BADFNAME**Table 1213 DM_LH_BADFNAME details**

Name	Value/Description
Event Identifier	DM_LH_BADFNAME
Event Type	10
Specific Problem	4710144
Message Text	

Table 1213 DM_LH_BADFNAME details

Name	Value/Description
Additional Information	Source <source name> host <name> sent filename with unexpected <name> ID: "<description>" instead of "<description>".
Corrective Action	Check that system and the Source are provisioned with correct source and destination IDs and that filenames on the Source are correct
Remark	

DM_LH_BADMSG**Table 1214 DM_LH_BADMSG details**

Name	Value/Description
Event Identifier	DM_LH_BADMSG
Event Type	10
Specific Problem	4710047
Message Text	
Additional Information	Invalid poll type specified with -t option
Corrective Action	Contact Product Support
Remark	

DM_LH_BADPDATA**Table 1215 DM_LH_BADPDATA details**

Name	Value/Description
Event Identifier	DM_LH_BADPDATA
Event Type	10
Specific Problem	4710097
Message Text	
Additional Information	Encountered bad AMA data in block <number> for Source <source name>, entire AMATPS file skipped.
Corrective Action	Repoll other blocks in the AMATPS file as secondary data.
Remark	

DM_LH_BADPORT

Table 1216 DM_LH_BADPORT details

Name	Value/Description
Event Identifier	DM_LH_BADPORT
Event Type	10
Specific Problem	4710186
Message Text	
Additional Information	Convert port errno <number> for Source <source name>
Corrective Action	Check that port is a valid numeric value.
Remark	

DM_LH_BADRTN**Table 1217 DM_LH_BADRTN details**

Name	Value/Description
Event Identifier	DM_LH_BADRTN
Event Type	10
Specific Problem	4710090
Message Text	
Additional Information	Polling function returned an unexpected value for Source<source name>
Corrective Action	Contact Product Support
Remark	

DM_LH_BADSCRIPT**Table 1218 DM_LH_BADSCRIPT details**

Name	Value/Description
Event Identifier	DM_LH_BADSCRIPT
Event Type	10
Specific Problem	4710175
Message Text	
Additional Information	Error reading parameter file <file name> for Source <source name>, the line <description> is not in X=Y format
Corrective Action	Edit the GFTAM parameter file

Table 1218 DM_LH_BADSCRIPT details

Name	Value/Description
Remark	

DM_LH_BADSEQPDUBAIL**Table 1219 DM_LH_BADSEQPDUBAIL details**

Name	Value/Description
Event Identifier	DM_LH_BADSEQPDUBAIL
Event Type	10
Specific Problem	4710193
Message Text	
Additional Information	Sequential Bad frame count exceeded(<number>) for Source <source name>
Corrective Action	Check that the specified UDP port is receiving NetFlow data.
Remark	

DM_LH_BADSIPOUT**Table 1220 DM_LH_BADSIPOUT details**

Name	Value/Description
Event Identifier	DM_LH_BADSIPOUT
Event Type	10
Specific Problem	4710148
Message Text	
Additional Information	Source <source name>: cannot activate port <number> for sender-initiated polling
Corrective Action	The port is being used by another process. For sender-initiated polling, select another port above 3500 for this Source. For receiver-initiated polling, no action is needed.
Remark	

DM_LH_BADSTREAM**Table 1221 DM_LH_BADSTREAM details**

Name	Value/Description
Event Identifier	DM_LH_BADSTREAM

Table 1221 DM_LH_BADSTREAM details

Name	Value/Description
Event Type	10
Specific Problem	4710174
Message Text	
Additional Information	Error creating input stream for file <file name> Source <source name>
Corrective Action	Check if the parameter file exists and is readable
Remark	

DM_LH_BLKSEQN**Table 1222 DM_LH_BLKSEQN details**

Name	Value/Description
Event Identifier	DM_LH_BLKSEQN
Event Type	10
Specific Problem	4710134
Message Text	
Additional Information	Received a block sequence number mismatch for secondary data. File sequence number:<number>, block sequence number: <number>
Corrective Action	Try to start the session again.
Remark	

DM_LH_BLKSEQNL**Table 1223 DM_LH_BLKSEQNL details**

Name	Value/Description
Event Identifier	DM_LH_BLKSEQNL
Event Type	10
Specific Problem	4710135
Message Text	
Additional Information	Received a block sequence number mismatch for secondary data. File sequence number:<number>, block sequence number: <number>
Corrective Action	Try to start the session again.
Remark	

DM_LH_CAPI**Table 1224** DM_LH_CAPI details

Name	Value/Description
Event Identifier	DM_LH_CAPI
Event Type	10
Specific Problem	4710464
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_LH_CDFAIL**Table 1225** DM_LH_CDFAIL details

Name	Value/Description
Event Identifier	DM_LH_CDFAIL
Event Type	10
Specific Problem	4710150
Message Text	
Additional Information	Unable to change to Source %s receive directory.
Corrective Action	Examine permissions on login directory of Source. Check for existence and permissions of the directory.
Remark	

DM_LH_CHILDERR**Table 1226** DM_LH_CHILDERR details

Name	Value/Description
Event Identifier	DM_LH_CHILDERR
Event Type	10
Specific Problem	4710179
Message Text	

Table 1226 DM_LH_CHILDERR details

Name	Value/Description
Additional Information	The child process executing <command> gave error message <message>
Corrective Action	Contact system administrator.
Remark	

DM_LH_CHILDEXIT**Table 1227 DM_LH_CHILDEXIT details**

Name	Value/Description
Event Identifier	DM_LH_CHILDEXIT
Event Type	10
Specific Problem	4710180
Message Text	
Additional Information	The child process executing <command> exited with a failure status of <error code>
Corrective Action	Look through the child process script or error code catalog to find the right exit code
Remark	

DM_LH_CLISTFMT**Table 1228 DM_LH_CLISTFMT details**

Name	Value/Description
Event Identifier	DM_LH_CLISTFMT
Event Type	10
Specific Problem	4710154
Message Text	
Additional Information	Could not format record from CLIST file <file name> (Source <source name>)
Corrective Action	Contact Product Support
Remark	

DM_LH_CMDEXECAB

Table 1229 DM_LH_CMDEXECAB details

Name	Value/Description
Event Identifier	DM_LH_CMDEXECAB
Event Type	10
Specific Problem	4710198
Message Text	
Additional Information	Source <source name>: Execution of command '<command>' failed: abnormal termination
Corrective Action	Contact Product Support
Remark	

DM_LH_CMDEXECFAIL**Table 1230 DM_LH_CMDEXECFAIL details**

Name	Value/Description
Event Identifier	DM_LH_CMDEXECFAIL
Event Type	10
Specific Problem	4710197
Message Text	
Additional Information	Source <source name>: Execution of command '<command>' failed: <description> (errno=<number>)
Corrective Action	Contact Product Support
Remark	

DM_LH_CMDEXITFAIL**Table 1231 DM_LH_CMDEXITFAIL details**

Name	Value/Description
Event Identifier	DM_LH_CMDEXITFAIL
Event Type	10
Specific Problem	4710199
Message Text	
Additional Information	Source <source name>: Execution of command '<command>' failed: command exit=<error code>
Corrective Action	Contact Product Support

Table 1231 DM_LH_CMDEXITFAIL details

Name	Value/Description
Remark	

DM_LH_CMDFAIL**Table 1232 DM_LH_CMDFAIL details**

Name	Value/Description
Event Identifier	DM_LH_CMDFAIL
Event Type	10
Specific Problem	4710194
Message Text	
Additional Information	Command <command> failed for Source <source name>
Corrective Action	Contact System Administrator. Check that FTAM command will function properly when connected to Source.
Remark	

DM_LH_COMMITFAIL**Table 1233 DM_LH_COMMITFAIL details**

Name	Value/Description
Event Identifier	DM_LH_COMMITFAIL
Event Type	10
Specific Problem	4710053
Message Text	
Additional Information	Attempt to commit billing file<file name> for source <source name> to primary directory FAILED
Corrective Action	Repoll the file as secondary data. The function commit_received() failed to copy the file into the primary directory.
Remark	

DM_LH_CONNFAIL**Table 1234 DM_LH_CONNFAIL details**

Name	Value/Description
Event Identifier	DM_LH_CONNFAIL

Table 1234 DM_LH_CONNFAIL details

Name	Value/Description
Event Type	10
Specific Problem	4710137
Message Text	
Additional Information	Session connect/accept sequence failed for Source <source name>
Corrective Action	Contact System Administrator if connect attempts continue to fail for this Source
Remark	

DM_LH_CONNFAILCD**Table 1235 DM_LH_CONNFAILCD details**

Name	Value/Description
Event Identifier	DM_LH_CONNFAILCD
Event Type	10
Specific Problem	4710107
Message Text	
Additional Information	Session connect/accept sequence failed for Source <source name>
Corrective Action	Contact System Administrator if connect attempts continue to fail for this Source
Remark	

DM_LH_CONTROLCHANFAIL**Table 1236 DM_LH_CONTROLCHANFAIL details**

Name	Value/Description
Event Identifier	DM_LH_CONTROLCHANFAIL
Event Type	10
Specific Problem	4710207
Message Text	
Additional Information	Couldn't open control channel to Source <source name> host <host name>
Corrective Action	Debug FTP connection
Remark	

DM_LH_CROBJERR**Table 1237** DM_LH_CROBJERR details

Name	Value/Description
Event Identifier	DM_LH_CROBJERR
Event Type	10
Specific Problem	4710117
Message Text	
Additional Information	Could not create object <obj name> for Source <source name>
Corrective Action	Contact System Administrator. Check the Source database information for corruption.
Remark	

DM_LH_DASCOMMITF**Table 1238** DM_LH_DASCOMMITF details

Name	Value/Description
Event Identifier	DM_LH_DASCOMMITF
Event Type	10
Specific Problem	4710066
Message Text	
Additional Information	Attempt to commit working file <file name> as primary data for DAS Source <source name> failed
Corrective Action	Attempt to restart the link handler for the Source
Remark	

DM_LH_DASTMPFAIL**Table 1239** DM_LH_DASTMPFAIL details

Name	Value/Description
Event Identifier	DM_LH_DASTMPFAIL
Event Type	10
Specific Problem	4710067
Message Text	

Table 1239 DM_LH_DASTMPFAIL details

Name	Value/Description
Additional Information	Unable to create working file <file name> for Source <source name>
Corrective Action	Contact System Administrator
Remark	

DM_LH_DATACXNFAIL**Table 1240 DM_LH_DATACXNFAIL details**

Name	Value/Description
Event Identifier	DM_LH_DATACXNFAIL
Event Type	10
Specific Problem	4710205
Message Text	
Additional Information	Couldn't open data channel to Source <source name> host <host name>
Corrective Action	Debug FTP connection
Remark	

DM_LH_DBCONNERROR**Table 1241 DM_LH_DBCONNERROR details**

Name	Value/Description
Event Identifier	DM_LH_DBCONNERROR
Event Type	2
Specific Problem	4710059
Message Text	
Additional Information	Could not connect to the database, Source <source name>
Corrective Action	Verify the status of the database. An attempt to connect to the database failed. A more specific reason may be determined by examination of trace output
Remark	

DM_LH_DCFVARSET

Table 1242 DM_LH_DCFVARSET details

Name	Value/Description
Event Identifier	DM_LH_DCFVARSET
Event Type	10
Specific Problem	4710082
Message Text	
Additional Information	set_blkSeqDigCnt for Source <source name> error
Corrective Action	Contact System Administrator, check database.
Remark	

DM_LH_DCFVARVAL**Table 1243 DM_LH_DCFVARVAL details**

Name	Value/Description
Event Identifier	DM_LH_DCFVARVAL
Event Type	10
Specific Problem	4710081
Message Text	
Additional Information	Device configuration file variable <name> for Source <source name> value(<description>) error.
Corrective Action	Contact System Administrator, verify the value is valid.
Remark	

DM_LH_DFDLTFAIL**Table 1244 DM_LH_DFDLTFAIL details**

Name	Value/Description
Event Identifier	DM_LH_DFDLTFAIL
Event Type	10
Specific Problem	4710155
Message Text	
Additional Information	Unable to remove data file <file name> from Source <source name> after successfully copied to Source data directory

Table 1244 DM_LH_DFDLTFAIL details

Name	Value/Description
Corrective Action	Contact Product Support. The data file could not be removed from the local directory it was placed in by the Source. Permissions may be the trouble. Remove the file, and check the permissions of the directory and the default permissions of the login ID use
Remark	

DM_LH_DFGETFAIL**Table 1245 DM_LH_DFGETFAIL details**

Name	Value/Description
Event Identifier	DM_LH_DFGETFAIL
Event Type	10
Specific Problem	4710110
Message Text	
Additional Information	Unable to read data file <file name> from Source <source name>
Corrective Action	Contact Product Support
Remark	

DM_LH_DFOPENFAIL**Table 1246 DM_LH_DFOPENFAIL details**

Name	Value/Description
Event Identifier	DM_LH_DFOPENFAIL
Event Type	10
Specific Problem	4710108
Message Text	
Additional Information	Unable to open data file <file name> from Source <source name>
Corrective Action	Check that file exists in Source home directory. The open of the local file failed.
Remark	

DM_LH_DISTRIB

Table 1247 DM_LH_DISTRIB details

Name	Value/Description
Event Identifier	DM_LH_DISTRIB
Event Type	10
Specific Problem	4710061
Message Text	
Additional Information	Source <source name>:Cannot poll as distribution not provisioned
Corrective Action	Assign biller for Source via Basic Data Distribution screen
Remark	

DM_LH_DMCLFAIL**Table 1248 DM_LH_DMCLFAIL details**

Name	Value/Description
Event Identifier	DM_LH_DMCLFAIL
Event Type	10
Specific Problem	4710056
Message Text	
Additional Information	Unable to copy data file <file name> from Source <source name> for distribution
Corrective Action	Contact Product Support. The close of the local file failed.
Remark	

DM_LH_DMCMFAIL**Table 1249 DM_LH_DMCMFAIL details**

Name	Value/Description
Event Identifier	DM_LH_DMCMFAIL
Event Type	10
Specific Problem	4710111
Message Text	
Additional Information	Unable to copy data file <file name> from Source <source name> for distribution
Corrective Action	Contact Product Support. The commit as received of the local file failed.

Table 1249 DM_LH_DMCMFAIL details

Name	Value/Description
Remark	

DM_LH_DMCRFAIL**Table 1250** DM_LH_DMCRFAIL details

Name	Value/Description
Event Identifier	DM_LH_DMCRFAIL
Event Type	10
Specific Problem	4710051
Message Text	
Additional Information	Unable to copy data file <file name> from Source <source name>for distribution
Corrective Action	Contact Product Support. The creation of the local file failed.
Remark	

DM_LH_DMFULL**Table 1251** DM_LH_DMFULL details

Name	Value/Description
Event Identifier	DM_LH_DMFULL
Event Type	10
Specific Problem	4710065
Message Text	
Additional Information	Source <source name> data storage is FULL
Corrective Action	Make sure that Source data are transmitted promptly or there is sufficient storage allocated for the Source
Remark	

DM_LH_DMNOSTOR**Table 1252** DM_LH_DMNOSTOR details

Name	Value/Description
Event Identifier	DM_LH_DMNOSTOR

Table 1252 DM_LH_DMNOSTOR details

Name	Value/Description
Event Type	10
Specific Problem	4710109
Message Text	
Additional Information	Insufficient data storage space allocated for Source <source name> to copy file <file name>
Corrective Action	Make sure sufficient storage space is allocated for the Source
Remark	

DM_LH_DMWRFAIL**Table 1253 DM_LH_DMWRFAIL details**

Name	Value/Description
Event Identifier	DM_LH_DMWRFAIL
Event Type	10
Specific Problem	4710055
Message Text	
Additional Information	Unable to copy data file <file name> from Source <source name> for distribution
Corrective Action	Contact Product Support. A write to the local file failed.
Remark	

DM_LH_DUPLICATE**Table 1254 DM_LH_DUPLICATE details**

Name	Value/Description
Event Identifier	DM_LH_DUPLICATE
Event Type	10
Specific Problem	4710098
Message Text	
Additional Information	Billing file <file name> already exists.
Corrective Action	Contact the System Administrator, during Billing file reception, the maximum number of duplicate files with the same name were exceeded for this Source. Repoll the data as secondary.

Table 1254 DM_LH_DUPLICATE details

Name	Value/Description
Remark	

DM_LH_DUPNAME**Table 1255 DM_LH_DUPNAME details**

Name	Value/Description
Event Identifier	DM_LH_DUPNAME
Event Type	10
Specific Problem	4710052
Message Text	
Additional Information	Billing File <file name> for Source <source name>cannot be saved,the maximum number of duplicate names already exists
Corrective Action	Contact System Administrator. The same file or set of data must have been polled too many times.
Remark	

DM_LH_DUPWARN**Table 1256 DM_LH_DUPWARN details**

Name	Value/Description
Event Identifier	DM_LH_DUPWARN
Event Type	10
Specific Problem	4710190
Message Text	
Additional Information	Source <source name> duplicate filename <file name>
Corrective Action	Verify that it is OK for the source to reuse the filename in question.
Remark	

DM_LH_EXCEPTNEFAIL**Table 1257 DM_LH_EXCEPTNEFAIL details**

Name	Value/Description
Event Identifier	DM_LH_EXCEPTNEFAIL

Table 1257 DM_LH_EXCEPTNEFAIL details

Name	Value/Description
Event Type	10
Specific Problem	4710305
Message Text	
Additional Information	Attempt to create an EXCEPTION Source for Destination <destination name>', file format '<name>' failed.
Corrective Action	Refer to associated messages in the error and information log.
Remark	

DM_LH_EXECBAD**Table 1258** DM_LH_EXECBAD details

Name	Value/Description
Event Identifier	DM_LH_EXECBAD
Event Type	10
Specific Problem	4710160
Message Text	
Additional Information	Could not exec command <commant> for Source <source name>
Corrective Action	Contact System Administrator. Check that the command exists and is executable.
Remark	

DM_LH_FAILSYSTEM**Table 1259** DM_LH_FAILSYSTEM details

Name	Value/Description
Event Identifier	DM_LH_FAILSYSTEM
Event Type	10
Specific Problem	4710177
Message Text	
Additional Information	system' system call failed while executing command <command>
Corrective Action	Check if the command line is the one you want
Remark	

DM_LH_FAILURE**Table 1260 DM_LH_FAILURE details**

Name	Value/Description
Event Identifier	DM_LH_FAILURE
Event Type	10
Specific Problem	4710166
Message Text	
Additional Information	Source <source name>: Data Collection protocol error
Corrective Action	Check network connectivity
Remark	

DM_LH_FBLKSEQNO**Table 1261 DM_LH_FBLKSEQNO details**

Name	Value/Description
Event Identifier	DM_LH_FBLKSEQNO
Event Type	10
Specific Problem	4710125
Message Text	
Additional Information	Received a block sequence number mismatch in first block for primary data. Received sequence number:<number>,expected sequence number: <number>
Corrective Action	Try to start the session again.
Remark	

DM_LH_FILEDNE**Table 1262 DM_LH_FILEDNE details**

Name	Value/Description
Event Identifier	DM_LH_FILEDNE
Event Type	10
Specific Problem	4710184
Message Text	

Table 1262 DM_LH_FILEDNE details

Name	Value/Description
Additional Information	The file <file name> does not exist on Source <source name>
Corrective Action	Contact System Administrator
Remark	

DM_LH_FORKFAIL**Table 1263 DM_LH_FORKFAIL details**

Name	Value/Description
Event Identifier	DM_LH_FORKFAIL
Event Type	10
Specific Problem	4710163
Message Text	
Additional Information	Fork of new child process failed for Source <source name>
Corrective Action	Contact System Administrator. The fork of a new process failed,the errno may indicate the reason.
Remark	

DM_LH_FTAMCOMMITF**Table 1264 DM_LH_FTAMCOMMITF details**

Name	Value/Description
Event Identifier	DM_LH_FTAMCOMMITF
Event Type	10
Specific Problem	4710172
Message Text	
Additional Information	Source <source name> attempt to commit working file '<file name>' failed.
Corrective Action	Repoll the file as secondary.
Remark	

DM_LH_IFCERR

Table 1265 DM_LH_IFCERR details

Name	Value/Description
Event Identifier	DM_LH_IFCERR
Event Type	10
Specific Problem	4710078
Message Text	
Additional Information	Source <source name> sent invalid message (<message>)
Corrective Action	Identify & reconcile different interface protocol expectations of Source & collector. Debug text and the trace output may indicate the source of the problem.
Remark	

DM_LH_INITFAIL**Table 1266 DM_LH_INITFAIL details**

Name	Value/Description
Event Identifier	DM_LH_INITFAIL
Event Type	10
Specific Problem	4710118
Message Text	
Additional Information	Internal initialization failed when attempting to poll Source <source name>
Corrective Action	Try to start the session again
Remark	

DM_LH_INTERR**Table 1267 DM_LH_INTERR details**

Name	Value/Description
Event Identifier	DM_LH_INTERR
Event Type	10
Specific Problem	4710124
Message Text	
Additional Information	Internal error encountered while receiving primary data.
Corrective Action	Try to start the session again.

Table 1267 DM_LH_INTERR details

Name	Value/Description
Remark	

DM_LH_INTMSGFL**Table 1268 DM_LH_INTMSGFL details**

Name	Value/Description
Event Identifier	DM_LH_INTMSGFL
Event Type	10
Specific Problem	4710114
Message Text	
Additional Information	Failure receiveing an internal message.
Corrective Action	Try to start the session again.
Remark	

DM_LH_INVAPROTO**Table 1269 DM_LH_INVAPROTO details**

Name	Value/Description
Event Identifier	DM_LH_INVAPROTO
Event Type	10
Specific Problem	4710084
Message Text	
Additional Information	Source <source name> Invalid protocol <protocol name> for AMATPS polling
Corrective Action	Make sure NEPROTOCOL field is AMATPS or HICAP in Source database.The database may contain an invalid value.
Remark	

DM_LH_INVCDNE**Table 1270 DM_LH_INVCDNE details**

Name	Value/Description
Event Identifier	DM_LH_INVCDNE

Table 1270 DM_LH_INVCDNE details

Name	Value/Description
Event Type	10
Specific Problem	4710103
Message Text	
Additional Information	Invalid Source <source name>
Corrective Action	Make sure Source is properly defined as a CD (CONNECT:Direct) Source in the Source database. An attempt was made to create a new CD_Ne object and it failed.
Remark	

DM_LH_INVDIR**Table 1271 DM_LH_INVDIR details**

Name	Value/Description
Event Identifier	DM_LH_INVDIR
Event Type	10
Specific Problem	4710072
Message Text	
Additional Information	File directory name not set by VPMcollate for Source <source name>
Corrective Action	Contact System Administrator
Remark	

DM_LH_INVFNAME**Table 1272 DM_LH_INVFNAME details**

Name	Value/Description
Event Identifier	DM_LH_INVFNAME
Event Type	10
Specific Problem	4710073
Message Text	
Additional Information	File name not set by VPMcollate for Source <source name>
Corrective Action	Contact System Administrator
Remark	

DM_LH_INVMSG**Table 1273 DM_LH_INVMSG details**

Name	Value/Description
Event Identifier	DM_LH_INVMSG
Event Type	10
Specific Problem	4710129
Message Text	
Additional Information	Received invalid message from response.
Corrective Action	Try to start the session again.
Remark	

DM_LH_INVNE**Table 1274 DM_LH_INVNE details**

Name	Value/Description
Event Identifier	DM_LH_INVNE
Event Type	10
Specific Problem	4710112
Message Text	
Additional Information	Invalid Source <source name>
Corrective Action	Make sure Source is properly defined as a BDII or ftp Source in the Source database. An attempt was made to create a new BDII_Ne object and it failed.
Remark	

DM_LH_INVNETYPE**Table 1275 DM_LH_INVNETYPE details**

Name	Value/Description
Event Identifier	DM_LH_INVNETYPE
Event Type	10
Specific Problem	4710075
Message Text	

Table 1275 DM_LH_INVNETYPE details

Name	Value/Description
Additional Information	Source <source name> Inappropriate Source Type <type name> for this Link Handler
Corrective Action	Verify Source Type field in Source database. Make sure the Source is properly defined in the Source database. Either the wrong Link Handler was called for this Source or the database for this Source is corrupted.
Remark	

DM_LH_INVNUMBLK**Table 1276 DM_LH_INVNUMBLK details**

Name	Value/Description
Event Identifier	DM_LH_INVNUMBLK
Event Type	10
Specific Problem	4710088
Message Text	
Additional Information	secondary polling request for Source <source name> requires the number of blocks to be polled
Corrective Action	Contact Product Support. Since this was a secondary poll request, the number of blocks to poll should have been specified.
Remark	

DM_LH_INVNUMFIL**Table 1277 DM_LH_INVNUMFIL details**

Name	Value/Description
Event Identifier	DM_LH_INVNUMFIL
Event Type	10
Specific Problem	4710089
Message Text	
Additional Information	test file exchange request for Source <source name> requires the number of test exchanges
Corrective Action	Contact Product Support. Since this was a test file exchange, the number of test file exchanges should have been specified.
Remark	

DM_LH_INVNUMFILE**Table 1278** DM_LH_INVNUMFILE details

Name	Value/Description
Event Identifier	DM_LH_INVNUMFILE
Event Type	10
Specific Problem	4710105
Message Text	
Additional Information	Invalid number of files <file name> requested for secondary polling for Source <source name>
Corrective Action	Number of files for secondary polling must be 1. When reattempting the session, specify a valid number of files.
Remark	

DM_LH_INVPASS**Table 1279** DM_LH_INVPASS details

Name	Value/Description
Event Identifier	DM_LH_INVPASS
Event Type	10
Specific Problem	4710142
Message Text	
Additional Information	Client <name> invalid password received from Source
Corrective Action	Reconcile values of host-machine, login ID, & password set via GUI Source Definitions screen with those used to send files to system
Remark	

DM_LH_INVPOLST**Table 1280** DM_LH_INVPOLST details

Name	Value/Description
Event Identifier	DM_LH_INVPOLST
Event Type	10
Specific Problem	4710133
Message Text	

Table 1280 DM_LH_INVPOLST details

Name	Value/Description
Additional Information	Polling session was in an invalid polling state.
Corrective Action	Try to start the session again.
Remark	

DM_LH_INVPROTO**Table 1281 DM_LH_INVPROTO details**

Name	Value/Description
Event Identifier	DM_LH_INVPROTO
Event Type	10
Specific Problem	4710169
Message Text	
Additional Information	Source <source name>: Invalid protocol <protocol name> for FTAM polling
Corrective Action	Make sure NEPROTOCOL field is FTAMX25 in Source database. Make sure the Source is properly defined in the Source database. Either the wrong Link Handler was called for this Source or the database for this Source is corrupted.
Remark	

DM_LH_INVTYPE**Table 1282 DM_LH_INVTYPE details**

Name	Value/Description
Event Identifier	DM_LH_INVTYPE
Event Type	10
Specific Problem	4710168
Message Text	
Additional Information	Source <source name>: Invalid switch type <type name> for FTAM polling
Corrective Action	Make sure NETYPE field is 5ESSI in Source database. Make sure the Source is properly defined in the Source database. Either the wrong Link Handler was called for this Source or the database for this Source is corrupted.
Remark	

DM_LH_LFGETFAIL**Table 1283** DM_LH_LFGETFAIL details

Name	Value/Description
Event Identifier	DM_LH_LFGETFAIL
Event Type	10
Specific Problem	4710153
Message Text	
Additional Information	Unable to read log (CLIST) file <file name> from Source <source name>
Corrective Action	Contact Product Support. The CLIST file in the local Source home
Remark	

DM_LH_LFOPENFAIL**Table 1284** DM_LH_LFOPENFAIL details

Name	Value/Description
Event Identifier	DM_LH_LFOPENFAIL
Event Type	10
Specific Problem	4710152
Message Text	
Additional Information	Unable to open log (CLIST) file %s from Source <source name>
Corrective Action	Check that file exists in Source home directory. The CLIST file may have permissions that prevent the file from being read or written to.
Remark	

DM_LH_LIBGRIDLHFAIL**Table 1285** DM_LH_LIBGRIDLHFAIL details

Name	Value/Description
Event Identifier	DM_LH_LIBGRIDLHFAIL
Event Type	10
Specific Problem	4710303
Message Text	

Table 1285 DM_LH_LIBGRIDLHFAIL details

Name	Value/Description
Additional Information	Could not count the number of records within file '<file name>' received from Source '<source name>'.
Corrective Action	Verify that the correct file format is associated with the Source. If the file format is correct, than the Source might have added a new record type which needs to be provisioned within the GRID file format.
Remark	

DM_LH_LINK**Table 1286 DM_LH_LINK details**

Name	Value/Description
Event Identifier	DM_LH_LINK
Event Type	10
Specific Problem	4710171
Message Text	
Additional Information	Attempt to link file <file name> to <file name> failed for Source <source name>
Corrective Action	Contact System Administrator.
Remark	

DM_LH_LOCKFAIL**Table 1287 DM_LH_LOCKFAIL details**

Name	Value/Description
Event Identifier	DM_LH_LOCKFAIL
Event Type	10
Specific Problem	4710044
Message Text	
Additional Information	Failed to lock Source <source name>
Corrective Action	Check \$FOC_LKDIR directory for lockfiles
Remark	

DM_LH_LOGINIT

Table 1288 DM_LH_LOGINIT details

Name	Value/Description
Event Identifier	DM_LH_LOGINIT
Event Type	10
Specific Problem	4710058
Message Text	
Additional Information	Could not initialize error logging.
Corrective Action	Contact Product Support
Remark	

DM_LH_LOGONERR**Table 1289** DM_LH_LOGONERR details

Name	Value/Description
Event Identifier	DM_LH_LOGONERR
Event Type	10
Specific Problem	4710147
Message Text	
Additional Information	Client <name> logid failed, receive connect failed.
Corrective Action	Request the Source to try to initiate the connection again.
Remark	

DM_LH_LOGONERRA**Table 1290** DM_LH_LOGONERRA details

Name	Value/Description
Event Identifier	DM_LH_LOGONERRA
Event Type	10
Specific Problem	4710138
Message Text	
Additional Information	Client <name> logid failed, receive connect failed.
Corrective Action	Request the Source to try to initiate the connection again.

Table 1290 DM_LH_LOGONERRA details

Name	Value/Description
Remark	

DM_LH_LOGONERRB**Table 1291 DM_LH_LOGONERRB details**

Name	Value/Description
Event Identifier	DM_LH_LOGONERRB
Event Type	10
Specific Problem	4710139
Message Text	
Additional Information	Client <name> logid failed, invalid connect message.
Corrective Action	Request the Source to try to initiate the connection again.
Remark	

DM_LH_LOGONERRC**Table 1292 DM_LH_LOGONERRC details**

Name	Value/Description
Event Identifier	DM_LH_LOGONERRC
Event Type	10
Specific Problem	4710140
Message Text	
Additional Information	Client <name> logid failed, timed out.
Corrective Action	Request the Source to try to initiate the connection again.
Remark	

DM_LH_LOGONERRD**Table 1293 DM_LH_LOGONERRD details**

Name	Value/Description
Event Identifier	DM_LH_LOGONERRD
Event Type	10

Table 1293 DM_LH_LOGONERRD details

Name	Value/Description
Specific Problem	4710141
Message Text	
Additional Information	Client <name> logid failed, Invalid sensor ID/sensor type.
Corrective Action	Reconcile values of host-machine, login ID, & password set via GUI Source Definitions screen with those used to send files to system
Remark	

DM_LH_MEMALLOC**Table 1294 DM_LH_MEMALLOC details**

Name	Value/Description
Event Identifier	DM_LH_MEMALLOC
Event Type	10
Specific Problem	4710062
Message Text	
Additional Information	Insufficient memory available to allocate <obj name> object for Source <source name>
Corrective Action	Attempt to restart the link handler for the Source.
Remark	

DM_LH_MISSARGS**Table 1295 DM_LH_MISSARGS details**

Name	Value/Description
Event Identifier	DM_LH_MISSARGS
Event Type	10
Specific Problem	4710183
Message Text	
Additional Information	Not all of the following parameters are set: Source name <source name> remote filename %s parameter file name %s polling type %s
Corrective Action	Check that all those parameters were entered. If yes, contact customer support for help.
Remark	

DM_LH_MSGGET**Table 1296** DM_LH_MSGGET details

Name	Value/Description
Event Identifier	DM_LH_MSGGET
Event Type	10
Specific Problem	4710116
Message Text	
Additional Information	Unable to get the message queue for user communications for Source: <source name>
Corrective Action	Try to start the session again.
Remark	

DM_LH_MSGINV**Table 1297** DM_LH_MSGINV details

Name	Value/Description
Event Identifier	DM_LH_MSGINV
Event Type	10
Specific Problem	4710120
Message Text	
Additional Information	An invalid message type was received.
Corrective Action	Try to start the session again.
Remark	

DM_LH_NOCFG**Table 1298** DM_LH_NOCFG details

Name	Value/Description
Event Identifier	DM_LH_NOCFG
Event Type	10
Specific Problem	4710167
Message Text	

Table 1298 DM_LH_NOCFG details

Name	Value/Description
Additional Information	Data Collection initialization error.
Corrective Action	Contact Product Support, missing FTAM polling configuration file. Could not open the FTAM configuration file for reading, it is missing or permissions do not allow the file to be read.
Remark	

DM_LH_NOCKAMACMP**Table 1299 DM_LH_NOCKAMACMP details**

Name	Value/Description
Event Identifier	DM_LH_NOCKAMACMP
Event Type	10
Specific Problem	4710143
Message Text	
Additional Information	Source <source name> Unable to check AMA src & dest cmps
Corrective Action	The system was unable to check that the source & destination components of the polled file were correct. The file was accepted for polling as there is no overt reason to suppose that these were invalid, but it is possible for inappropriate files to be ac
Remark	

DM_LH_NOCOLLDB**Table 1300 DM_LH_NOCOLLDB details**

Name	Value/Description
Event Identifier	DM_LH_NOCOLLDB
Event Type	2
Specific Problem	4710046
Message Text	
Additional Information	Could not get Collector database for Source<source name>
Corrective Action	Contact System Administrator to check collector database contents.A valid "Coll" type object could not be created, the "isvalid()" failed.
Remark	

DM_LH_NOCOMAVA**Table 1301** DM_LH_NOCOMAVA details

Name	Value/Description
Event Identifier	DM_LH_NOCOMAVA
Event Type	10
Specific Problem	4710182
Message Text	
Additional Information	No <description> is available for <file name> polling of Source <source name>
Corrective Action	Check parameter file for an appropriate command. It should be set
Remark	

DM_LH_NOCOMMIT**Table 1302** DM_LH_NOCOMMIT details

Name	Value/Description
Event Identifier	DM_LH_NOCOMMIT
Event Type	10
Specific Problem	4710054
Message Text	
Additional Information	Commit of file <file name> for Source <source name> FAILED
Corrective Action	Repoll the file as secondary data. Could not mark a file as received, the commit_received() failed. The Debug section of this message may give additional information on the failure.
Remark	

DM_LH_NODCFVAR**Table 1303** DM_LH_NODCFVAR details

Name	Value/Description
Event Identifier	DM_LH_NODCFVAR
Event Type	10
Specific Problem	4710083
Message Text	

Table 1303 DM_LH_NODCFVAR details

Name	Value/Description
Additional Information	Device configuration file variable for Source <source name> not set, variable <variable name>.
Corrective Action	Contact System Administrator. The variable listed is required in the Device configuration file, add it then retry the polling session.
Remark	

DM_LH_NODEVNM**Table 1304 DM_LH_NODEVNM details**

Name	Value/Description
Event Identifier	DM_LH_NODEVNM
Event Type	10
Specific Problem	4710085
Message Text	
Additional Information	polling request for Source <source name> requires the device configuration file name
Corrective Action	Contact Product Support. The Device configuration file name must be specified, on the next retry specify the name.
Remark	

DM_LH_NOFILENM**Table 1305 DM_LH_NOFILENM details**

Name	Value/Description
Event Identifier	DM_LH_NOFILENM
Event Type	10
Specific Problem	4710159
Message Text	
Additional Information	polling process for Source <source name> invoked without a file name
Corrective Action	Contact Product Support. Need the name of the file to poll from the remote system. On the next retry specify the file name.
Remark	

DM_LH_NOFNAME

Table 1306 DM_LH_NOFNAME details

Name	Value/Description
Event Identifier	DM_LH_NOFNAME
Event Type	10
Specific Problem	4710104
Message Text	
Additional Information	secondary polling for Source <source name> requires filename to be given
Corrective Action	Contact Product Support. Need the name of the file to poll from the remote system. On the next retry specify the file name.
Remark	

DM_LH_NOLCK**Table 1307** DM_LH_NOLCK details

Name	Value/Description
Event Identifier	DM_LH_NOLCK
Event Type	10
Specific Problem	4710115
Message Text	
Additional Information	Failed to lock Source, primary polling may already be in progress for Source: <source name>.
Corrective Action	Check if primary session already active; if not Contact System Administrator.
Remark	

DM_LH_NONEDB**Table 1308** DM_LH_NONEDB details

Name	Value/Description
Event Identifier	DM_LH_NONEDB
Event Type	10
Specific Problem	4710060
Message Text	
Additional Information	Could not get Source <source name> from the database

Table 1308 DM_LH_NONEDB details

Name	Value/Description
Corrective Action	Make sure Source is defined in the Source database. The Source may either not be defined or the database may be corrupted
Remark	

DM_LH_NONENAME**Table 1309** DM_LH_NONENAME details

Name	Value/Description
Event Identifier	DM_LH_NONENAME
Event Type	10
Specific Problem	4710064
Message Text	
Additional Information	polling process requires Source name to be given
Corrective Action	Contact Product Support. The Source may have either not been specified or the database may be corrupted for that Source. On the next retry specify the Source name.
Remark	

DM_LH_NOPOLLTP**Table 1310** DM_LH_NOPOLLTP details

Name	Value/Description
Event Identifier	DM_LH_NOPOLLTP
Event Type	10
Specific Problem	4710086
Message Text	
Additional Information	polling request for Source <source name> requires specification of the polling type
Corrective Action	Contact Product Support. When the polling session is retried,specify the polling type (pri, sec, test).
Remark	

DM_LH_NOPORT

Table 1311 DM_LH_NOPORT details

Name	Value/Description
Event Identifier	DM_LH_NOPORT
Event Type	10
Specific Problem	4710136
Message Text	
Additional Information	No ports defined for link handler
Corrective Action	Enter port(s) to be used by Source for polling
Remark	

DM_LH_NOSCRIPT**Table 1312 DM_LH_NOSCRIPT details**

Name	Value/Description
Event Identifier	DM_LH_NOSCRIPT
Event Type	10
Specific Problem	4710200
Message Text	
Additional Information	No script for Source '<source name>'
Corrective Action	Verify that a readable, valid system script is in \$FOC_DATA/riddi
Remark	

DM_LH_NOSTSEQ**Table 1313 DM_LH_NOSTSEQ details**

Name	Value/Description
Event Identifier	DM_LH_NOSTSEQ
Event Type	10
Specific Problem	4710087
Message Text	
Additional Information	secondary polling request for Source <source name> requires the starting block sequence number
Corrective Action	Contact Product Support. When the secondary polling session is retried, specify the starting block sequence number.

Table 1313 DM_LH_NOSTSEQ details

Name	Value/Description
Remark	

DM_LH_NOTNENAME**Table 1314** DM_LH_NOTNENAME details

Name	Value/Description
Event Identifier	DM_LH_NOTNENAME
Event Type	10
Specific Problem	4710230
Message Text	
Additional Information	Tape Session requires Source name to be given
Corrective Action	Contact Product Support. The Source may have either not been specified or the database may be corrupted for that Source. On the next retry specify the Source name.
Remark	

DM_LH_NOUID**Table 1315** DM_LH_NOUID details

Name	Value/Description
Event Identifier	DM_LH_NOUID
Event Type	10
Specific Problem	4710151
Message Text	
Additional Information	Unable to obtain Source <source name> user id from data base
Corrective Action	Make sure a user id has been defined for the Source. When the BDII_Ne object was instantiated, the user id was not obtained from the database.
Remark	

DM_LH_NULLDIR

Table 1316 DM_LH_NULLDIR details

Name	Value/Description
Event Identifier	DM_LH_NULLDIR
Event Type	10
Specific Problem	4710149
Message Text	
Additional Information	Unable to obtain Source %s received user id directory path name
Corrective Action	Make sure a user id has been defined for the Source. When the BDII_Ne object was instantiated, the home directory of the user id was not obtained from the database.
Remark	

DM_LH_NWTIMEOUT**Table 1317 DM_LH_NWTIMEOUT details**

Name	Value/Description
Event Identifier	DM_LH_NWTIMEOUT
Event Type	2
Specific Problem	4710049
Message Text	
Additional Information	connection for Source<source name>timed out after <number >seconds: session aborted
Corrective Action	There is a TCP/IP network connection problem between the Source & the system,resulting in extreme slowness or unreachability.
Remark	

DM_LH_OPENDCF**Table 1318 DM_LH_OPENDCF details**

Name	Value/Description
Event Identifier	DM_LH_OPENDCF
Event Type	10
Specific Problem	4710080
Message Text	
Additional Information	Open of device configuration file for Source <source name> failed

Table 1318 DM_LH_OPENDCF details

Name	Value/Description
Corrective Action	Contact System Administrator to check the device configuration file. The open of the Device configuration file failed, check that the file exists and has permissions allowing it to be read.
Remark	

DM_LH_OPENUDPFAIL**Table 1319** DM_LH_OPENUDPFAIL details

Name	Value/Description
Event Identifier	DM_LH_OPENUDPFAIL
Event Type	10
Specific Problem	4710191
Message Text	
Additional Information	Unable to open UDP port <number> for Source <source name>
Corrective Action	Check that a valid port is specified.
Remark	

DM_LH_PBLKSEQNO**Table 1320** DM_LH_PBLKSEQNO details

Name	Value/Description
Event Identifier	DM_LH_PBLKSEQNO
Event Type	10
Specific Problem	4710126
Message Text	
Additional Information	Received a block sequence number mismatch for primary data from Source:<source name>. Expected sequence number: <number>, received sequence number:<number>.
Corrective Action	Try to start the session again.
Remark	

DM_LH_PCOMITFAIL

Table 1321 DM_LH_PCOMITFAIL details

Name	Value/Description
Event Identifier	DM_LH_PCOMITFAIL
Event Type	10
Specific Problem	4710235
Message Text	
Additional Information	Attempt to commit billing file <file name> for Source <source name> to primary directory FAILED
Corrective Action	Retry it. The function commit_received() failed to copy the file into the primary directory.
Remark	

DM_LH_RADIUS_BAD_ATT**Table 1322** DM_LH_RADIUS_BAD_ATT details

Name	Value/Description
Event Identifier	DM_LH_RADIUS_BAD_ATT
Event Type	10
Specific Problem	4710237
Message Text	
Additional Information	Vendor <number> has type <number> with unknown attribute.
Corrective Action	Contact Product Support
Remark	

DM_LH_RADWRITE_ERR**Table 1323** DM_LH_RADWRITE_ERR details

Name	Value/Description
Event Identifier	DM_LH_RADWRITE_ERR
Event Type	10
Specific Problem	4710238
Message Text	
Additional Information	Unable to write data into <name> for source <source name>.
Corrective Action	Contact system administrator.

Table 1323 DM_LH_RADWRITE_ERR details

Name	Value/Description
Remark	

DM_LH_RBADARGS**Table 1324 DM_LH_RBADARGS details**

Name	Value/Description
Event Identifier	DM_LH_RBADARGS
Event Type	10
Specific Problem	4710195
Message Text	
Additional Information	polling process invoked with invalid options for Source<source name>,<description>
Corrective Action	Contact Product Support
Remark	

DM_LH_RCVFAIL**Table 1325 DM_LH_RCVFAIL details**

Name	Value/Description
Event Identifier	DM_LH_RCVFAIL
Event Type	10
Specific Problem	4710119
Message Text	
Additional Information	Error occurred when attempting to receive a message.
Corrective Action	Try to start the session again.
Remark	

DM_LH_RDOPENFL**Table 1326 DM_LH_RDOPENFL details**

Name	Value/Description
Event Identifier	DM_LH_RDOPENFL
Event Type	10

Table 1326 DM_LH_RDOPENFL details

Name	Value/Description
Specific Problem	4710100
Message Text	
Additional Information	Could not open file <file name> on disk for Source <source name>
Corrective Action	Retry polling session
Remark	

DM_LH_RDWTOBIG**Table 1327** DM_LH_RDWTOBIG details

Name	Value/Description
Event Identifier	DM_LH_RDWTOBIG
Event Type	10
Specific Problem	4710091
Message Text	
Additional Information	AMA record <number> in block <number> contains a bad Record Descriptor Word (<number>) that points past the end of the block for Source <source name>
Corrective Action	Contact Source administrator.
Remark	

DM_LH_RDWTOSMAL**Table 1328** DM_LH_RDWTOSMAL details

Name	Value/Description
Event Identifier	DM_LH_RDWTOSMAL
Event Type	10
Specific Problem	4710092
Message Text	
Additional Information	AMA record <number> in block <number> contains a bad Record Descriptor Word (number) that is too small for an AMA record, for Source <source name>
Corrective Action	Contact Source administrator.
Remark	

DM_LH_READERR**Table 1329** DM_LH_READERR details

Name	Value/Description
Event Identifier	DM_LH_READERR
Event Type	10
Specific Problem	4710164
Message Text	
Additional Information	Source <source name>: Data Collection initialization error
Corrective Action	Contact System Administrator, Invalid PDU read, size larger than maximum.
Remark	

DM_LH_READSECBAD**Table 1330** DM_LH_READSECBAD details

Name	Value/Description
Event Identifier	DM_LH_READSECBAD
Event Type	10
Specific Problem	4710165
Message Text	
Additional Information	Source <source name>: Secondary file not opened for reading
Corrective Action	An FTAM read was requested for a secondary data file, but the file had not yet been opened for reading.
Remark	

DM_LH_REMOVEFAIL**Table 1331** DM_LH_REMOVEFAIL details

Name	Value/Description
Event Identifier	DM_LH_REMOVEFAIL
Event Type	10
Specific Problem	4710123
Message Text	

Table 1331 DM_LH_REMOVEFAIL details

Name	Value/Description
Additional Information	Attempt to remove temporary file failed for Source <source name>
Corrective Action	An attempt to remove a temporary file failed for the Source.
Remark	

DM_LH_RENAMEFAIL**Table 1332 DM_LH_RENAMEFAIL details**

Name	Value/Description
Event Identifier	DM_LH_RENAMEFAIL
Event Type	10
Specific Problem	4710048
Message Text	
Additional Information	Attempt to rename temporary file failed for Source <source name>
Corrective Action	Retry polling session.A file with the same name as the new file may already exist, or the original file may be so large that it is filling up one of the file systems, or one of the file systems may be so low on free space that it cannot support the file.
Remark	

DM_LH_RETR**Table 1333 DM_LH_RETR details**

Name	Value/Description
Event Identifier	DM_LH_RETR
Event Type	10
Specific Problem	4710217
Message Text	
Additional Information	Attempt to get file <file name> from host <host name> failed, Source <source name>.
Corrective Action	Contact Product Support
Remark	

DM_LH_RIALLOGINFAIL

Table 1334 DM_LH_RIALLOGINFAIL details

Name	Value/Description
Event Identifier	DM_LH_RIALLOGINFAIL
Event Type	10
Specific Problem	4710202
Message Text	
Additional Information	Couldn't login to Source <source name> via any host
Corrective Action	Ensure that at least one host assigned to the Source on the GUI Source Definitions screen is live & has the login & password specified.
Remark	

DM_LH_RICLUSTERFAIL**Table 1335** DM_LH_RICLUSTERFAIL details

Name	Value/Description
Event Identifier	DM_LH_RICLUSTERFAIL
Event Type	10
Specific Problem	4710213
Message Text	
Additional Information	Couldn't connect to Source <source name>cluster
Corrective Action	Verify that hosts/port will accept connections defined for the Source.
Remark	

DM_LH_RICONNFAIL**Table 1336** DM_LH_RICONNFAIL details

Name	Value/Description
Event Identifier	DM_LH_RICONNFAIL
Event Type	2
Specific Problem	4710045
Message Text	
Additional Information	Couldn't connect to Source<source name> host<host name> via port<port number>
Corrective Action	Verify that port will accept connections

Table 1336 DM_LH_RICONNFAIL details

Name	Value/Description
Remark	

DM_LH_RICRASH**Table 1337 DM_LH_RICRASH details**

Name	Value/Description
Event Identifier	DM_LH_RICRASH
Event Type	10
Specific Problem	4710079
Message Text	
Additional Information	Poll of Source <source name> aborted unexpectedly
Corrective Action	Examine trace output on Source & system. Determine if secondary poll needed.
Remark	

DM_LH_RICWDFAIL**Table 1338 DM_LH_RICWDFAIL details**

Name	Value/Description
Event Identifier	DM_LH_RICWDFAIL
Event Type	10
Specific Problem	4710204
Message Text	
Additional Information	Couldn't CWD to <path name> on Source <source name> host <host name>
Corrective Action	Verify CWD lines in system script in \$FOC_DATA/riddi
Remark	

DM_LH_RINLSTFAIL**Table 1339 DM_LH_RINLSTFAIL details**

Name	Value/Description
Event Identifier	DM_LH_RINLSTFAIL
Event Type	10

Table 1339 DM_LH_RINLSTFAIL details

Name	Value/Description
Specific Problem	4710206
Message Text	
Additional Information	NLST cmd to Source <source name> host <host name> fails
Corrective Action	Check that host supports FTP NLST cmd
Remark	

DM_LH_RINOBFILE**Table 1340** DM_LH_RINOBFILE details

Name	Value/Description
Event Identifier	DM_LH_RINOBFILE
Event Type	10
Specific Problem	4710209
Message Text	
Additional Information	Couldn't open tmp file for polling Source <source name>
Corrective Action	Contact Product Support. BFile creation failed.
Remark	

DM_LH_RINODELETE**Table 1341** DM_LH_RINODELETE details

Name	Value/Description
Event Identifier	DM_LH_RINODELETE
Event Type	10
Specific Problem	4710212
Message Text	
Additional Information	Unable to delete polled file <file name> on Source <source name>
Corrective Action	Check that system & Source are following interface agreement & that script supposed to specify rename=yes. This is a fatal error as it would cause the same file to be repolled indefinitely.
Remark	

DM_LH_RINOGETFILE**Table 1342** DM_LH_RINOGETFILE details

Name	Value/Description
Event Identifier	DM_LH_RINOGETFILE
Event Type	10
Specific Problem	4710208
Message Text	
Additional Information	Couldn't get expected file from Source <source name> host <host name>, filename='<file name>'
Corrective Action	Source told system that file was available. Check for protocol errors
Remark	

DM_LH_RINOLFUPD**Table 1343** DM_LH_RINOLFUPD details

Name	Value/Description
Event Identifier	DM_LH_RINOLFUPD
Event Type	10
Specific Problem	4710196
Message Text	
Additional Information	Couldn't update <file name> with last file polled name.
Corrective Action	lastFilePolled was specified in the script, but the system was unable to update the above file. This is a fatal error as it causes the same files to be repolled indefinitely. Check the permissions on the file & its path.
Remark	

DM_LH_RINORN**Table 1344** DM_LH_RINORN details

Name	Value/Description
Event Identifier	DM_LH_RINORN
Event Type	10
Specific Problem	4710211
Message Text	

Table 1344 DM_LH_RINORN details

Name	Value/Description
Additional Information	Unable to rename polled file on Source <source name>
Corrective Action	Check that system & Source are following interface agreement & that script supposed to specify rename=yes.
Remark	

DM_LH_RINOXFR**Table 1345** DM_LH_RINOXFR details

Name	Value/Description
Event Identifier	DM_LH_RINOXFR
Event Type	10
Specific Problem	4710210
Message Text	
Additional Information	Unable to copy file <file name> from Source <source name> host <host name>
Corrective Action	Debug FTP connection. Couldn't read file via data channel.
Remark	

DM_LH_RIPROTOCOL**Table 1346** DM_LH_RIPROTOCOL details

Name	Value/Description
Event Identifier	DM_LH_RIPROTOCOL
Event Type	10
Specific Problem	4710203
Message Text	
Additional Information	Message protocol error - Source rejected <source name> command
Corrective Action	Check the script file to see if cmd should be used
Remark	

DM_LH_RTRATTEXHST

Table 1347 DM_LH_RTRATTEXHST details

Name	Value/Description
Event Identifier	DM_LH_RTRATTEXHST
Event Type	10
Specific Problem	4710181
Message Text	
Additional Information	Attempted command <command>, but failed <number> times. Aborting
Corrective Action	If this is an FTAM command check that underlying software is working. Also check delays between retries (may be too small). In any case try to execute command by hand
Remark	

DM_LH_SBLKSEQNO**Table 1348** DM_LH_SBLKSEQNO details

Name	Value/Description
Event Identifier	DM_LH_SBLKSEQNO
Event Type	10
Specific Problem	4710132
Message Text	
Additional Information	Received a block sequence number mismatch in first block for secondary data. Received sequence number: <number>, expected sequence number: <number>.
Corrective Action	Try to start the session again.
Remark	

DM_LH_SCRIPTERR**Table 1349** DM_LH_SCRIPTERR details

Name	Value/Description
Event Identifier	DM_LH_SCRIPTERR
Event Type	10
Specific Problem	4710201
Message Text	
Additional Information	Source <source name> - <detailed info>

Table 1349 DM_LH_SCRIPTERR details

Name	Value/Description
Corrective Action	The specifications in the script are inconsistent. If this is a minor alarm, the poll will continue. If it is a major alarm, polling will abort until the problem is fixed. Check the script settings of the keywords quoted in the alarm text.
Remark	

DM_LH_SECNBLK**Table 1350** DM_LH_SECNBLK details

Name	Value/Description
Event Identifier	DM_LH_SECNBLK
Event Type	10
Specific Problem	4710131
Message Text	
Additional Information	Received invalid number of blocks in secondary response.
Corrective Action	Try to start the session again.
Remark	

DM_LH_SECREQ**Table 1351** DM_LH_SECREQ details

Name	Value/Description
Event Identifier	DM_LH_SECREQ
Event Type	10
Specific Problem	4710127
Message Text	
Additional Information	Failed to setup secondary poll request
Corrective Action	Try to start the session again.
Remark	

DM_LH_SECRESP

Table 1352 DM_LH_SECRESP details

Name	Value/Description
Event Identifier	DM_LH_SECRESP
Event Type	10
Specific Problem	4710128
Message Text	
Additional Information	Failed to receive secondary response from Source: <source name>
Corrective Action	Try to start the session again.
Remark	

DM_LH_SECSBSN**Table 1353 DM_LH_SECSBSN details**

Name	Value/Description
Event Identifier	DM_LH_SECSBSN
Event Type	10
Specific Problem	4710130
Message Text	
Additional Information	Received invalid secondary starting block sequence number.
Corrective Action	Try to start the session again.
Remark	

DM_LH_SELECTFAIL**Table 1354 DM_LH_SELECTFAIL details**

Name	Value/Description
Event Identifier	DM_LH_SELECTFAIL
Event Type	10
Specific Problem	4710121
Message Text	
Additional Information	The function ams_select failed while receiving a message.
Corrective Action	Try to start the session again.

Table 1354 DM_LH_SELECTFAIL details

Name	Value/Description
Remark	

DM_LH_SEQNUM**Table 1355** DM_LH_SEQNUM details

Name	Value/Description
Event Identifier	DM_LH_SEQNUM
Event Type	10
Specific Problem	4710146
Message Text	
Additional Information	Source <source name> sent sequence no. <number>; collector expected <number>
Corrective Action	Check that sequence no. sent was valid
Remark	

DM_LH_SESSTIMEOUT**Table 1356** DM_LH_SESSTIMEOUT details

Name	Value/Description
Event Identifier	DM_LH_SESSTIMEOUT
Event Type	10
Specific Problem	4710122
Message Text	
Additional Information	The session timed out waiting for data from Source:<source name>.
Corrective Action	Try to start the session again.
Remark	

DM_LH_SIGOTHER**Table 1357** DM_LH_SIGOTHER details

Name	Value/Description
Event Identifier	DM_LH_SIGOTHER
Event Type	10

Table 1357 DM_LH_SIGOTHER details

Name	Value/Description
Specific Problem	4710057
Message Text	
Additional Information	Polling session abnormally terminated for Source <source name>
Corrective Action	Contact Product Support if necessary, received an unexpected signal.
Remark	

DM_LH_SNMPABORTED**Table 1358** DM_LH_SNMPABORTED details

Name	Value/Description
Event Identifier	DM_LH_SNMPABORTED
Event Type	10
Specific Problem	4710229
Message Text	
Additional Information	SNMP polling session aborted for Source <source name>
Corrective Action	Contact Product Support
Remark	

DM_LH_SNMPCOMMITF**Table 1359** DM_LH_SNMPCOMMITF details

Name	Value/Description
Event Identifier	DM_LH_SNMPCOMMITF
Event Type	10
Specific Problem	4710227
Message Text	
Additional Information	Attempt to commit working file <file name> as <file type> file for SNMP Source <source name> failed
Corrective Action	Attempt to restart the SNMP link handler for this source
Remark	

DM_LH_SNMPINVALIDFF**Table 1360** DM_LH_SNMPINVALIDFF details

Name	Value/Description
Event Identifier	DM_LH_SNMPINVALIDFF
Event Type	10
Specific Problem	4710223
Message Text	
Additional Information	Invalid File Format for Source <source name>
Corrective Action	Check the File Format is valid in Source definitions.
Remark	

DM_LH_SNMPINVALIDNE**Table 1361** DM_LH_SNMPINVALIDNE details

Name	Value/Description
Event Identifier	DM_LH_SNMPINVALIDNE
Event Type	10
Specific Problem	4710222
Message Text	
Additional Information	Source <source name> is not SNMP typed source or non-existing
Corrective Action	Check Source definitions.
Remark	

DM_LH_SNMPINVGRID**Table 1362** DM_LH_SNMPINVGRID details

Name	Value/Description
Event Identifier	DM_LH_SNMPINVGRID
Event Type	10
Specific Problem	4710221
Message Text	

Table 1362 DM_LH_SNMPINVGRID details

Name	Value/Description
Additional Information	All the record names for Source <source name> are not defined in Polling Tables field, polling list is empty.
Corrective Action	Contact Product Support
Remark	

DM_LH_SNMPINVPARMS**Table 1363 DM_LH_SNMPINVPARMS details**

Name	Value/Description
Event Identifier	DM_LH_SNMPINVPARMS
Event Type	10
Specific Problem	4710225
Message Text	
Additional Information	Source <source name>, invalid value fields: <field name>
Corrective Action	Check the fields are assigned with valid values in Source definitions.
Remark	

DM_LH_SNMPOPENFF**Table 1364 DM_LH_SNMPOPENFF details**

Name	Value/Description
Event Identifier	DM_LH_SNMPOPENFF
Event Type	10
Specific Problem	4710226
Message Text	
Additional Information	Create file <file name> failed for Source <source name>
Corrective Action	Contact Product Support. A create the local file failed.
Remark	

DM_LH_SNMPREQPARMS

Table 1365 DM_LH_SNMPREQPARMS details

Name	Value/Description
Event Identifier	DM_LH_SNMPREQPARMS
Event Type	10
Specific Problem	4710224
Message Text	
Additional Information	Source <source name>, required fields empty: <description>
Corrective Action	Check the required fields are assigned in Source definitions.
Remark	

DM_LH_SNMPWALKF**Table 1366** DM_LH_SNMPWALKF details

Name	Value/Description
Event Identifier	DM_LH_SNMPWALKF
Event Type	10
Specific Problem	4710228
Message Text	
Additional Information	snmpwalk failed for Source <source name>, the session aborted
Corrective Action	Check the parameter values in the source definitions and snmpwalk command.
Remark	

DM_LH_STACKINIT**Table 1367** DM_LH_STACKINIT details

Name	Value/Description
Event Identifier	DM_LH_STACKINIT
Event Type	10
Specific Problem	4710173
Message Text	
Additional Information	Source <source name> could not initialize FTAM stack.
Corrective Action	Contact System Administrator.

Table 1367 DM_LH_STACKINIT details

Name	Value/Description
Remark	

DM_LH_STOR**Table 1368** DM_LH_STOR details

Name	Value/Description
Event Identifier	DM_LH_STOR
Event Type	10
Specific Problem	4710220
Message Text	
Additional Information	Attempt to send file <file name> to host <host name> failed, Source <source name>
Corrective Action	Contact Product Support
Remark	

DM_LH_SUSPENDED**Table 1369** DM_LH_SUSPENDED details

Name	Value/Description
Event Identifier	DM_LH_SUSPENDED
Event Type	10
Specific Problem	4710076
Message Text	
Additional Information	Source <source name> : Cannot poll as polling suspended
Corrective Action	Allow polling via Data Collection Operations screen
Remark	

DM_LH_SWTBL**Table 1370** DM_LH_SWTBL details

Name	Value/Description
Event Identifier	DM_LH_SWTBL
Event Type	10

Table 1370 DM_LH_SWTBL details

Name	Value/Description
Specific Problem	4710113
Message Text	
Additional Information	Software trouble for Source:<source name>, reason:<description>, errno: <error number>
Corrective Action	Try to start the session again.
Remark	

DM_LH_TBADARGS**Table 1371** DM_LH_TBADARGS details

Name	Value/Description
Event Identifier	DM_LH_TBADARGS
Event Type	10
Specific Problem	4710231
Message Text	
Additional Information	Tape process invoked with invalid options for Source <source name>
Corrective Action	Contact Product Support
Remark	

DM_LH_TCOMITFAIL**Table 1372** DM_LH_TCOMITFAIL details

Name	Value/Description
Event Identifier	DM_LH_TCOMITFAIL
Event Type	10
Specific Problem	4710234
Message Text	
Additional Information	Attempt to commit billing file <file name> for Source <source name> to tertiary directory FAILED
Corrective Action	Retry it. The function commit_tertiary() failed to copy the file into the primary directory.
Remark	

DM_LH_TCPLINKDROP**Table 1373** DM_LH_TCPLINKDROP details

Name	Value/Description
Event Identifier	DM_LH_TCPLINKDROP
Event Type	2
Specific Problem	4710050
Message Text	
Additional Information	TCP/IP connection for Source<source name> on port <port number> dropped; session aborted.
Corrective Action	Check the TCP/IP connection by manually FTPing between the Source & the system.
Remark	

DM_LH_TERMABN**Table 1374** DM_LH_TERMABN details

Name	Value/Description
Event Identifier	DM_LH_TERMABN
Event Type	10
Specific Problem	4710162
Message Text	
Additional Information	Command <command> terminated abnormally for Source <source name>
Corrective Action	Contact System Administrator.
Remark	

DM_LH_TERTIARYFAIL**Table 1375** DM_LH_TERTIARYFAIL details

Name	Value/Description
Event Identifier	DM_LH_TERTIARYFAIL
Event Type	10
Specific Problem	4710099
Message Text	

Table 1375 DM_LH_TERTIARYFAIL details

Name	Value/Description
Additional Information	Attempt to commit tertiary billing file <file name> for Source <source name> FAILED
Corrective Action	Try to repoll the blocks associated with the file. The function "commit_tertiary()" failed, analysis of trace output may give a reason for the failure
Remark	

DM_LH_TMPOPENFAIL**Table 1376 DM_LH_TMPOPENFAIL details**

Name	Value/Description
Event Identifier	DM_LH_TMPOPENFAIL
Event Type	10
Specific Problem	4710145
Message Text	
Additional Information	Attempt to open temporary file failed for Source <source name>
Corrective Action	Retry polling session
Remark	

DM_LH_TNOFILENM**Table 1377 DM_LH_TNOFILENM details**

Name	Value/Description
Event Identifier	DM_LH_TNOFILENM
Event Type	10
Specific Problem	4710233
Message Text	
Additional Information	Tape session for Source <source name> invoked without a file name
Corrective Action	Contact Product Support. Need the name of the file to commit from the tape. On the next retry specify the file name.
Remark	

DM_LH_TNOPENFL

Table 1378 DM_LH_TNOPENFL details

Name	Value/Description
Event Identifier	DM_LH_TNOPENFL
Event Type	10
Specific Problem	4710232
Message Text	
Additional Information	Tape session can not open file_list <file name> to get a file name
Corrective Action	Retry the Tape session, if problem persists Contact Product Support.
Remark	

DM_LH_TOOLARGE**Table 1379** DM_LH_TOOLARGE details

Name	Value/Description
Event Identifier	DM_LH_TOOLARGE
Event Type	10
Specific Problem	4710095
Message Text	
Additional Information	Block <number> for Source <source name> appears to be corrupted;the block header block size field indicates the block contains <number> bytes where the max is <number>
Corrective Action	Contact System Administrator to notify the Source System Administrator of the problem
Remark	

DM_LH_TOOMREC**Table 1380** DM_LH_TOOMREC details

Name	Value/Description
Event Identifier	DM_LH_TOOMREC
Event Type	10
Specific Problem	4710094
Message Text	
Additional Information	Block <number> for Source <source name> appears to be corrupted;the block header number of records field indicates the block contains <number> records where the max is <number>

Table 1380 DM_LH_TOOMREC details

Name	Value/Description
Corrective Action	Contact System Administrator to notify the Source System Administrator of the problem
Remark	

DM_LH_TTSREAD**Table 1381** DM_LH_TTSREAD details

Name	Value/Description
Event Identifier	DM_LH_TTSREAD
Event Type	10
Specific Problem	4710218
Message Text	
Additional Information	Read TTSCOF file <file name> for Source <source name> failed.
Corrective Action	Contact Product Support
Remark	

DM_LH_TTTNAME**Table 1382** DM_LH_TTTNAME details

Name	Value/Description
Event Identifier	DM_LH_TTTNAME
Event Type	10
Specific Problem	4710214
Message Text	
Additional Information	Could not get name of local TTTCOF file for Source <source name>.
Corrective Action	Contact Product Support
Remark	

DM_LH_TTTOPEN

Table 1383 DM_LH_TTTOOPEN details

Name	Value/Description
Event Identifier	DM_LH_TTTOOPEN
Event Type	10
Specific Problem	4710215
Message Text	
Additional Information	Open local TTTCOF file <file name> for Source <source name> failed.
Corrective Action	Contact Product Support
Remark	

DM_LH_TTTREAD**Table 1384 DM_LH_TTTREAD details**

Name	Value/Description
Event Identifier	DM_LH_TTTREAD
Event Type	10
Specific Problem	4710216
Message Text	
Additional Information	Read local TTTCOF file <file name> for Source <source name> failed
Corrective Action	Contact Product Support
Remark	

DM_LH_TTTUPDATE**Table 1385 DM_LH_TTTUPDATE details**

Name	Value/Description
Event Identifier	DM_LH_TTTUPDATE
Event Type	10
Specific Problem	4710219
Message Text	
Additional Information	Update TTTCOF file <file name> for Source <source name> failed.
Corrective Action	Contact Product Support

Table 1385 DM_LH_TTTUPDATE details

Name	Value/Description
Remark	

DM_LH_UDPBUFSIZE**Table 1386** DM_LH_UDPBUFSIZE details

Name	Value/Description
Event Identifier	DM_LH_UDPBUFSIZE
Event Type	10
Specific Problem	4710192
Message Text	
Additional Information	Failed to set UDP Buffer to <port number> for Source <source name>
Corrective Action	Contact product support.
Remark	

DM_LH_UNAMEFAIL**Table 1387** DM_LH_UNAMEFAIL details

Name	Value/Description
Event Identifier	DM_LH_UNAMEFAIL
Event Type	10
Specific Problem	4710106
Message Text	
Additional Information	Could not get local machine name
Corrective Action	Contact System Administrator. During an attempt to connect to the local CONNECT:Direct server,the uname function failed when attempting to obtain the local machine name.
Remark	

DM_LH_UNEXPAPI**Table 1388** DM_LH_UNEXPAPI details

Name	Value/Description
Event Identifier	DM_LH_UNEXPAPI

Table 1388 DM_LH_UNEXPAPI details

Name	Value/Description
Event Type	10
Specific Problem	4710102
Message Text	
Additional Information	Processing data in file for Source <source name> failed
Corrective Action	Contact System Administrator
Remark	

DM_LH_UNLINKFILE**Table 1389** DM_LH_UNLINKFILE details

Name	Value/Description
Event Identifier	DM_LH_UNLINKFILE
Event Type	10
Specific Problem	4710176
Message Text	
Additional Information	<command> aborting. Deleted partial file '<file name>'
Corrective Action	Attempt to repoll the file from the switch.
Remark	

DM_LH_UNLNKFLD**Table 1390** DM_LH_UNLNKFLD details

Name	Value/Description
Event Identifier	DM_LH_UNLNKFLD
Event Type	10
Specific Problem	4710185
Message Text	
Additional Information	Could not unlink file <file name> after it has been copied to system for Source <source name>
Corrective Action	Check if the permissions are wrong. contact your product support.
Remark	

DM_LH_VPMCOLLATE**Table 1391** DM_LH_VPMCOLLATE details

Name	Value/Description
Event Identifier	DM_LH_VPMCOLLATE
Event Type	10
Specific Problem	4710071
Message Text	
Additional Information	Error collated file <file name> from Source<source name>. Renamed to <file name>.
Corrective Action	Contact System Administrator
Remark	

DM_LH_VPMCOMMITF**Table 1392** DM_LH_VPMCOMMITF details

Name	Value/Description
Event Identifier	DM_LH_VPMCOMMITF
Event Type	10
Specific Problem	4710074
Message Text	
Additional Information	Attempt to commit working file <file name> as primary data for VPM Source <source name> failed
Corrective Action	Attempt to restart the link handler for the Source
Remark	

DM_LH_VPMCONNFALL**Table 1393** DM_LH_VPMCONNFALL details

Name	Value/Description
Event Identifier	DM_LH_VPMCONNFALL
Event Type	10
Specific Problem	4710068
Message Text	

Table 1393 DM_LH_VPMCONNFALL details

Name	Value/Description
Additional Information	Session connect/accept sequence failed for Source<source name>
Corrective Action	Contact System Administrator if connect attempts continue to fail for this Source.
Remark	

DM_LH_VPMSPACEERR**Table 1394 DM_LH_VPMSPACEERR details**

Name	Value/Description
Event Identifier	DM_LH_VPMSPACEERR
Event Type	10
Specific Problem	4710069
Message Text	
Additional Information	Ran out of disk space when attempting to poll data from Source <source name>
Corrective Action	Check the disk space
Remark	

DM_LH_VPMUNKNOWN**Table 1395 DM_LH_VPMUNKNOWN details**

Name	Value/Description
Event Identifier	DM_LH_VPMUNKNOWN
Event Type	10
Specific Problem	4710070
Message Text	
Additional Information	Received file <file name> with an unknown file type(<number>) from Source <source name>.
Corrective Action	Contact System Administrator
Remark	

DM_LH_WAITERR

Table 1396 DM_LH_WAITERR details

Name	Value/Description
Event Identifier	DM_LH_WAITERR
Event Type	10
Specific Problem	4710161
Message Text	
Additional Information	Wait failed for command <command> for Source <source name>
Corrective Action	Contact System Administrator.
Remark	

DM_LH_WORKCRT**Table 1397** DM_LH_WORKCRT details

Name	Value/Description
Event Identifier	DM_LH_WORKCRT
Event Type	10
Specific Problem	4710093
Message Text	
Additional Information	File poll for Source <source name> failed, unable to create working disk file
Corrective Action	Contact System Administrator
Remark	

DM_LH_WRITEFAIL**Table 1398** DM_LH_WRITEFAIL details

Name	Value/Description
Event Identifier	DM_LH_WRITEFAIL
Event Type	10
Specific Problem	4710096
Message Text	
Additional Information	Write operation to disk failed for Source <source name>
Corrective Action	Retry polling session

Table 1398 DM_LH_WRITEFAIL details

Name	Value/Description
Remark	

DM_LH_WRITFAIL**Table 1399** DM_LH_WRITFAIL details

Name	Value/Description
Event Identifier	DM_LH_WRITFAIL
Event Type	10
Specific Problem	4710101
Message Text	
Additional Information	Attempt to write into billing file <file name> for Source <source name> FAILED
Corrective Action	Try to repoll the blocks associated with the file The function "write()" failed, analysis of trace output may give a reason for the failure.
Remark	

DM_LH_X25HOSTID**Table 1400** DM_LH_X25HOSTID details

Name	Value/Description
Event Identifier	DM_LH_X25HOSTID
Event Type	10
Specific Problem	4710157
Message Text	
Additional Information	Fatal error - Source sent invalid X.25 host ID (<description>)
Corrective Action	Make Host ID on Source Definitions screen same as address sent by Source
Remark	

DM_LH_X25PROTOCOL**Table 1401** DM_LH_X25PROTOCOL details

Name	Value/Description
Event Identifier	DM_LH_X25PROTOCOL

Table 1401 DM_LH_X25PROTOCOL details

Name	Value/Description
Event Type	10
Specific Problem	4710156
Message Text	
Additional Information	Fatal error - Source sent wrong X.25 protocol ID (<description>)
Corrective Action	Configure Source X.25 to send protocol other than rfs, DDN or OSI.
Remark	

DM_LH_XACCEPT**Table 1402** DM_LH_XACCEPT details

Name	Value/Description
Event Identifier	DM_LH_XACCEPT
Event Type	10
Specific Problem	4710158
Message Text	
Additional Information	Source <source name>: X.25 connect error - xaccept() failed with ret <number> errno <number>
Corrective Action	Observe X.25 traffic with protocol analyzer & reconcile X.25 configuration files on Source & collector. The xaccept() function will formulate and transmit a Call Accept packet to a Source.
Remark	

DM_LIB_AGGERROR**Table 1403** DM_LIB_AGGERROR details

Name	Value/Description
Event Identifier	DM_LIB_AGGERROR
Event Type	10
Specific Problem	4710426
Message Text	
Additional Information	Error processing input file '<number>'. Renamed as exception file '<number>'
Corrective Action	Try to repoll the blocks associated with the file. Analysis of trace output may give a reason for the failure.

Table 1403 DM_LIB_AGGERROR details

Name	Value/Description
Remark	

DM_LIB_ANINIT**Table 1404 DM_LIB_ANINIT details**

Name	Value/Description
Event Identifier	DM_LIB_ANINIT
Event Type	10
Specific Problem	4710452
Message Text	
Additional Information	Could not initialize administrative notifications for Source <name>
Corrective Action	Contact Product Support. An attempt to initialize an_init failed. Reference r_errno for the reason.
Remark	

DM_LIB_BADFILE**Table 1405 DM_LIB_BADFILE details**

Name	Value/Description
Event Identifier	DM_LIB_BADFILE
Event Type	10
Specific Problem	4710427
Message Text	
Additional Information	Unable to create billing file for Source <name>
Corrective Action	Check the billing file systems assigned to the Source. Unable to construct a new AMATPS_Ne object. Analysis of trace output may give a reason for the failure.
Remark	

DM_LIB_COMMITFAIL**Table 1406 DM_LIB_COMMITFAIL details**

Name	Value/Description
Event Identifier	DM_LIB_COMMITFAIL

Table 1406 DM_LIB_COMMITFAIL details

Name	Value/Description
Event Type	10
Specific Problem	4710430
Message Text	
Additional Information	Attempt to commit billing file <name> for Source <name> FAILED
Corrective Action	Try to repoll the blocks associated with the file. The function "commit_received()" failed, analysis of trace output may give a reason for the failure.
Remark	

DM_LIB_DUPLICATE**Table 1407** DM_LIB_DUPLICATE details

Name	Value/Description
Event Identifier	DM_LIB_DUPLICATE
Event Type	10
Specific Problem	4710428
Message Text	
Additional Information	Billing file <name> already exists.
Corrective Action	Contact the System Administrator, during Billing file aggregation, the maximum number (%d) of duplicate files with the same name were exceeded for this Source. Repoll the data as secondary.
Remark	

DM_LIB_FACCESS**Table 1408** DM_LIB_FACCESS details

Name	Value/Description
Event Identifier	DM_LIB_FACCESS
Event Type	10
Specific Problem	4710425
Message Text	
Additional Information	Could not open directory/file <name>

Table 1408 DM_LIB_FACCESS details

Name	Value/Description
Corrective Action	Contact Product Support, errno: %d. The function "opendir()" failed, check that the directory exists and that its permissions allow it to be read.
Remark	

DM_LIB_GCANCREG**Table 1409** DM_LIB_GCANCREG details

Name	Value/Description
Event Identifier	DM_LIB_GCANCREG
Event Type	10
Specific Problem	4710431
Message Text	
Additional Information	Could not register for graceful termination notification for Source <name>
Corrective Action	Contact Product Support. The function an_register failed, check r_errno for the reason.
Remark	

DM_LIB_GCANCUNREG**Table 1410** DM_LIB_GCANCUNREG details

Name	Value/Description
Event Identifier	DM_LIB_GCANCUNREG
Event Type	10
Specific Problem	4710433
Message Text	
Additional Information	Could not cancel registration for graceful termination notification for Source <name>
Corrective Action	Contact Product Support. The function an_cancel failed, check r_errno for the reason.
Remark	

DM_LIB_ICANCREG

Table 1411 DM_LIB_ICANCREG details

Name	Value/Description
Event Identifier	DM_LIB_ICANCREG
Event Type	10
Specific Problem	4710432
Message Text	
Additional Information	Could not register immediate termination notification for Source <name>
Corrective Action	Contact Product Support. The function an_register failed,check r_errno for the reason.
Remark	

DM_LIB_INVMACRO**Table 1412 DM_LIB_INVMACRO details**

Name	Value/Description
Event Identifier	DM_LIB_INVMACRO
Event Type	10
Specific Problem	4710424
Message Text	
Additional Information	Encountered invalid macro <string> during substitution in <string>
Corrective Action	Verify the appropriate parameter definition in the parameter file
Remark	

DM_LIB_LOGINIT**Table 1413 DM_LIB_LOGINIT details**

Name	Value/Description
Event Identifier	DM_LIB_LOGINIT
Event Type	10
Specific Problem	4710337
Message Text	
Additional Information	Could not initialize error logging
Corrective Action	Contact Product Support

Table 1413 DM_LIB_LOGINIT details

Name	Value/Description
Remark	

DM_LIB_TERTIARYFAIL**Table 1414 DM_LIB_TERTIARYFAIL details**

Name	Value/Description
Event Identifier	DM_LIB_TERTIARYFAIL
Event Type	10
Specific Problem	4710429
Message Text	
Additional Information	Attempt to commit tertiary billing file <name> for Source <name> FAILED
Corrective Action	Try to repoll the blocks associated with the file. The function "commit_tertiary()" failed, analysis of trace output may give a reason for the failure.
Remark	

DM_long_ago_msg**Table 1415 DM_long_ago_msg details**

Name	Value/Description
Event Identifier	DM_long_ago_msg
Event Type	10
Specific Problem	4710390
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

DM_MARK_TERTIARY**Table 1416 DM_MARK_TERTIARY details**

Name	Value/Description
Event Identifier	DM_MARK_TERTIARY

Table 1416 DM_MARK_TERTIARY details

Name	Value/Description
Event Type	10
Specific Problem	4710327
Message Text	
Additional Information	File <name> has been moved to the tertiary directory.
Corrective Action	Check to see if each Destination associated with this Source has received the file. You must manually transmit the file to each Destination that has not received the file.
Remark	

DM_never_msg**Table 1417** DM_never_msg details

Name	Value/Description
Event Identifier	DM_never_msg
Event Type	10
Specific Problem	4710389
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

DM_OFP_CFILE_FERR**Table 1418** DM_OFP_CFILE_FERR details

Name	Value/Description
Event Identifier	DM_OFP_CFILE_FERR
Event Type	10
Specific Problem	4710365
Message Text	
Additional Information	Config file <name> in incorrect format, OFP process terminating
Corrective Action	Contact Product Support

Table 1418 DM_OFP_CFILE_FERR details

Name	Value/Description
Remark	

DM_OFP_CFILE_OERR**Table 1419** DM_OFP_CFILE_OERR details

Name	Value/Description
Event Identifier	DM_OFP_CFILE_OERR
Event Type	10
Specific Problem	4710364
Message Text	
Additional Information	Error opening config file <name> , OFP process terminating
Corrective Action	Contact Product Support
Remark	

DM_OFP_DBGET_FAIL**Table 1420** DM_OFP_DBGET_FAIL details

Name	Value/Description
Event Identifier	DM_OFP_DBGET_FAIL
Event Type	10
Specific Problem	4710368
Message Text	
Additional Information	OFP could not get CDDS Database rc = <number>
Corrective Action	Contact Product Support
Remark	

DM_OFP_EMCHAIN_ERR**Table 1421** DM_OFP_EMCHAIN_ERR details

Name	Value/Description
Event Identifier	DM_OFP_EMCHAIN_ERR
Event Type	10

Table 1421 DM_OFP_EMCHAIN_ERR details

Name	Value/Description
Specific Problem	4710363
Message Text	
Additional Information	Excessive errors in chain headers in output buffer, OFP process terminating
Corrective Action	Contact Product Support
Remark	

DM_OFP_MCHAIN_ERR**Table 1422** DM_OFP_MCHAIN_ERR details

Name	Value/Description
Event Identifier	DM_OFP_MCHAIN_ERR
Event Type	10
Specific Problem	4710362
Message Text	
Additional Information	Error in chain header in output buffer (<string>)
Corrective Action	Contact Product Support
Remark	

DM_OFP_MEM_FAIL**Table 1423** DM_OFP_MEM_FAIL details

Name	Value/Description
Event Identifier	DM_OFP_MEM_FAIL
Event Type	10
Specific Problem	4710374
Message Text	
Additional Information	Memory allocation for <string> failure <number>, OFP process
Corrective Action	Contact Product Support
Remark	

DM_OFP_MSGQ_RFAIL**Table 1424** DM_OFP_MSGQ_RFAIL details

Name	Value/Description
Event Identifier	DM_OFP_MSGQ_RFAIL
Event Type	10
Specific Problem	4710370
Message Text	
Additional Information	Message queue read operation failure <number>
Corrective Action	Contact Product Support
Remark	

DM_OFP_MSIZE_ERR**Table 1425** DM_OFP_MSIZE_ERR details

Name	Value/Description
Event Identifier	DM_OFP_MSIZE_ERR
Event Type	10
Specific Problem	4710367
Message Text	
Additional Information	Memory for output buffer insufficient, OFP process terminating
Corrective Action	Contact Product Support
Remark	

DM_OFP_NO_CIP**Table 1426** DM_OFP_NO_CIP details

Name	Value/Description
Event Identifier	DM_OFP_NO_CIP
Event Type	10
Specific Problem	4710372
Message Text	

Table 1426 DM_OFP_NO_CIP details

Name	Value/Description
Additional Information	OFP process has detected the CIP process is not running.
Corrective Action	Run stop_cdds to stop OFP process and restart interface by running start_cdds.
Remark	

DM_OFP_OWRITE_FAIL**Table 1427 DM_OFP_OWRITE_FAIL details**

Name	Value/Description
Event Identifier	DM_OFP_OWRITE_FAIL
Event Type	10
Specific Problem	4710361
Message Text	
Additional Information	Disk Manager OCDD write of amat <number> sbsn <number> failed <number>
Corrective Action	Contact Product Support
Remark	

DM_OFP_QGET_FAIL**Table 1428 DM_OFP_QGET_FAIL details**

Name	Value/Description
Event Identifier	DM_OFP_QGET_FAIL
Event Type	10
Specific Problem	4710371
Message Text	
Additional Information	Could not get the Filtering Process message queue <number>
Corrective Action	Contact Product Support
Remark	

DM_OFP_SCK_DROP

Table 1429 DM_OFP_SCK_DROP details

Name	Value/Description
Event Identifier	DM_OFP_SCK_DROP
Event Type	10
Specific Problem	4710369
Message Text	
Additional Information	OFP connection to SOCKET Destination has dropped
Corrective Action	Contact Product Support
Remark	

DM_OFP_SIDB_AERR**Table 1430** DM_OFP_SIDB_AERR details

Name	Value/Description
Event Identifier	DM_OFP_SIDB_AERR
Event Type	10
Specific Problem	4710373
Message Text	
Additional Information	Error accessing SIDB file (<name>)
Corrective Action	Contact Product Support
Remark	

DM_OFP_TFUNC_ERR**Table 1431** DM_OFP_TFUNC_ERR details

Name	Value/Description
Event Identifier	DM_OFP_TFUNC_ERR
Event Type	10
Specific Problem	4710366
Message Text	
Additional Information	Unknown translation function <string> in file <name>, OFP process terminating
Corrective Action	Contact Product Support

Table 1431 DM_OFP_TFUNC_ERR details

Name	Value/Description
Remark	

DM_OFP_UNRCV_ERR**Table 1432 DM_OFP_UNRCV_ERR details**

Name	Value/Description
Event Identifier	DM_OFP_UNRCV_ERR
Event Type	10
Specific Problem	4710360
Message Text	
Additional Information	Unrecoverable internal error, OFP process terminating <number>
Corrective Action	Contact Product Support
Remark	

DM_PF_DBERROR**Table 1433 DM_PF_DBERROR details**

Name	Value/Description
Event Identifier	DM_PF_DBERROR
Event Type	2
Specific Problem	4710333
Message Text	
Additional Information	PFILTER Failed to connect to database.
Corrective Action	Contact the System Administrator. An attempt to connect to the database failed. The specific reason may be determined by examination of trace output
Remark	

DM_PF_ENVVAR**Table 1434 DM_PF_ENVVAR details**

Name	Value/Description
Event Identifier	DM_PF_ENVVAR

Table 1434 DM_PF_ENVVAR details

Name	Value/Description
Event Type	10
Specific Problem	4710332
Message Text	
Additional Information	PFILTER Failed to get environment variable: <name>
Corrective Action	Contact the System Administrator. Check that this environment variable is set in the environment file. If not, it must be added. If it is, the process may need to be restarted to read all the environment variables into its environment.
Remark	

DM_PF_OPENERROR**Table 1435** DM_PF_OPENERROR details

Name	Value/Description
Event Identifier	DM_PF_OPENERROR
Event Type	10
Specific Problem	4710335
Message Text	
Additional Information	Could not open file: <name>
Corrective Action	Contact the System Administrator. Check that the file exists and that it allows write permission.
Remark	

DM_PF_PROCESS_F**Table 1436** DM_PF_PROCESS_F details

Name	Value/Description
Event Identifier	DM_PF_PROCESS_F
Event Type	10
Specific Problem	4710334
Message Text	
Additional Information	PFILTER Process: <name> failed completion for Filter ID: <string>

Table 1436 DM_PF_PROCESS_F details

Name	Value/Description
Corrective Action	Contact the System Administrator. Check trace output for additional information as to the reason for the failure.
Remark	

DM_PS_PROCESS_F**Table 1437** DM_PS_PROCESS_F details

Name	Value/Description
Event Identifier	DM_PS_PROCESS_F
Event Type	10
Specific Problem	4710336
Message Text	
Additional Information	PFILTER Process: <name> failed completion for file format: <format> searchTag:<name>
Corrective Action	Contact the System Administrator. Check trace output for additional information as to the reason for the failure.
Remark	

DM_RATE_PROXY_FAIL**Table 1438** DM_RATE_PROXY_FAIL details

Name	Value/Description
Event Identifier	DM_RATE_PROXY_FAIL
Event Type	10
Specific Problem	4710434
Message Text	
Additional Information	Unable to create proxy to the rating adapter: errno = <number>
Corrective Action	Contact support
Remark	

DM_RM_EXACKRAP

Table 1439 DM_RM_EXACKRAP details

Name	Value/Description
Event Identifier	DM_RM_EXACKRAP
Event Type	10
Specific Problem	4710453
Message Text	
Additional Information	RAP Acknowledgement received for RAP file "<name>", source "<name>", exceeded the Exception RAP Acknowledgement Timescale
Corrective Action	Contact the partner to determine why an acknowledgement was received late.
Remark	

DM_RM_EXRAPACK**Table 1440** DM_RM_EXRAPACK details

Name	Value/Description
Event Identifier	DM_RM_EXRAPACK
Event Type	10
Specific Problem	4710457
Message Text	
Additional Information	RAP file "<name>", source "<name>", has exceeded the Exception RAP Acknowledgement Timescale, and will be retransmitted.
Corrective Action	Contact the partner to determine why an acknowledgement has not been received.
Remark	

DM_RM_OUT_ABORT**Table 1441** DM_RM_OUT_ABORT details

Name	Value/Description
Event Identifier	DM_RM_OUT_ABORT
Event Type	10
Specific Problem	4710460
Message Text	
Additional Information	ROAMoutgoing (<name>) aborting, signal = <number>
Corrective Action	Contact support

Table 1441 DM_RM_OUT_ABORT details

Name	Value/Description
Remark	

DM_RM_OUT_RATEERR**Table 1442** DM_RM_OUT_RATEERR details

Name	Value/Description
Event Identifier	DM_RM_OUT_RATEERR
Event Type	10
Specific Problem	4710459
Message Text	
Additional Information	ROAMoutgoing '<string>' error file <name> for source <name>, source file will be committed.
Corrective Action	Contact support
Remark	

DM_RM_OUT_SIG_ABORT**Table 1443** DM_RM_OUT_SIG_ABORT details

Name	Value/Description
Event Identifier	DM_RM_OUT_SIG_ABORT
Event Type	10
Specific Problem	4710458
Message Text	
Additional Information	ROAMoutgoing rating subprocess aborting, signal = <number>.
Corrective Action	Contact support
Remark	

DM_RM_PRLOAD_FAIL**Table 1444** DM_RM_PRLOAD_FAIL details

Name	Value/Description
Event Identifier	DM_RM_PRLOAD_FAIL
Event Type	10

Table 1444 DM_RM_PRLOAD_FAIL details

Name	Value/Description
Specific Problem	4710456
Message Text	
Additional Information	Unable to load processor for specification <number>, release <number>, version <number>.
Corrective Action	Contact support
Remark	

DM_RM_RAP_CREATED**Table 1445 DM_RM_RAP_CREATED details**

Name	Value/Description
Event Identifier	DM_RM_RAP_CREATED
Event Type	10
Specific Problem	4710454
Message Text	
Additional Information	RAP file "<name>", source "<name>", created for TAP file "<name>", source "<name>".
Corrective Action	Errors were detected in the TAP file. Examine the RAP file if necessary.
Remark	

DM_RM_TAPIN_ABORT**Table 1446 DM_RM_TAPIN_ABORT details**

Name	Value/Description
Event Identifier	DM_RM_TAPIN_ABORT
Event Type	10
Specific Problem	4710455
Message Text	
Additional Information	TAPIncoming aborted.
Corrective Action	A software error occurred in TAPIncoming. Please contact product support
Remark	

DM_ROAM_AUDITFILE**Table 1447** DM_ROAM_AUDITFILE details

Name	Value/Description
Event Identifier	DM_ROAM_AUDITFILE
Event Type	10
Specific Problem	4710419
Message Text	
Additional Information	Audit file: <name> errno: number> text: <string>
Corrective Action	Contact support
Remark	

DM_ROAM_VALFUNCTION**Table 1448** DM_ROAM_VALFUNCTION details

Name	Value/Description
Event Identifier	DM_ROAM_VALFUNCTION
Event Type	10
Specific Problem	4710420
Message Text	
Additional Information	Function: <string> not found errno: <number> text: <string>
Corrective Action	Contact support
Remark	

DM_SRCH_DB_ERR**Table 1449** DM_SRCH_DB_ERR details

Name	Value/Description
Event Identifier	DM_SRCH_DB_ERR
Event Type	2
Specific Problem	4710307
Message Text	

Table 1449 DM_SRCH_DB_ERR details

Name	Value/Description
Additional Information	Database error on <description>
Corrective Action	Contact the System Administrator. Check trace output for additional information as to the reason for the failure.
Remark	

DM_SRCH_IPC**Table 1450** DM_SRCH_IPC details

Name	Value/Description
Event Identifier	DM_SRCH_IPC
Event Type	10
Specific Problem	4710308
Message Text	
Additional Information	Could not initialize InterProcess Communications. Search server exiting.
Corrective Action	Contact Product Support. Check trace output for additional information as to the reason for the failure.
Remark	

DM_SRCH_SIG_ERR**Table 1451** DM_SRCH_SIG_ERR details

Name	Value/Description
Event Identifier	DM_SRCH_SIG_ERR
Event Type	10
Specific Problem	4710310
Message Text	
Additional Information	Unable to initialize <description> signal.
Corrective Action	Contact the System Administrator. Check trace output for additional information as to the reason for the failure.
Remark	

DM_SRCH_TERM_ERR

Table 1452 DM_SRCH_TERM_ERR details

Name	Value/Description
Event Identifier	DM_SRCH_TERM_ERR
Event Type	10
Specific Problem	4710309
Message Text	
Additional Information	Error signaling search client to exit. pid <number>
Corrective Action	Contact the System Administrator. The search client with the specified pid may no longer be running. Check trace output for additional information as to the reason for the failure.
Remark	

DM_STATMGR_FUNCTION**Table 1453** DM_STATMGR_FUNCTION details

Name	Value/Description
Event Identifier	DM_STATMGR_FUNCTION
Event Type	10
Specific Problem	4710421
Message Text	
Additional Information	Function: <string> not found errno: <number> text: <string>
Corrective Action	Contact support
Remark	

DM_STATMGR_TSMERROR**Table 1454** DM_STATMGR_TSMERROR details

Name	Value/Description
Event Identifier	DM_STATMGR_TSMERROR
Event Type	10
Specific Problem	4710422
Message Text	
Additional Information	Abort TAP statistics: TAP file data inconsisten

Table 1454 DM_STATMGR_TSMERROR details

Name	Value/Description
Corrective Action	Trace output may indicate the source of the problem.
Remark	

DM_STAT_UPDFAIL**Table 1455** DM_STAT_UPDFAIL details

Name	Value/Description
Event Identifier	DM_STAT_UPDFAIL
Event Type	10
Specific Problem	4710446
Message Text	
Additional Information	Attempt to update status to '<string>' in database failed
Corrective Action	Contact support
Remark	

DM_TP_ANINIT**Table 1456** DM_TP_ANINIT details

Name	Value/Description
Event Identifier	DM_TP_ANINIT
Event Type	10
Specific Problem	4710284
Message Text	
Additional Information	Could not initialize administrative notification for Destination <destination name>
Corrective Action	Contact Product Support. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_ANREG

Table 1457 DM_TP_ANREG details

Name	Value/Description
Event Identifier	DM_TP_ANREG
Event Type	10
Specific Problem	4710285
Message Text	
Additional Information	Could not register for administrative notifications for Destination <destination name>
Corrective Action	Contact Product Support. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_BADARGS**Table 1458** DM_TP_BADARGS details

Name	Value/Description
Event Identifier	DM_TP_BADARGS
Event Type	10
Specific Problem	4710292
Message Text	
Additional Information	Tape process invoked with invalid options
Corrective Action	Contact Product Support
Remark	

DM_TP_BADBDW**Table 1459** DM_TP_BADBDW details

Name	Value/Description
Event Identifier	DM_TP_BADBDW
Event Type	10
Specific Problem	4710276
Message Text	
Additional Information	file <file name> for Destination <destination name> contains a bad block descriptor word

Table 1459 DM_TP_BADBDW details

Name	Value/Description
Corrective Action	Contact System Administrator. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_BADRDW**Table 1460** DM_TP_BADRDW details

Name	Value/Description
Event Identifier	DM_TP_BADRDW
Event Type	10
Specific Problem	4710271
Message Text	
Additional Information	file <file name> for Destination <destination name> contains a bad record descriptor word
Corrective Action	Contact System Administrator. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_BILLFGET**Table 1461** DM_TP_BILLFGET details

Name	Value/Description
Event Identifier	DM_TP_BILLFGET
Event Type	10
Specific Problem	4710273
Message Text	
Additional Information	Could not retrieve data from the database, for file <file name> (Source <source name>) for transfer to tape for Destination <destination name>
Corrective Action	Contact Product Support. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_COMMIT

Table 1462 DM_TP_COMMIT details

Name	Value/Description
Event Identifier	DM_TP_COMMIT
Event Type	10
Specific Problem	4710279
Message Text	
Additional Information	Destination <destination name>: Could not commit <file name> after transfer
Corrective Action	Contact Product Support. Duplicate data may be sent to Destination if primary file commit fails. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_CPIOFAIL**Table 1463** DM_TP_CPIOFAIL details

Name	Value/Description
Event Identifier	DM_TP_CPIOFAIL
Event Type	10
Specific Problem	4710302
Message Text	
Additional Information	Could not copy file <file name> for Source <source name> to tape for Destination <destination name>
Corrective Action	Contact Product Support. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_DBCONNERROR**Table 1464** DM_TP_DBCONNERROR details

Name	Value/Description
Event Identifier	DM_TP_DBCONNERROR
Event Type	10
Specific Problem	4710287
Message Text	
Additional Information	Could not connect to the database, Destination <destination name>

Table 1464 DM_TP_DBCONNERROR details

Name	Value/Description
Corrective Action	Verify the status of the database. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_DBREAD**Table 1465 DM_TP_DBREAD details**

Name	Value/Description
Event Identifier	DM_TP_DBREAD
Event Type	10
Specific Problem	4710289
Message Text	
Additional Information	Could not get Destination <destination name> from the database
Corrective Action	Check the database for the Destination. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_DIRCHG**Table 1466 DM_TP_DIRCHG details**

Name	Value/Description
Event Identifier	DM_TP_DIRCHG
Event Type	10
Specific Problem	4710300
Message Text	
Additional Information	Destination <destination name>: Tape process initialization failed. Could not change to directory '<DIR name>'
Corrective Action	Contact Product Support. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_DIRFAIL

Table 1467 DM_TP_DIRFAIL details

Name	Value/Description
Event Identifier	DM_TP_DIRFAIL
Event Type	10
Specific Problem	4710299
Message Text	
Additional Information	Destination <destination name>: Tape process initialization failed. Could not create directory '<dir name>'
Corrective Action	Contact Product Support
Remark	

DM_TP_FNAME**Table 1468** DM_TP_FNAME details

Name	Value/Description
Event Identifier	DM_TP_FNAME
Event Type	10
Specific Problem	4710290
Message Text	
Additional Information	Destination <destination name> is configured with an invalid file name macro.
Corrective Action	Check the database for the Destination. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_GRIDERROR**Table 1469** DM_TP_GRIDERROR details

Name	Value/Description
Event Identifier	DM_TP_GRIDERROR
Event Type	10
Specific Problem	4710286
Message Text	
Additional Information	GRID processing error (ret=<number>): File Format <format name>,Destination <desetination name>, Input file <file name>, Output file <file name>
Corrective Action	Contact Product Support

Table 1469 DM_TP_GRIDERROR details

Name	Value/Description
Remark	

DM_TP_INTAPETP**Table 1470** DM_TP_INTAPETP details

Name	Value/Description
Event Identifier	DM_TP_INTAPETP
Event Type	10
Specific Problem	4710298
Message Text	
Additional Information	Invalid tape type was specified.
Corrective Action	Contact Product Support. When another attempt is made,specify one of the valid type types.
Remark	

DM_TP_LINKFAIL**Table 1471** DM_TP_LINKFAIL details

Name	Value/Description
Event Identifier	DM_TP_LINKFAIL
Event Type	10
Specific Problem	4710301
Message Text	
Additional Information	Could not copy file <file name> for Source <source name> to tape for Destination <destination name>
Corrective Action	Contact Product Support. Symbolic link failed, check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_MTFAIL**Table 1472** DM_TP_MTFAIL details

Name	Value/Description
Event Identifier	DM_TP_MTFAIL

Table 1472 DM_TP_MTFAIL details

Name	Value/Description
Event Type	10
Specific Problem	4710281
Message Text	
Additional Information	Could not rewind the <name> tape using the mt command for Destination <destination name>
Corrective Action	Contact Product Support. Check that the tape drive is still on-line, and that the tape can actually be rewound and is not damaged or defective in some way.
Remark	

DM_TP_NOFILES**Table 1473** DM_TP_NOFILES details

Name	Value/Description
Event Identifier	DM_TP_NOFILES
Event Type	10
Specific Problem	4710295
Message Text	
Additional Information	argument containing list of files to write to tape was missing when Tape process was invoked
Corrective Action	Contact Product Support. When tertiary data is written to tape, a list of the tertiary files must be specified with the command.
Remark	

DM_TP_NOMT**Table 1474** DM_TP_NOMT details

Name	Value/Description
Event Identifier	DM_TP_NOMT
Event Type	10
Specific Problem	4710280
Message Text	
Additional Information	Could not locate the local mt command to rewind the tape for Destination <destination name>.
Corrective Action	Contact Product Support

Table 1474 DM_TP_NOMT details

Name	Value/Description
Remark	

DM_TP_NORAO**Table 1475 DM_TP_NORAO details**

Name	Value/Description
Event Identifier	DM_TP_NORAO
Event Type	10
Specific Problem	4710293
Message Text	
Additional Information	Destination name parameter missing
Corrective Action	Contact Product Support. When another attempt is made,specify a Destination.
Remark	

DM_TP_NOSUCHRAO**Table 1476 DM_TP_NOSUCHRAO details**

Name	Value/Description
Event Identifier	DM_TP_NOSUCHRAO
Event Type	10
Specific Problem	4710288
Message Text	
Additional Information	The Destination <destination name> does not exist
Corrective Action	Check the database for the specified Destination.
Remark	

DM_TP_NOTAPE**Table 1477 DM_TP_NOTAPE details**

Name	Value/Description
Event Identifier	DM_TP_NOTAPE
Event Type	10

Table 1477 DM_TP_NOTAPE details

Name	Value/Description
Specific Problem	4710294
Message Text	
Additional Information	Tape device name parameter missing
Corrective Action	Contact Product Support. When another attempt is made,specify the tape device name.
Remark	

DM_TP_NOTAPETP**Table 1478 DM_TP_NOTAPETP details**

Name	Value/Description
Event Identifier	DM_TP_NOTAPETP
Event Type	10
Specific Problem	4710296
Message Text	
Additional Information	Tape type parameter missing.
Corrective Action	Contact Product Support. When another attempt is made,specify the tape type.
Remark	

DM_TP_NOTCLDS**Table 1479 DM_TP_NOTCLDS details**

Name	Value/Description
Event Identifier	DM_TP_NOTCLDS
Event Type	10
Specific Problem	4710275
Message Text	
Additional Information	The data in file <file name> for Destination %s is not CLDS type
Corrective Action	Contact System Administrator, the first block does not contain a Beginning of Recording record. Since the data does not contain a Beginning Of Recording record as the first record in the file, the data cannot be CLDS type data.
Remark	

DM_TP_NOVOLSER**Table 1480** DM_TP_NOVOLSER details

Name	Value/Description
Event Identifier	DM_TP_NOVOLSER
Event Type	10
Specific Problem	4710297
Message Text	
Additional Information	Volume serial number missing.
Corrective Action	Contact Product Support. For this type of tape the Volume Serial Number must be specified. When another attempt is made, specify this value.
Remark	

DM_TP_NRDDATA**Table 1481** DM_TP_NRDDATA details

Name	Value/Description
Event Identifier	DM_TP_NRDDATA
Event Type	10
Specific Problem	4710277
Message Text	
Additional Information	Could not read data from file <file name> for Destination <destination name>
Corrective Action	Contact System Administrator. An attempt was made to read the amount of data specified by a Block Descriptor Word contained in the data, the read failed. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_NREADBDW**Table 1482** DM_TP_NREADBDW details

Name	Value/Description
Event Identifier	DM_TP_NREADBDW
Event Type	10
Specific Problem	4710272

Table 1482 DM_TP_NREADBDW details

Name	Value/Description
Message Text	
Additional Information	Could not read Block Descriptor word from file <file name> for Destination <destination name>
Corrective Action	Contact Product Support. An attempt was made to read a Block Descriptor Word contained in the data, the read failed. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_NREADBOR**Table 1483 DM_TP_NREADBOR details**

Name	Value/Description
Event Identifier	DM_TP_NREADBOR
Event Type	10
Specific Problem	4710274
Message Text	
Additional Information	Could not read Beginning of Recording record from file <file name> for Destination <destination name>
Corrective Action	Contact Product Support. An attempt was made to read a Beginning Of Recording record contained in the data, the read failed. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_NWRITETP**Table 1484 DM_TP_NWRITETP details**

Name	Value/Description
Event Identifier	DM_TP_NWRITETP
Event Type	10
Specific Problem	4710270
Message Text	
Additional Information	Could not write to tape device <device name> for Destination <destination name>
Corrective Action	Contact System Administrator. An attempt to write to the tape device failed. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_OBJNEW**Table 1485** DM_TP_OBJNEW details

Name	Value/Description
Event Identifier	DM_TP_OBJNEW
Event Type	10
Specific Problem	4710269
Message Text	
Additional Information	Tape for Destination <destination name>: Could not allocate memory
Corrective Action	Contact Product Support. An attempt to allocated memory by creation of a new object failed. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_SIG**Table 1486** DM_TP_SIG details

Name	Value/Description
Event Identifier	DM_TP_SIG
Event Type	10
Specific Problem	4710282
Message Text	
Additional Information	Destination <destination name>: Tape process initialization failed.
Corrective Action	Contact Product Support. Could not set signal handling for signal.Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_SIGCGHT**Table 1487** DM_TP_SIGCGHT details

Name	Value/Description
Event Identifier	DM_TP_SIGCGHT
Event Type	10
Specific Problem	4710283

Table 1487 DM_TP_SIGCGHT details

Name	Value/Description
Message Text	
Additional Information	Tape Processing for Destination %s terminated abnormally
Corrective Action	Contact Product Support, caught signal. This message indicates that an abnormal signal was caught, and the process is terminating.
Remark	

DM_TP_WRFAIL**Table 1488** DM_TP_WRFAIL details

Name	Value/Description
Event Identifier	DM_TP_WRFAIL
Event Type	10
Specific Problem	4710278
Message Text	
Additional Information	Write to tape <name> failed for file <file name> for Source <source name> and Destination <destination name>
Corrective Action	Contact System Administrator. An attempt to write a single AMATPS tape block to tape failed. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TP_WRKLIST**Table 1489** DM_TP_WRKLIST details

Name	Value/Description
Event Identifier	DM_TP_WRKLIST
Event Type	10
Specific Problem	4710291
Message Text	
Additional Information	Could not set up list of files for tape for <name>
Corrective Action	Contact Product Support. An attempt to set up a list of files to write to tape failed. Check trace output for additional information as to the reason for the failure.
Remark	

DM_TR_LH**Table 1490** DM_TR_LH details

Name	Value/Description
Event Identifier	DM_TR_LH
Event Type	10
Specific Problem	4710451
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_VALID_APPLICATION_MSG**Table 1491** DM_VALID_APPLICATION_MSG details

Name	Value/Description
Event Identifier	DM_VALID_APPLICATION_MSG
Event Type	10
Specific Problem	4710466
Message Text	
Additional Information	<Description String>
Corrective Action	Contact support
Remark	

DM_WWW_BINDERR**Table 1492** DM_WWW_BINDERR details

Name	Value/Description
Event Identifier	DM_WWW_BINDERR
Event Type	10
Specific Problem	4710448
Message Text	

Table 1492 DM_WWW_BINDERR details

Name	Value/Description
Additional Information	Web command server could not bind to port <number>.
Corrective Action	Change the wwwCmdD_Port value in the Properties file. Then STOP and START application.
Remark	

DM_WWW_LISTENERR**Table 1493 DM_WWW_LISTENERR details**

Name	Value/Description
Event Identifier	DM_WWW_LISTENERR
Event Type	10
Specific Problem	4710449
Message Text	
Additional Information	Web command server could activate port <number>.
Corrective Action	Change the wwwCmdD_Port value in the Properties file. Then STOP and START application.
Remark	

DM_WWW SOCKERR**Table 1494 DM_WWW SOCKERR details**

Name	Value/Description
Event Identifier	DM_WWW SOCKERR
Event Type	10
Specific Problem	4710447
Message Text	
Additional Information	Web command server could not create socket.
Corrective Action	Contact support
Remark	

FTP_<OPERATION>_<IP ADDRESS>

Table 1495 FTP_<OPERATION>_<IP ADDRESS> details

Name	Value/Description
Event Identifier	FTP_<OPERATION>_<IP ADDRESS>
Event Type	2
Specific Problem	4717318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_0**Table 1496** HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (0) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_1**Table 1497** HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (1) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 1497 HOST_CPU_1 details

Name	Value/Description
Remark	

HOST_CPU_10**Table 1498** HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (10) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_11**Table 1499** HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_12**Table 1500** HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3

Table 1500 HOST_CPU_12 details

Name	Value/Description
Specific Problem	4717505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_13**Table 1501** HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (13) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_14**Table 1502** HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (14) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_15**Table 1503** HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (15) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_2**Table 1504** HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_3**Table 1505** HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (3) failed.

Table 1505 HOST_CPU_3 details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_4**Table 1506** HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (4) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_5**Table 1507** HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_6

Table 1508 HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (6) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_7**Table 1509** HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_8**Table 1510** HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (8) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 1510 HOST_CPU_8 details

Name	Value/Description
Remark	

HOST_CPU_9**Table 1511** HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	4717505
Message Text	Central Processor Unit (9) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_LOAD**Table 1512** HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4718005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_NUMBER**Table 1513** HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3

Table 1513 HOST_CPU_NUMBER details

Name	Value/Description
Specific Problem	4717505
Message Text	Mismatch on number of online CPUs
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1**Table 1514** HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	4717502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_2**Table 1515** HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	4717502
Message Text	Internal Disk (2) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_0**Table 1516** HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	4717501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_1**Table 1517** HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	4717501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_2**Table 1518** HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	4717501
Message Text	Power Supply Unit (2) failed or missing.

Table 1518 HOST_FAN_2 details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_3**Table 1519** HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	4717501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ADMIN**Table 1520** HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	4717510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT0

Table 1521 HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	4717503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT1**Table 1522** HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	4717503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT2**Table 1523** HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	4717503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 1523 HOST_LINK_ENT2 details

Name	Value/Description
Remark	

HOST_LINK_ENT3**Table 1524** HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	4717503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT4**Table 1525** HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	4717503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT5**Table 1526** HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2

Table 1526 HOST_LINK_ENT5 details

Name	Value/Description
Specific Problem	4717503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT6**Table 1527** HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	4717503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT7**Table 1528** HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	4717503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_FSCSI0**Table 1529** HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	4717504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_FSCSI1**Table 1530** HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	4717504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_FSCSI2**Table 1531** HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	4717504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.

Table 1531 HOST_LINK_FSCSI2 details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_HSBN**Table 1532** HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	4717506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_IC**Table 1533** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	4717507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_SAN

Table 1534 HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	4717508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_TAPE**Table 1535** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2
Specific Problem	4717509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_ERR**Table 1536** HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR
Event Type	10
Specific Problem	4718113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 1536 HOST_MEMORY_ERR details

Name	Value/Description
Remark	

HOST_MEMORY_USE**Table 1537** HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4718111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_PROCESS_<id>**Table 1538** HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4718311
Message Text	Process Failures
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_PS_0**Table 1539** HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3

Table 1539 HOST_PS_0 details

Name	Value/Description
Specific Problem	4717500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_PS_1**Table 1540** HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1
Event Type	3
Specific Problem	4717500
Message Text	Power Supply Unit (1) failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_PS_2**Table 1541** HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	4717500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_PS_3**Table 1542** HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	4717500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_SWAP_USE**Table 1543** HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4718112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Contact your local Comverse Support team.
Remark	

RS_ALARM_0001**Table 1544** RS_ALARM_0001 details

Name	Value/Description
Event Identifier	RS_ALARM_0001
Event Type	10
Specific Problem	4710467
Message Text	LVL Unexpected SQL Error

Table 1544 RS_ALARM_0001 details

Name	Value/Description
Additional Information	<Description String>
Corrective Action	Contact your local Comverse Support team.
Remark	

RS_ALARM_0002**Table 1545** RS_ALARM_0002 details

Name	Value/Description
Event Identifier	RS_ALARM_0002
Event Type	10
Specific Problem	4710468
Message Text	LVL Unexpected Unix I/O Error
Additional Information	<Description String>
Corrective Action	Contact your local Comverse Support team.
Remark	

RS_ALARM_0003**Table 1546** RS_ALARM_0003 details

Name	Value/Description
Event Identifier	RS_ALARM_0003
Event Type	10
Specific Problem	4710469
Message Text	LVL Errors encountered by PEP in file
Additional Information	<Description String>
Corrective Action	Contact your local Comverse Support team.
Remark	

RS_ALARM_0004

Table 1547 RS_ALARM_0004 details

Name	Value/Description
Event Identifier	RS_ALARM_0004
Event Type	10
Specific Problem	4710470
Message Text	LVL Errors encountered by PIP in file
Additional Information	<Description String>
Corrective Action	Contact your local Comverse Support team.
Remark	

RS_ALARM_0102**Table 1548** RS_ALARM_0102 details

Name	Value/Description
Event Identifier	RS_ALARM_0102
Event Type	10
Specific Problem	4710471
Message Text	LVL DR File transfer command failed
Additional Information	<Description String>
Corrective Action	Contact your local Comverse Support team.
Remark	

RS_ALARM_0104**Table 1549** RS_ALARM_0104 details

Name	Value/Description
Event Identifier	RS_ALARM_0104
Event Type	10
Specific Problem	4710472
Message Text	LVL DR Database replication failed
Additional Information	<Description String>
Corrective Action	Contact your local Comverse Support team.

Table 1549 RS_ALARM_0104 details

Name	Value/Description
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 1550 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4718412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Request, Handling & Tracking (RHT) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1551 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4259211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.

Table 1551 ALERT_FS_<filesystem> details

Name	Value/Description
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 1552 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4259303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 1553 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4259411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 1554 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4259311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 1555 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4259999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 1556 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>

Table 1556 ALERT_WKF_<id> details

Name	Value/Description
Event Type	10
Specific Problem	4259511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 1557 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4258311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 1558 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4257318
Message Text	File Transfer connection failure
Additional Information	

Table 1558 FTP_<Operation>_<IP Address> details

Name	Value/Description
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1559 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4258005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 1560 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	4257101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1561 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4258111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 1562 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4258311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 1563 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>

Table 1563 HOST_PS_<number> details

Name	Value/Description
Event Type	2
Specific Problem	4257001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1564 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4258112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 1565 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4258412
Message Text	UPM Status could not be determined

Table 1565 UNKNOWN_UPM_STATUS details

Name	Value/Description
Additional Information	
Corrective Action	Check the UPM state
Remark	

Service Data Point (SDP) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1566 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	1879211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_IAP_UNREACHABLE

Table 1567 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	1879303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 1567 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Remark	

ALERT_JOB_<id>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 1568 ALERT_JOB_<id> details

Name	Value/Description
Event Identifier	ALERT_JOB_<id>
Event Type	10
Specific Problem	1879411
Message Text	Job Failures.
Additional Information	<job name>, <error message>
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 1569 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	1879311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_ORACLE_<alertid>

Table 1570 ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	1878211
Message Text	Oracle Alerts.
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_TEST_<name>**Table 1571** ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	1879999
Message Text	Test Alarm
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 1572 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	1879511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>

Table 1572 ALERT_WKF_<id> details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

APP_ERROR_RATE

This indicates that an unusually high error rate is causing throughput to degrade. By changing the recommended batch size throughput can be better maximized until the source of the error data can be corrected.

Table 1573 APP_ERROR_RATE details

Name	Value/Description
Event Identifier	APP_ERROR_RATE
Event Type	10
Specific Problem	1879007
Message Text	
Additional Information	Error rate is too high for efficient processing with a batch size of <batch>. It is recommended that the BATCH_INSERT_SIZE system_paramter be reduced to <new_size>.
Corrective Action	Contact your local Comverse Support team.
Remark	

APP_PROCESS_<id>**Table 1574 APP_PROCESS_<id> details**

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	1878311
Message Text	Process Failures
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

APP_PROCESS_DUPLICATE

This error is caused when an application is started 2 or more times with the same process instance name. This can cause a variety of problems including but not limited to process hanging

and duplicate usage events.

Table 1575 APP_PROCESS_DUPLICATE details

Name	Value/Description
Event Identifier	APP_PROCESS_DUPLICATE
Event Type	10
Specific Problem	1879010
Message Text	
Additional Information	Two or more processes are currently running with the same process name. Indicates that a new process with the same name has just been started.
Corrective Action	Contact your local Comverse Support team.
Remark	

APP_PROCESS_HUNG

This error indicates that one or more threads in the process reported active status, but have not updated the status again since that time. The threads are now believed to be hung and the severity of the issue will increase the longer the threads are hung.

Table 1576 APP_PROCESS_HUNG details

Name	Value/Description
Event Identifier	APP_PROCESS_HUNG
Event Type	10
Specific Problem	1879009
Message Text	
Additional Information	A thread inside the process appears to be hung: Currently the thread has been non responsive for <time>
Corrective Action	Contact your local Comverse Support team.
Remark	

BILL_LTP_TRANSFER_LATENCY

Transfer latency is higher than designed. There most likely are data problems that need to be resolved. Alternatively the LTP process might not have been running for a period of time and the large latency is being reported. You can start other instances of LTP to help process the backlog or you can wait for LTP processing to catch up.

Table 1577 BILL_LTP_TRANSFER_LATENCY details

Name	Value/Description
Event Identifier	BILL_LTP_TRANSFER_LATENCY
Event Type	10

Table 1577 BILL_LTP_TRANSFER_LATENCY details

Name	Value/Description
Specific Problem	1879008
Message Text	
Additional Information	Transfer Latency is longer than desired.
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_DRV_<slot>**Table 1578** BU_DRV_<slot> details

Name	Value/Description
Event Identifier	BU_DRV_<slot>
Event Type	4
Specific Problem	1878902
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_FAN_<slot>**Table 1579** BU_FAN_<slot> details

Name	Value/Description
Event Identifier	BU_FAN_<slot>
Event Type	3
Specific Problem	1878901
Message Text	Fan or Drive Bay on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_LINK_ADMIN**Table 1580** BU_LINK_ADMIN details

Name	Value/Description
Event Identifier	BU_LINK_ADMIN
Event Type	2
Specific Problem	1878910
Message Text	Backup Unit is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR**Table 1581** BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR
Event Type	10
Specific Problem	1878911
Message Text	See additional info.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_PS_<slot>**Table 1582** BU_PS_<slot> details

Name	Value/Description
Event Identifier	BU_PS_<slot>
Event Type	3
Specific Problem	1878900
Message Text	Power Supply on the Backup Unit has failed.

Table 1582 BU_PS_<slot> details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_SMC_<slot>**Table 1583 BU_SMC_<slot> details**

Name	Value/Description
Event Identifier	BU_SMC_<slot>
Event Type	4
Specific Problem	1878905
Message Text	SMC has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_TAPE_<slot>**Table 1584 BU_TAPE_<slot> details**

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	1877902
Message Text	Tape Cartridge is missing or not usable.
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_DISK_<disk>

Table 1585 DAE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	1877802
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 1586** DAE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	1877801
Message Text	Power Supply Unit (A) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_FAN_B**Table 1587** DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	1877801
Message Text	Power Supply Unit (B) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.

Table 1587 DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Remark	

DAE2:<bus>:<encl>_LCC_A**Table 1588** DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	1877805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_LCC_B**Table 1589** DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	1877805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_PS_A**Table 1590** DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3

Table 1590 DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Specific Problem	1877800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_PS_B**Table 1591** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	1877800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DB_PROCESS_<id>**Table 1592** DB_PROCESS_<id> details

Name	Value/Description
Event Identifier	DB_PROCESS_<id>
Event Type	10
Specific Problem	1878311
Message Text	Process Failures
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

DB_TRANS_FAILED**Table 1593 DB_TRANS_FAILED details**

Name	Value/Description
Event Identifier	DB_TRANS_FAILED
Event Type	10
Specific Problem	1876012
Message Text	
Additional Information	SDP node failure. <string> Database = <string> Code = <numeric>
Corrective Action	Check that the Rating Database is available. The Rating Database must be brought online.
Remark	

DPE2:<bus>:<encl>_DISK_<disk>**Table 1594 DPE2:<bus>:<encl>_DISK_<disk> details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	1877702
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_FAN_A**Table 1595 DPE2:<bus>:<encl>_FAN_A details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	1877701
Message Text	Power Supply Unit (A) on DPE failed or missing.

Table 1595 DPE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 1596** DPE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	1877701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_PS_A**Table 1597** DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	1877700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_PS_B

Table 1598 DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	1877700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 1599** DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	1877700
Message Text	Standby Power Supply (A) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 1600** DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3
Specific Problem	1877700
Message Text	Standby Power Supply (B) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.

Table 1600 DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Remark	

DPE2:<bus>:<encl>_SP_A**Table 1601 DPE2:<bus>:<encl>_SP_A details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	1877705
Message Text	Storage Processor (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_SP_B**Table 1602 DPE2:<bus>:<encl>_SP_B details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4
Specific Problem	1877705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_ACTIVITY_LOG**Table 1603 DWH_ACTIVITY_LOG details**

Name	Value/Description
Event Identifier	DWH_ACTIVITY_LOG
Event Type	10

Table 1603 DWH_ACTIVITY_LOG details

Name	Value/Description
Specific Problem	1877014
Message Text	Unable to Retrieve Activity Log from SDP
Additional Information	Unable to Retrieve Activity Log from SDP
Corrective Action	Check network connections
Remark	

DWH_FTP_CON**Table 1604** DWH_FTP_CON details

Name	Value/Description
Event Identifier	DWH_FTP_CON
Event Type	2
Specific Problem	1877008
Message Text	Failed to Connect to CFS
Additional Information	Failed to Connect to CFS
Corrective Action	Check network connections to CFS
Remark	

DWH_FTP_CONN**Table 1605** DWH_FTP_CONN details

Name	Value/Description
Event Identifier	DWH_FTP_CONN
Event Type	2
Specific Problem	1877016
Message Text	Failed to connect for FTP of template file
Additional Information	Failed to connect for FTP of template file
Corrective Action	Check network connections
Remark	

DWH_FTP_LOW**Table 1606** DWH_FTP_LOW details

Name	Value/Description
Event Identifier	DWH_FTP_LOW
Event Type	10
Specific Problem	1877009
Message Text	Transfer Rate below threshold
Additional Information	Transfer Rate below threshold
Corrective Action	Check system load and/or network throughput
Remark	

DWH_FTP_MIS**Table 1607** DWH_FTP_MIS details

Name	Value/Description
Event Identifier	DWH_FTP_MIS
Event Type	10
Specific Problem	1877011
Message Text	File missing or incorrect ext
Additional Information	File missing or incorrect ext
Corrective Action	Check for existence of the file or filename format.
Remark	

DWH_FTP_ORA**Table 1608** DWH_FTP_ORA details

Name	Value/Description
Event Identifier	DWH_FTP_ORA
Event Type	10
Specific Problem	1877002
Message Text	Unable To Connect to Oracle

Table 1608 DWH_FTP_ORA details

Name	Value/Description
Additional Information	Unable To Connect to Oracle
Corrective Action	Check database configuration and/or database state
Remark	

DWH_FTP_STA**Table 1609** DWH_FTP_STA details

Name	Value/Description
Event Identifier	DWH_FTP_STA
Event Type	10
Specific Problem	1877005
Message Text	Unable To read static file
Additional Information	Unable To read static file
Corrective Action	Check file permissions or existence of file
Remark	

DWH_FTP_TRNSFR**Table 1610** DWH_FTP_TRNSFR details

Name	Value/Description
Event Identifier	DWH_FTP_TRNSFR
Event Type	10
Specific Problem	1877015
Message Text	Failed to Tranfer template file
Additional Information	Failed to Tranfer template file
Corrective Action	Check network connections
Remark	

DWH_FTP_VAL

Table 1611 DWH_FTP_VAL details

Name	Value/Description
Event Identifier	DWH_FTP_VAL
Event Type	10
Specific Problem	1877010
Message Text	Unable to get remote MD5
Additional Information	Unable to get remote MD5
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_OND_ERR**Table 1612** DWH_OND_ERR details

Name	Value/Description
Event Identifier	DWH_OND_ERR
Event Type	10
Specific Problem	1877012
Message Text	On Demand extraction error
Additional Information	On Demand extraction error
Corrective Action	Check database status
Remark	

DWH_PNG_ERR**Table 1613** DWH_PNG_ERR details

Name	Value/Description
Event Identifier	DWH_PNG_ERR
Event Type	2
Specific Problem	1877013
Message Text	Pinger detects faulty connection
Additional Information	Pinger detects faulty connection
Corrective Action	Check network connections

Table 1613 DWH_PNG_ERR details

Name	Value/Description
Remark	

DWH_SCH_DYN**Table 1614** DWH_SCH_DYN details

Name	Value/Description
Event Identifier	DWH_SCH_DYN
Event Type	10
Specific Problem	1877003
Message Text	Unable To Read Dynamic File
Additional Information	Unable To Read Dynamic File
Corrective Action	Check file permissions or existence of file
Remark	

DWH_SCH_EXT**Table 1615** DWH_SCH_EXT details

Name	Value/Description
Event Identifier	DWH_SCH_EXT
Event Type	10
Specific Problem	1877007
Message Text	Failed to Extract
Additional Information	Failed to Extract
Corrective Action	Check database status
Remark	

DWH_SCH_OPN**Table 1616** DWH_SCH_OPN details

Name	Value/Description
Event Identifier	DWH_SCH_OPN
Event Type	10

Table 1616 DWH_SCH_OPN details

Name	Value/Description
Specific Problem	1877006
Message Text	Unable to Open File
Additional Information	Unable to Open File
Corrective Action	Check file permissions or existence of file
Remark	

DWH_SCH_ORA**Table 1617 DWH_SCH_ORA details**

Name	Value/Description
Event Identifier	DWH_SCH_ORA
Event Type	10
Specific Problem	1877001
Message Text	Unable To Connect to Oracle
Additional Information	Unable To Connect to Oracle
Corrective Action	Check database configuration and/or database state
Remark	

DWH_SCH_STA**Table 1618 DWH_SCH_STA details**

Name	Value/Description
Event Identifier	DWH_SCH_STA
Event Type	10
Specific Problem	1877004
Message Text	Unable To read static file
Additional Information	Unable To read static file
Corrective Action	Check file permissions or existence of file
Remark	

FTP_<Operation>_<IP Address>**Table 1619** FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	1877318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CLUSTER_MAINTMODE**Table 1620** HOST_CLUSTER_MAINTMODE details

Name	Value/Description
Event Identifier	HOST_CLUSTER_MAINTMODE
Event Type	10
Specific Problem	1877111
Message Text	Cluster Monitors in maintenance mode
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CLUSTER_NW**Table 1621** HOST_CLUSTER_NW details

Name	Value/Description
Event Identifier	HOST_CLUSTER_NW
Event Type	10
Specific Problem	1877011
Message Text	Cluster Network has failed or shutdown

Table 1621 HOST_CLUSTER_NW details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CLUSTER_SERVICES**Table 1622** HOST_CLUSTER_SERVICES details

Name	Value/Description
Event Identifier	HOST_CLUSTER_SERVICES
Event Type	10
Specific Problem	1877011
Message Text	Cluster Services has failed or shutdown
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CLUSTER_TOPOLOGY**Table 1623** HOST_CLUSTER_TOPOLOGY details

Name	Value/Description
Event Identifier	HOST_CLUSTER_TOPOLOGY
Event Type	10
Specific Problem	1877011
Message Text	Cluster Topology failed verification
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_0

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1624 HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (0) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_1

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1625 HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (1) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_10

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1626 HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (10) failed.
Additional Information	

Table 1626 HOST_CPU_10 details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_11

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1627 HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_12

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1628 HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_13

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1629 HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (13) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_14

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1630 HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (14) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_15

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1631 HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (15) failed.
Additional Information	

Table 1631 HOST_CPU_15 details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_2

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1632 HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_3

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1633 HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (3) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_4

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1634 HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (4) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_5

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1635 HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_6

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1636 HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (6) failed.
Additional Information	

Table 1636 HOST_CPU_6 details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_7

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1637 HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_8

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1638 HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (8) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_9

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1639 HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (9) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1640 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	1878005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_NUMBER**Table 1641** HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	1877505
Message Text	Mismatch on number of online CPUs
Additional Information	

Table 1641 HOST_CPU_NUMBER details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 1642 HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	1877502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_2

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 1643 HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	1877502
Message Text	Internal Disk (2) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DUP_IP

Table 1644 HOST_DUP_IP details

Name	Value/Description
Event Identifier	HOST_DUP_IP
Event Type	2
Specific Problem	1877512
Message Text	Duplicate IP address detected
Additional Information	<ip address>
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_0

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 1645 HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	1877501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_1

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 1646 HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	1877501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	

Table 1646 HOST_FAN_1 details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_2

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 1647 HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	1877501
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_3

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 1648 HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	1877501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ADMIN

Table 1649 HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	1877510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT0

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1650 HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT1

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1651 HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	

Table 1651 HOST_LINK_ENT1 details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT2

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1652 HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT3

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1653 HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT4

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1654 HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT5

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1655 HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT6

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1656 HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	

Table 1656 HOST_LINK_ENT6 details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT7

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1657 HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_FSCSI0

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 1658 HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	1877504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_FSCSI1

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 1659 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	1877504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_FSCSI2

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 1660 HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	1877504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_HSBN**Table 1661** HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	1877506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 1661 HOST_LINK_HSBN details

Name	Value/Description
Remark	

HOST_LINK_IC**Table 1662** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	1877507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_SAN**Table 1663** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	1877508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_TAPE**Table 1664** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2

Table 1664 HOST_LINK_TAPE details

Name	Value/Description
Specific Problem	1877509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_ERR**Table 1665** HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR
Event Type	10
Specific Problem	1878113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1666 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	1878111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Contact your local Comverse Support team.

Table 1666 HOST_MEMORY_USE details

Name	Value/Description
Remark	

HOST_PROCESS_<id>**Table 1667** HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	1878311
Message Text	Process Failures
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_PS_0

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 1668 HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	1877500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared.

HOST_PS_1

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 1669 HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1

Table 1669 HOST_PS_1 details

Name	Value/Description
Event Type	3
Specific Problem	1877500
Message Text	Power Supply Unit (1) failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared.

HOST_PS_2

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 1670 HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	1877500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared.

HOST_PS_3

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 1671 HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	1877500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 1671 HOST_PS_3 details

Name	Value/Description
Remark	Alarm must be manually cleared.

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1672 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	1878112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPA**Table 1673 SAN_LINK_SPA details**

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	1877608
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPA0**Table 1674 SAN_LINK_SPA0 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPA0

Table 1674 SAN_LINK_SPA0 details

Name	Value/Description
Event Type	2
Specific Problem	1877604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPA1**Table 1675 SAN_LINK_SPA1 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	1877604
Message Text	Port 0 on FC SW-B is offline.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPB**Table 1676 SAN_LINK_SPB details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	1877608
Message Text	Paths to SP B are down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPB0**Table 1677** SAN_LINK_SPB0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB0
Event Type	2
Specific Problem	1877604
Message Text	Port 1 on FC SW-A is offline.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPB1**Table 1678** SAN_LINK_SPB1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	1877604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_TAPE**Table 1679** SAN_LINK_TAPE details

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2
Specific Problem	1877609
Message Text	Port 4 and Port 5 on FC SW-A are offline.

Table 1679 SAN_LINK_TAPE details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_TD1**Table 1680** SAN_LINK_TD1 details

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2
Specific Problem	1877604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_TD2**Table 1681** SAN_LINK_TD2 details

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2
Specific Problem	1877604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_APP_RAGENT

Table 1682 SDP_APP_RAGENT details

Name	Value/Description
Event Identifier	SDP_APP_RAGENT
Event Type	2
Specific Problem	1877120
Message Text	Recharge Agent has failed
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_APP_RPXY**Table 1683** SDP_APP_RPXY details

Name	Value/Description
Event Identifier	SDP_APP_RPXY
Event Type	2
Specific Problem	1877120
Message Text	Recharge Proxy has failed
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_DB_<process>**Table 1684** SDP_DB_<process> details

Name	Value/Description
Event Identifier	SDP_DB_<process>
Event Type	2
Specific Problem	1877220
Message Text	One of the DB instances or listener has failed
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 1684 SDP_DB_<process> details

Name	Value/Description
Remark	

SDP_RRT_DATAPUMP_FAILURE

This indicates that for some reason the datapump (impdp or expdp) operations have failed. The message will indicate the location of the log files from those processes which will need to be reviewed to determine the nature of the problem.

Table 1685 SDP_RRT_DATAPUMP_FAILURE details

Name	Value/Description
Event Identifier	SDP_RRT_DATAPUMP_FAILURE
Event Type	10
Specific Problem	1879006
Message Text	
Additional Information	Datapump operation failed: <details>
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_RRT_HIST_DOWN

This alarm indicates that the application is unable to perform tasks involving the history database. During extraction operations this condition prevents the re-extraction of records located on the history DB and represents a restriction on extraction re

Table 1686 SDP_RRT_HIST_DOWN details

Name	Value/Description
Event Identifier	SDP_RRT_HIST_DOWN
Event Type	10
Specific Problem	1879001
Message Text	
Additional Information	Cannot connect to History DB - server_id = <server_id>
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_RRT_LONG_EXTRACTION

This indicates that the extraction process currently is taking longer than the insertion. This is typically caused by the extraction process not running for an extended period of time. This problem should resolve its self as the load reduces.

Table 1687 SDP_RRT_LONG_EXTRACTION details

Name	Value/Description
Event Identifier	SDP_RRT_LONG_EXTRACTION
Event Type	10
Specific Problem	1879011
Message Text	
Additional Information	Extraction interval exceeded
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_RRT_PURGE_DISABLED

This alarm indicates that the application is running with a configuration or in a mode that prevents daily purge from occurring. Restart of the application will be required to correct the problem. Alarm will clear after restart. Application logs will c

Table 1688 SDP_RRT_PURGE_DISABLED details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_DISABLED
Event Type	10
Specific Problem	1879002
Message Text	
Additional Information	Daily data purge from rating DB is currently disabled either by configuration or command line option. Process restart will be required.
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_RRT_PURGE_FAILURE

This class of alarms indicates that the daily purge process has failed unexpectedly. Typically this would be due to a failure in the oracle datapump applications due to things like directories full or database failures.

Table 1689 SDP_RRT_PURGE_FAILURE details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_FAILURE

Table 1689 SDP_RRT_PURGE_FAILURE details

Name	Value/Description
Event Type	10
Specific Problem	1879003
Message Text	
Additional Information	Daily Purge Failure. Estimated time before retry: <retry_time> Details: <details>
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_RRT_PURGE_MODE

This is a warning to indicate that purge of data from the rating DB is proceeding in a less efficient approach because of a problem with datapump configuration.

Table 1690 SDP_RRT_PURGE_MODE details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_MODE
Event Type	10
Specific Problem	1879004
Message Text	
Additional Information	Purge mode is not mode 1 - datapump. Reason: <reason>
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_RRT_PURGE_RUNNING

This is an informational message that indicates when the purge thread is running.

Table 1691 SDP_RRT_PURGE_RUNNING details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_RUNNING
Event Type	10
Specific Problem	1879005
Message Text	
Additional Information	Purge is currently running

Table 1691 SDP_RRT_PURGE_RUNNING details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

SPA_LINK_ADMIN**Table 1692** SPA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	1877710
Message Text	SP-A is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 1693** SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	1877704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

SPB_LINK_ADMIN**Table 1694** SPB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN

Table 1694 SPB_LINK_ADMIN details

Name	Value/Description
Event Type	2
Specific Problem	1877710
Message Text	SP-B is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

SPB_LINK_DAE2:<bus>:<encl>**Table 1695** SPB_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	1877704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

SWA_FAN_0**Table 1696** SWA_FAN_0 details

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3
Specific Problem	1877601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWA_FAN_1**Table 1697** SWA_FAN_1 details

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3
Specific Problem	1877601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWA_LINK_ADMIN**Table 1698** SWA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SWA_LINK_ADMIN
Event Type	2
Specific Problem	1877610
Message Text	FC SW-A is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWA_PS_0**Table 1699** SWA_PS_0 details

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3
Specific Problem	1877600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.

Table 1699 SWA_PS_0 details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWA_PS_1**Table 1700** SWA_PS_1 details

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	1877600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWB_FAN_0**Table 1701** SWB_FAN_0 details

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3
Specific Problem	1877601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWB_FAN_1

Table 1702 SWB_FAN_1 details

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3
Specific Problem	1877601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWB_LINK_ADMIN**Table 1703 SWB_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SWB_LINK_ADMIN
Event Type	2
Specific Problem	1877610
Message Text	FC SW-B is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWB_PS_0**Table 1704 SWB_PS_0 details**

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	1877600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 1704 SWB_PS_0 details

Name	Value/Description
Remark	

SWB_PS_1**Table 1705 SWB_PS_1 details**

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	1877600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_Q_REJECTED**Table 1706 TRANS_Q_REJECTED details**

Name	Value/Description
Event Identifier	TRANS_Q_REJECTED
Event Type	10
Specific Problem	1876013
Message Text	
Additional Information	SDP <numeric> unavailable. <numeric> transactions rejected
Corrective Action	Check that the Rating Database is available. The Rating Database must be brought online.
Remark	

TRANS_Q_REJ_QFULL**Table 1707 TRANS_Q_REJ_QFULL details**

Name	Value/Description
Event Identifier	TRANS_Q_REJ_QFULL

Table 1707 TRANS_Q_REJ_QFULL details

Name	Value/Description
Event Type	10
Specific Problem	1876015
Message Text	
Additional Information	SDP <numeric> - queue full. <numeric> transactions rejected
Corrective Action	Check that the Rating Database is available. The Rating Database must be brought online.
Remark	

TRANS_U_REJECTED**Table 1708** TRANS_U_REJECTED details

Name	Value/Description
Event Identifier	TRANS_U_REJECTED
Event Type	10
Specific Problem	1876014
Message Text	
Additional Information	SDP <numeric> unavailable. <numeric> transactions rejected
Corrective Action	Check that the Rating Database is available. The Rating Database must be brought online.
Remark	

TRANS_U_REJ_QFULL**Table 1709** TRANS_U_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_U_REJ_QFULL
Event Type	10
Specific Problem	1876016
Message Text	
Additional Information	SDP <numeric> - queue full. <numeric> transactions rejected
Corrective Action	Check that the Rating Database is available. The Rating Database must be brought online.

Table 1709 TRANS_U_REJ_QFULL details

Name	Value/Description
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 1710 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	1878412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

Security Server (SECSERV) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1711 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	1919211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.

Table 1711 ALERT_FS_<filesystem> details

Name	Value/Description
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 1712 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	1919303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 1713 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	1919411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 1714 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	1919311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 1715 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	1919999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 1716 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>

Table 1716 ALERT_WKF_<id> details

Name	Value/Description
Event Type	10
Specific Problem	1919511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 1717 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	1918311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 1718 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	1917318
Message Text	File Transfer connection failure
Additional Information	

Table 1718 FTP_<Operation>_<IP Address> details

Name	Value/Description
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1719 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	1918005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 1720 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	1917101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1721 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	1918111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 1722 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	1918311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 1723 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>

Table 1723 HOST_PS_<number> details

Name	Value/Description
Event Type	2
Specific Problem	1917001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1724 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	1918112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 1725 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	1918412
Message Text	UPM Status could not be determined

Table 1725 UNKNOWN_UPM_STATUS details

Name	Value/Description
Additional Information	
Corrective Action	Check the UPM state
Remark	

Trivnet DB Tier (TRVNT-DB) Alarm Details

ALERT_FS_<filesystem>

Table 1726 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	2369211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

Table 1727 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	2369303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>**Table 1728** ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	2369411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>**Table 1729** ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	2369311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_ORACLE_<alertid>**Table 1730** ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	2368211
Message Text	Oracle Alerts.

Table 1730 ALERT_ORACLE_<alertid> details

Name	Value/Description
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_TEST_<name>**Table 1731** ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	2369999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>**Table 1732** ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	2369511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

Table 1733 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	2368311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

BU_DRV_0**Table 1734** BU_DRV_0 details

Name	Value/Description
Event Identifier	BU_DRV_0
Event Type	4
Specific Problem	2367905
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_DRV_1**Table 1735** BU_DRV_1 details

Name	Value/Description
Event Identifier	BU_DRV_1
Event Type	4
Specific Problem	2367905
Message Text	Fan or Drive (Bay 1) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 1735 BU_DRV_1 details

Name	Value/Description
Remark	

BU_FAN_0**Table 1736 BU_FAN_0 details**

Name	Value/Description
Event Identifier	BU_FAN_0
Event Type	3
Specific Problem	2367901
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_FAN_1**Table 1737 BU_FAN_1 details**

Name	Value/Description
Event Identifier	BU_FAN_1
Event Type	3
Specific Problem	2367901
Message Text	Fan or Drive (Bay 1) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_LINK_ADMIN**Table 1738 BU_LINK_ADMIN details**

Name	Value/Description
Event Identifier	BU_LINK_ADMIN
Event Type	2

Table 1738 BU_LINK_ADMIN details

Name	Value/Description
Specific Problem	2367910
Message Text	Backup Unit is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR**Table 1739** BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR
Event Type	10
Specific Problem	2367911
Message Text	See additional info.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_PS_0**Table 1740** BU_PS_0 details

Name	Value/Description
Event Identifier	BU_PS_0
Event Type	3
Specific Problem	2367900
Message Text	Power Supply on the Backup Unit has failed.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

BU_SMC_0**Table 1741 BU_SMC_0 details**

Name	Value/Description
Event Identifier	BU_SMC_0
Event Type	4
Specific Problem	2367905
Message Text	SMC (0) has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_SMC_1**Table 1742 BU_SMC_1 details**

Name	Value/Description
Event Identifier	BU_SMC_1
Event Type	4
Specific Problem	2367905
Message Text	SMC (1) has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_TAPE_<slot>**Table 1743 BU_TAPE_<slot> details**

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	2367902
Message Text	Tape Cartridge is missing or not usable.

Table 1743 BU_TAPE_<slot> details

Name	Value/Description
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Check Tape Library
Remark	

DAE2:<bus>:<encl>_DISK_<disk>**Table 1744 DAE2:<bus>:<encl>_DISK_<disk> details**

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	2367802
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 1745 DAE2:<bus>:<encl>_FAN_A details**

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	2367801
Message Text	Power Supply Unit (A) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_FAN_B

Table 1746 DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	2367801
Message Text	Power Supply Unit (B) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_LCC_A**Table 1747** DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	2367805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_LCC_B**Table 1748** DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	2367805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required

Table 1748 DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Remark	

DAE2:<bus>:<encl>_PS_A**Table 1749** DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	2367800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DAE2:<bus>:<encl>_PS_B**Table 1750** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	2367800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_DISK_<disk>**Table 1751** DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_DISK_<disk>
Event Type	4

Table 1751 DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Specific Problem	2367702
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DPE2:<bus>:<encl>_FAN_A**Table 1752 DPE2:<bus>:<encl>_FAN_A details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	2367701
Message Text	Power Supply Unit (A) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 1753 DPE2:<bus>:<encl>_FAN_B details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	2367701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_PS_A**Table 1754** DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	2367700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_PS_B**Table 1755** DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	2367700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 1756** DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	2367700
Message Text	Standby Power Supply (A) failed or not powered on.

Table 1756 DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 1757** DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3
Specific Problem	2367700
Message Text	Standby Power Supply (B) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SP_A**Table 1758** DPE2:<bus>:<encl>_SP_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	2367705
Message Text	Storage Processor (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DPE2:<bus>:<encl>_SP_B

Table 1759 DPE2:<bus>:<encl>_SP_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4
Specific Problem	2367705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

FTP_<Operation>_<IP Address>**Table 1760** FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	2367318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CLUSTER_SERVICES**Table 1761** HOST_CLUSTER_SERVICES details

Name	Value/Description
Event Identifier	HOST_CLUSTER_SERVICES
Event Type	10
Specific Problem	2367011
Message Text	Cluster Services has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D

Table 1761 HOST_CLUSTER_SERVICES details

Name	Value/Description
Remark	

HOST_CLUSTER_TOPOLOGY**Table 1762** HOST_CLUSTER_TOPOLOGY details

Name	Value/Description
Event Identifier	HOST_CLUSTER_TOPOLOGY
Event Type	10
Specific Problem	2367011
Message Text	Cluster Topology failed verification
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CPU_0**Table 1763** HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (0) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_1**Table 1764** HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3

Table 1764 HOST_CPU_1 details

Name	Value/Description
Specific Problem	2367505
Message Text	Central Processor Unit (1) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_10**Table 1765** HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (10) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_11**Table 1766** HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_12**Table 1767** HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_13**Table 1768** HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (13) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_14**Table 1769** HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (14) failed.

Table 1769 HOST_CPU_14 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_15**Table 1770** HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (15) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_2**Table 1771** HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_3

Table 1772 HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (3) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_4**Table 1773** HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (4) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_5**Table 1774** HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required

Table 1774 HOST_CPU_5 details

Name	Value/Description
Remark	

HOST_CPU_6**Table 1775** HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (6) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_7**Table 1776** HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_8**Table 1777** HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3

Table 1777 HOST_CPU_8 details

Name	Value/Description
Specific Problem	2367505
Message Text	Central Processor Unit (8) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_9**Table 1778 HOST_CPU_9 details**

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	2367505
Message Text	Central Processor Unit (9) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_LOAD**Table 1779 HOST_CPU_LOAD details**

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	2368005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_CPU_NUMBER**Table 1780** HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	2367505
Message Text	Mismatch on number of online CPUs
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1**Table 1781** HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	2367502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DISK_2**Table 1782** HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	2367502
Message Text	Internal Disk (2) failed or missing.

Table 1782 HOST_DISK_2 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DUP_IP**Table 1783** HOST_DUP_IP details

Name	Value/Description
Event Identifier	HOST_DUP_IP
Event Type	2
Specific Problem	2367512
Message Text	Duplicate IP address detected
Additional Information	<ip address>
Corrective Action	A duplicate ip was detected, check network interface configuration.
Remark	

HOST_FAN_0**Table 1784** HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	2367501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_1

Table 1785 HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	2367501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_2**Table 1786** HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	2367501
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_3**Table 1787** HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	2367501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required

Table 1787 HOST_FAN_3 details

Name	Value/Description
Remark	

HOST_LINK_ADMIN**Table 1788** HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	2367510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT0**Table 1789** HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	2367503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1**Table 1790** HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2

Table 1790 HOST_LINK_ENT1 details

Name	Value/Description
Specific Problem	2367503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2**Table 1791** HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	2367503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3**Table 1792** HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	2367503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4**Table 1793** HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	2367503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5**Table 1794** HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	2367503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6**Table 1795** HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	2367503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.

Table 1795 HOST_LINK_ENT6 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT7**Table 1796** HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	2367503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0**Table 1797** HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	2367504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI1

Table 1798 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	2367504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2**Table 1799** HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	2367504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN**Table 1800** HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	2367506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Check/Replace the Network Interface

Table 1800 HOST_LINK_HSBN details

Name	Value/Description
Remark	

HOST_LINK_IC**Table 1801** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	2367507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_SAN**Table 1802** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	2367508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_TAPE**Table 1803** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2

Table 1803 HOST_LINK_TAPE details

Name	Value/Description
Specific Problem	2367509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_MEMORY_ERR**Table 1804** HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR
Event Type	10
Specific Problem	2368113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE**Table 1805** HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	2368111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>**Table 1806** HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	2368311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_0**Table 1807** HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	2367500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_1**Table 1808** HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1
Event Type	3
Specific Problem	2367500
Message Text	Power Supply Unit (1) failed or not powered on.

Table 1808 HOST_PS_1 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_2**Table 1809** HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	2367500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_3**Table 1810** HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	2367500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_SWAP_USE

Table 1811 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	2368112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

SAN_LINK_SPA**Table 1812** SAN_LINK_SPA details

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	2367608
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPA
Remark	

SAN_LINK_SPA0**Table 1813** SAN_LINK_SPA0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA0
Event Type	2
Specific Problem	2367604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	

Table 1813 SAN_LINK_SPA0 details

Name	Value/Description
Corrective Action	Check the Fibre Channel interface that is connected to SPA0.
Remark	

SAN_LINK_SPA1**Table 1814 SAN_LINK_SPA1 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	2367604
Message Text	Port 0 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA1.
Remark	

SAN_LINK_SPB**Table 1815 SAN_LINK_SPB details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	2367608
Message Text	Paths to SP B are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPB
Remark	

SAN_LINK_SPB0**Table 1816 SAN_LINK_SPB0 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB0

Table 1816 SAN_LINK_SPB0 details

Name	Value/Description
Event Type	2
Specific Problem	2367604
Message Text	Port 1 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB0.
Remark	

SAN_LINK_SPB1**Table 1817** SAN_LINK_SPB1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	2367604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB1.
Remark	

SAN_LINK_TAPE**Table 1818** SAN_LINK_TAPE details

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2
Specific Problem	2367609
Message Text	Port 4 and Port 5 on FC SW-A are offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD1**Table 1819** SAN_LINK_TD1 details

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2
Specific Problem	2367604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD2**Table 1820** SAN_LINK_TD2 details

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2
Specific Problem	2367604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SDP_DB_<process>**Table 1821** SDP_DB_<process> details

Name	Value/Description
Event Identifier	SDP_DB_<process>
Event Type	2
Specific Problem	2367220
Message Text	One of the DB instances or listener has failed

Table 1821 SDP_DB_<process> details

Name	Value/Description
Additional Information	
Corrective Action	Check/Restart the Oracle Database instance identified by the alarm.
Remark	

SPA_LINK_ADMIN**Table 1822** SPA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	2367710
Message Text	SP-A is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 1823** SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	2367704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SPB_LINK_ADMIN

Table 1824 SPB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN
Event Type	2
Specific Problem	2367710
Message Text	SP-B is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPB_LINK_DAE2:<bus>:<encl>**Table 1825** SPB_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	2367704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SWA_FAN_0**Table 1826** SWA_FAN_0 details

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3
Specific Problem	2367601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required

Table 1826 SWA_FAN_0 details

Name	Value/Description
Remark	

SWA_FAN_1**Table 1827** SWA_FAN_1 details

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3
Specific Problem	2367601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_LINK_ADMIN**Table 1828** SWA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SWA_LINK_ADMIN
Event Type	2
Specific Problem	2367610
Message Text	FC SW-A is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWA_PS_0**Table 1829** SWA_PS_0 details

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3

Table 1829 SWA_PS_0 details

Name	Value/Description
Specific Problem	2367600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWA_PS_1**Table 1830 SWA_PS_1 details**

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	2367600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_FAN_0**Table 1831 SWB_FAN_0 details**

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3
Specific Problem	2367601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_FAN_1**Table 1832** SWB_FAN_1 details

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3
Specific Problem	2367601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_LINK_ADMIN**Table 1833** SWB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SWB_LINK_ADMIN
Event Type	2
Specific Problem	2367610
Message Text	FC SW-B is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWB_PS_0**Table 1834** SWB_PS_0 details

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	2367600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.

Table 1834 SWB_PS_0 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_PS_1**Table 1835 SWB_PS_1 details**

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	2367600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 1836 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	2368412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

LINUX Managed Components

Network Self Care (ASU) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1837 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	1059211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 1838 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	1059303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 1839 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	1059411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 1840 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	1059311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 1841 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	1059511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 1842 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	1058311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 1843 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	1057318
Message Text	File Transfer connection failure

Table 1843 FTP_<Operation>_<IP Address> details

Name	Value/Description
Additional Information	File Transfer connection failure
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1844 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	1058005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 1845 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	1057101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1846 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	1058111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 1847 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	1058311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 1848 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>

Table 1848 HOST_PS_<number> details

Name	Value/Description
Event Type	2
Specific Problem	1057001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1849 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	1058112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 1850 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	1058412
Message Text	UPM Status could not be determined

Table 1850 UNKNOWN_UPM_STATUS details

Name	Value/Description
Additional Information	
Corrective Action	Check the UPM state
Remark	

Asynchronous Server (ASYNC) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1851 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4269211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 1852 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4269303

Table 1852 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 1853 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4269411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 1854 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4269311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.

Table 1854 ALERT_MON_<id> details

Name	Value/Description
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 1855 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4269999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 1856 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4269511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 1857 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4268311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 1858 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4267318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1859 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4268005
Message Text	Load Average has exceeded warning or critical threshold.

Table 1859 HOST_CPU_LOAD details

Name	Value/Description
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 1860 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	4267101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1861 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4268111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization

Table 1861 HOST_MEMORY_USE details

Name	Value/Description
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 1862 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4268311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 1863 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	4267001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1864 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4268112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 1865 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4268412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Asynchronous JMS Server (ASYNC-JMS) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1866 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4269211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 1867 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4269303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 1868 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>

Table 1868 ALERT_JOB_<jobid> details

Name	Value/Description
Event Type	10
Specific Problem	4269411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 1869 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4269311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 1870 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4269999
Message Text	Test Alarm

Table 1870 ALERT_TEST_<name> details

Name	Value/Description
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 1871 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4269511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 1872 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4268311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 1873 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4267318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1874 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4268005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 1875 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>

Table 1875 HOST_FAN_<number> details

Name	Value/Description
Event Type	2
Specific Problem	4267101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1876 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4268111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 1877 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4268311
Message Text	Process Failures

Table 1877 HOST_PROCESS_<id> details

Name	Value/Description
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 1878 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	4267001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1879 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4268112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 1880 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4268412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Billing Server (BILLING) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1881 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	3469211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 1882 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	3469303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 1883 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	3469411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 1884 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	3469311

Table 1884 ALERT_MON_<id> details

Name	Value/Description
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_ORACLE_<alertid>**Table 1885** ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	3468211
Message Text	Oracle Alerts.
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Check Oracle alert logs for the Oracle Error in the alarm. The oracle error code will determine what corrective action to perform.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 1886 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	3463469
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 1887 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	3469511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_ERROR_RATE

This indicates that an unusually high error rate is causing throughput to degrade. By changing the recommended batch size throughput can be better maximized until the source of the error data can be corrected.

Table 1888 APP_ERROR_RATE details

Name	Value/Description
Event Identifier	APP_ERROR_RATE
Event Type	10
Specific Problem	3467703
Message Text	
Additional Information	Error rate is too high for efficient processing with a batch size of <batch>. It is recommended that the BATCH_INSERT_SIZE system_paramter be reduced to <new_size>.
Corrective Action	Reduce the BATCH_INSERT_SIZE setting, then refresh (kill -USR2) or restart the process. Investigate and resolve the data errors, resolve that problem, then increase the BATCH_INSERT_SIZE again.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 1889 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	3468311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

APP_PROCESS_DUPLICATE

This error is caused when an application is started 2 or more times with the same process instance name. This can cause a variety of problems including but not limited to process hanging and duplicate usage events.

Table 1890 APP_PROCESS_DUPLICATE details

Name	Value/Description
Event Identifier	APP_PROCESS_DUPLICATE
Event Type	10
Specific Problem	3467708
Message Text	
Additional Information	Two or more processes are currently running with the same process name. Indicates that a new process with the same name has just been started.
Corrective Action	Stop the older duplicate process
Remark	

APP_PROCESS_HUNG

This error indicates that one or more threads in the process reported active status, but have not updated the status again since that time. The threads are now believed to be hung and the severity of the issue will increase the longer the threads are hung.

Table 1891 APP_PROCESS_HUNG details

Name	Value/Description
Event Identifier	APP_PROCESS_HUNG
Event Type	10
Specific Problem	3467707

Table 1891 APP_PROCESS_HUNG details

Name	Value/Description
Message Text	
Additional Information	A thread inside the process appears to be hung: Currently the thread has been non responsive for <time>
Corrective Action	Process requires a restart to clear this error
Remark	

BILL_LTP_TRANSFER_LATENCY

Transfer latency is higher than designed. There most likely are data problems that need to be resolved. Alternatively the LTP process might not have been running for a period of time and the large latency is being reported. You can start other instances of LTP to help process the backlog or you can wait for LTP processing to catch up.

Table 1892 BILL_LTP_TRANSFER_LATENCY details

Name	Value/Description
Event Identifier	BILL_LTP_TRANSFER_LATENCY
Event Type	10
Specific Problem	3467706
Message Text	
Additional Information	Transfer Latency is longer than desired.
Corrective Action	This problem should self correct during periods of lower load. If the issue was caused by LTP not running for a period of time or that load is exceeding the capacity of a single LTP process, start another LTP process to help process the load. If this is a sustained and recurring issue increase the number of threads/nodes inside the primary LTP process.
Remark	

BU_DRV_<slot>**Table 1893 BU_DRV_<slot> details**

Name	Value/Description
Event Identifier	BU_DRV_<slot>
Event Type	4
Specific Problem	3468902
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	

Table 1893 BU_DRV_<slot> details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_FAN_<slot>**Table 1894** BU_FAN_<slot> details

Name	Value/Description
Event Identifier	BU_FAN_<slot>
Event Type	3
Specific Problem	3468901
Message Text	Fan or Drive Bay on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_LINK_ADMIN**Table 1895** BU_LINK_ADMIN details

Name	Value/Description
Event Identifier	BU_LINK_ADMIN
Event Type	2
Specific Problem	3468910
Message Text	Backup Unit is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR**Table 1896** BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR

Table 1896 BU_OPR_ERR details

Name	Value/Description
Event Type	10
Specific Problem	3468911
Message Text	See additional info.
Additional Information	
Corrective Action	Check Tape Library
Remark	

BU_PS_<slot>**Table 1897** BU_PS_<slot> details

Name	Value/Description
Event Identifier	BU_PS_<slot>
Event Type	3
Specific Problem	3468900
Message Text	Power Supply on the Backup Unit has failed.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

BU_SMC_<slot>**Table 1898** BU_SMC_<slot> details

Name	Value/Description
Event Identifier	BU_SMC_<slot>
Event Type	4
Specific Problem	3468905
Message Text	SMC has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_TAPE_<slot>**Table 1899** BU_TAPE_<slot> details

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	3467902
Message Text	Tape Cartridge is missing or not usable.
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_DISK_<disk>**Table 1900** DAE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	3467802
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 1901** DAE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	3467801
Message Text	Power Supply Unit (A) on DAE failed or missing.

Table 1901 DAE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_FAN_B**Table 1902** DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	3467801
Message Text	Power Supply Unit (B) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_LCC_A**Table 1903** DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	3467805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_LCC_B

Table 1904 DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	3467805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_PS_A**Table 1905** DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	3467800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DAE2:<bus>:<encl>_PS_B**Table 1906** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	3467800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required

Table 1906 DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Remark	

DB_PROCESS_<id>**Table 1907** DB_PROCESS_<id> details

Name	Value/Description
Event Identifier	DB_PROCESS_<id>
Event Type	10
Specific Problem	3468311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

DB_TRANS_FAILED**Table 1908** DB_TRANS_FAILED details

Name	Value/Description
Event Identifier	DB_TRANS_FAILED
Event Type	10
Specific Problem	3466012
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_DISK_<disk>**Table 1909** DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_DISK_<disk>
Event Type	4

Table 1909 DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Specific Problem	3467702
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DPE2:<bus>:<encl>_FAN_A**Table 1910** DPE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	3467701
Message Text	Power Supply Unit (A) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 1911** DPE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	3467701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_PS_A**Table 1912** DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	3467700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_PS_B**Table 1913** DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	3467700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 1914** DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	3467700
Message Text	Standby Power Supply (A) failed or not powered on.

Table 1914 DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 1915** DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3
Specific Problem	3467700
Message Text	Standby Power Supply (B) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SP_A**Table 1916** DPE2:<bus>:<encl>_SP_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	3467705
Message Text	Storage Processor (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DPE2:<bus>:<encl>_SP_B

Table 1917 DPE2:<bus>:<encl>_SP_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4
Specific Problem	3467705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DWH_ACTIVITY_LOG**Table 1918** DWH_ACTIVITY_LOG details

Name	Value/Description
Event Identifier	DWH_ACTIVITY_LOG
Event Type	10
Specific Problem	3467014
Message Text	
Additional Information	Unable to Retrieve Activity Log from SDP
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_CON**Table 1919** DWH_FTP_CON details

Name	Value/Description
Event Identifier	DWH_FTP_CON
Event Type	10
Specific Problem	3467008
Message Text	
Additional Information	Failed to Connect to CFS
Corrective Action	Contact your local Comverse Support team.

Table 1919 DWH_FTP_CON details

Name	Value/Description
Remark	

DWH_FTP_CONN**Table 1920 DWH_FTP_CONN details**

Name	Value/Description
Event Identifier	DWH_FTP_CONN
Event Type	10
Specific Problem	3467016
Message Text	
Additional Information	Failed to connect for FTP of template file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_LOW**Table 1921 DWH_FTP_LOW details**

Name	Value/Description
Event Identifier	DWH_FTP_LOW
Event Type	10
Specific Problem	3467008
Message Text	
Additional Information	Failed to Connect to CFS
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_MIS**Table 1922 DWH_FTP_MIS details**

Name	Value/Description
Event Identifier	DWH_FTP_MIS
Event Type	10

Table 1922 DWH_FTP_MIS details

Name	Value/Description
Specific Problem	3467011
Message Text	
Additional Information	File missing or incorrect ext
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_ORA**Table 1923** DWH_FTP_ORA details

Name	Value/Description
Event Identifier	DWH_FTP_ORA
Event Type	10
Specific Problem	3467002
Message Text	
Additional Information	Unable To Connect to Oracle
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_STA**Table 1924** DWH_FTP_STA details

Name	Value/Description
Event Identifier	DWH_FTP_STA
Event Type	10
Specific Problem	3467005
Message Text	
Additional Information	Unable To read static file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_TRNSFR**Table 1925** DWH_FTP_TRNSFR details

Name	Value/Description
Event Identifier	DWH_FTP_TRNSFR
Event Type	10
Specific Problem	3467015
Message Text	
Additional Information	Failed to Transfer template file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_VAL**Table 1926** DWH_FTP_VAL details

Name	Value/Description
Event Identifier	DWH_FTP_VAL
Event Type	10
Specific Problem	3467010
Message Text	
Additional Information	Unable to get remote MD5
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_OND_ERR**Table 1927** DWH_OND_ERR details

Name	Value/Description
Event Identifier	DWH_OND_ERR
Event Type	10
Specific Problem	3467012
Message Text	

Table 1927 DWH_OND_ERR details

Name	Value/Description
Additional Information	On Demand extraction error
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_PNG_ERR**Table 1928 DWH_PNG_ERR details**

Name	Value/Description
Event Identifier	DWH_PNG_ERR
Event Type	2
Specific Problem	3467013
Message Text	
Additional Information	Pinger detects faulty connection
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_DYN**Table 1929 DWH_SCH_DYN details**

Name	Value/Description
Event Identifier	DWH_SCH_DYN
Event Type	10
Specific Problem	3467003
Message Text	
Additional Information	Unable To Read Dynamic File
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_EXT

Table 1930 DWH_SCH_EXT details

Name	Value/Description
Event Identifier	DWH_SCH_EXT
Event Type	10
Specific Problem	3467007
Message Text	
Additional Information	Failed to Extract
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_OPN**Table 1931** DWH_SCH_OPN details

Name	Value/Description
Event Identifier	DWH_SCH_OPN
Event Type	10
Specific Problem	3467006
Message Text	
Additional Information	Unable to Open File
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_ORA**Table 1932** DWH_SCH_ORA details

Name	Value/Description
Event Identifier	DWH_SCH_ORA
Event Type	10
Specific Problem	3467001
Message Text	
Additional Information	Unable To Connect to Oracle
Corrective Action	Contact your local Comverse Support team.

Table 1932 DWH_SCH_ORA details

Name	Value/Description
Remark	

DWH_SCH_STA**Table 1933 DWH_SCH_STA details**

Name	Value/Description
Event Identifier	DWH_SCH_STA
Event Type	10
Specific Problem	3467004
Message Text	
Additional Information	Unable To read static file
Corrective Action	Contact your local Comverse Support team.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 1934 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	3467318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CLUSTER_MAINTMODE**Table 1935 HOST_CLUSTER_MAINTMODE details**

Name	Value/Description
Event Identifier	HOST_CLUSTER_MAINTMODE

Table 1935 HOST_CLUSTER_MAINTMODE details

Name	Value/Description
Event Type	10
Specific Problem	3467111
Message Text	Cluster Monitors in maintenance mode
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_NW**Table 1936** HOST_CLUSTER_NW details

Name	Value/Description
Event Identifier	HOST_CLUSTER_NW
Event Type	10
Specific Problem	3467011
Message Text	Cluster Network has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_SERVICES**Table 1937** HOST_CLUSTER_SERVICES details

Name	Value/Description
Event Identifier	HOST_CLUSTER_SERVICES
Event Type	10
Specific Problem	3467011
Message Text	Cluster Services has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_TOPOLOGY**Table 1938** HOST_CLUSTER_TOPOLOGY details

Name	Value/Description
Event Identifier	HOST_CLUSTER_TOPOLOGY
Event Type	10
Specific Problem	3467011
Message Text	Cluster Topology failed verification
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CPU_0

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1939 HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (0) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_1

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1940 HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (1) failed.

Table 1940 HOST_CPU_1 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_10

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1941 HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (10) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_11

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1942 HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_12

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1943 HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_13

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1944 HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (13) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_14

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1945 HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (14) failed.

Table 1945 HOST_CPU_14 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_15

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1946 HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (15) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_2

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1947 HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_3

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1948 HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (3) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_4

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1949 HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (4) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_5

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1950 HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (5) failed.

Table 1950 HOST_CPU_5 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_6

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1951 HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (6) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_7

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1952 HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_8

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1953 HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (8) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_9

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 1954 HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (9) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1955 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	3468005
Message Text	Load Average has exceeded warning or critical threshold.

Table 1955 HOST_CPU_LOAD details

Name	Value/Description
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_CPU_NUMBER**Table 1956** HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	3467505
Message Text	Mismatch on number of online CPUs
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 1957 HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	3467502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DISK_2

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 1958 HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	3467502
Message Text	Internal Disk (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DUP_IP**Table 1959** HOST_DUP_IP details

Name	Value/Description
Event Identifier	HOST_DUP_IP
Event Type	2
Specific Problem	3467512
Message Text	Duplicate IP address detected
Additional Information	<ip address>
Corrective Action	A duplicate ip was detected, check network interface configuration.
Remark	

HOST_FAN_0

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 1960 HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	3467501
Message Text	Power Supply Unit (0) failed or missing.

Table 1960 HOST_FAN_0 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_1

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 1961 HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	3467501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_2

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 1962 HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	3467501
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_3

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 1963 HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	3467501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_LINK_ADMIN

Table 1964 HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	3467510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT0

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1965 HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.

Table 1965 HOST_LINK_ENT0 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1966 HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1967 HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1968 HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1969 HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1970 HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.

Table 1970 HOST_LINK_ENT5 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1971 HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT7

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 1972 HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 1973 HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	3467504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI1

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 1974 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	3467504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 1975 HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	3467504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.

Table 1975 HOST_LINK_FSCSI2 details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN**Table 1976** HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	3467506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_IC**Table 1977** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	3467507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_SAN

Table 1978 HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	3467508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_TAPE**Table 1979** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2
Specific Problem	3467509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_ERR**Table 1980** HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR
Event Type	10
Specific Problem	3468113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 1980 HOST_MEMORY_ERR details

Name	Value/Description
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1981 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	3468111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 1982 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	3468311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_0

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 1983 HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	3467500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_1

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 1984 HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1
Event Type	3
Specific Problem	3467500
Message Text	Power Supply Unit (1) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_2

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 1985 HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	3467500
Message Text	Power Supply Unit (2) failed or not powered on.

Table 1985 HOST_PS_2 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_3

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 1986 HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	3467500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 1987 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	3468112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

SAN_LINK_SPA**Table 1988** SAN_LINK_SPA details

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	3467608
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPA
Remark	

SAN_LINK_SPA0**Table 1989** SAN_LINK_SPA0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA0
Event Type	2
Specific Problem	3467604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA0.
Remark	

SAN_LINK_SPA1**Table 1990** SAN_LINK_SPA1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	3467604
Message Text	Port 0 on FC SW-B is offline.

Table 1990 SAN_LINK_SPA1 details

Name	Value/Description
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA1.
Remark	

SAN_LINK_SPB**Table 1991 SAN_LINK_SPB details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	3467608
Message Text	Paths to SP B are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPB
Remark	

SAN_LINK_SPB0**Table 1992 SAN_LINK_SPB0 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB0
Event Type	2
Specific Problem	3467604
Message Text	Port 1 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB0.
Remark	

SAN_LINK_SPB1

Table 1993 SAN_LINK_SPB1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	3467604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB1.
Remark	

SAN_LINK_TAPE**Table 1994 SAN_LINK_TAPE details**

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2
Specific Problem	3467609
Message Text	Port 4 and Port 5 on FC SW-A are offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD1**Table 1995 SAN_LINK_TD1 details**

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2
Specific Problem	3467604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface

Table 1995 SAN_LINK_TD1 details

Name	Value/Description
Remark	

SAN_LINK_TD2**Table 1996 SAN_LINK_TD2 details**

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2
Specific Problem	3467604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SDP_APP_RAGENT**Table 1997 SDP_APP_RAGENT details**

Name	Value/Description
Event Identifier	SDP_APP_RAGENT
Event Type	2
Specific Problem	3467120
Message Text	Recharge Agent has failed
Additional Information	
Corrective Action	Check/Restart the Recharge Agent application
Remark	

SDP_APP_RPXY**Table 1998 SDP_APP_RPXY details**

Name	Value/Description
Event Identifier	SDP_APP_RPXY
Event Type	2

Table 1998 SDP_APP_RPXY details

Name	Value/Description
Specific Problem	3467120
Message Text	Recharge Proxy has failed
Additional Information	
Corrective Action	Check/Restart the Recharge Proxy application
Remark	

SDP_DB_<process>**Table 1999** SDP_DB_<process> details

Name	Value/Description
Event Identifier	SDP_DB_<process>
Event Type	2
Specific Problem	3467220
Message Text	One of the DB instances or listener has failed
Additional Information	
Corrective Action	Check/Restart the Oracle Database instance identified by the alarm.
Remark	

SDP_RRT_DATAPUMP_FAILURE

This indicates that for some reason the datapump (impdp or expdp) operations have failed. The message will indicate the location of the log files from those processes which will need to be reviewed to determine the nature of the problem.

Table 2000 SDP_RRT_DATAPUMP_FAILURE details

Name	Value/Description
Event Identifier	SDP_RRT_DATAPUMP_FAILURE
Event Type	10
Specific Problem	3469006
Message Text	
Additional Information	Datapump operation failed: <details>
Corrective Action	Purge operation uses oracle datapump (expdp and impdp) processes. One of these processes has failed. Please review the log file listed in the message for details

Table 2000 SDP_RRT_DATAPUMP_FAILURE details

Name	Value/Description
Remark	

SDP_RRT_HIST_DOWN

This alarm indicates that the application is unable to perform tasks involving the history database. During extraction operations this condition prevents the re-extraction of records located on the history DB and represents a restriction on extraction re

Table 2001 SDP_RRT_HIST_DOWN details

Name	Value/Description
Event Identifier	SDP_RRT_HIST_DOWN
Event Type	10
Specific Problem	3469001
Message Text	
Additional Information	Cannot connect to History DB - server_id = <server_id>
Corrective Action	Bring the specified HISTORY DB back online
Remark	

SDP_RRT_PURGE_DISABLED

This alarm indicates that the application is running with a configuration or in a mode that prevents daily purge from occurring. Restart of the application will be required to correct the problem. Alarm will clear after restart. Application logs will c

Table 2002 SDP_RRT_PURGE_DISABLED details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_DISABLED
Event Type	10
Specific Problem	3469002
Message Text	
Additional Information	Daily data purge from rating DB is currently disabled either by configuration or command line option. Process restart will be required.
Corrective Action	Two possible causes of this alarm. The first is the application is running in NO_PURGE mode. To correct restart the process in normal mode. The second problem indicates that the extract_parameter where id = 6 is improperly configured and the history DB
Remark	

SDP_RRT_PURGE_FAILURE

This class of alarms indicates that the daily purge process has failed unexpectedly. Typically this would be due to a failure in the oracle datapump applications due to things like directories full or database failures.

Table 2003 SDP_RRT_PURGE_FAILURE details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_FAILURE
Event Type	10
Specific Problem	3469003
Message Text	
Additional Information	Daily Purge Failure. Estimated time before retry: <retry_time> Details: <details>
Corrective Action	Daily purge operations have failed to transfer data. This is generally caused by a failure of the oracle data_pump operations (impdp or expdp). You will need to refer to the logs for those processes to learn more about the source of the problem.
Remark	

SDP_RRT_PURGE_MODE

This is a warning to indicate that purge of data from the rating DB is proceeding in a less efficient approach because of a problem with datapump configuration.

Table 2004 SDP_RRT_PURGE_MODE details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_MODE
Event Type	10
Specific Problem	3469004
Message Text	
Additional Information	Purge mode is not mode 1 - datapump. Reason: <reason>
Corrective Action	Check that the application is running on the machine where the rating and history DB are located. Check that the datapump_dir is properly configured and has write permissions for the user running the application. Check the the purge mode is properly set
Remark	

SDP_RRT_PURGE_RUNNING

This is an informational message that indicates when the purge thread is running.

Table 2005 SDP_RRT_PURGE_RUNNING details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_RUNNING
Event Type	10
Specific Problem	3469005
Message Text	
Additional Information	Purge is currently running
Corrective Action	No action - message is informational only
Remark	

SPA_LINK_ADMIN**Table 2006** SPA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	3467710
Message Text	SP-A is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 2007** SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	3467704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface

Table 2007 SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Remark	

SPB_LINK_ADMIN**Table 2008** SPB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN
Event Type	2
Specific Problem	3467710
Message Text	SP-B is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPB_LINK_DAE2:<bus>:<encl>**Table 2009** SPB_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	3467704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SWA_FAN_0**Table 2010** SWA_FAN_0 details

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3

Table 2010 SWA_FAN_0 details

Name	Value/Description
Specific Problem	3467601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_FAN_1**Table 2011 SWA_FAN_1 details**

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3
Specific Problem	3467601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_LINK_ADMIN**Table 2012 SWA_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SWA_LINK_ADMIN
Event Type	2
Specific Problem	3467610
Message Text	FC SW-A is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWA_PS_0**Table 2013 SWA_PS_0 details**

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3
Specific Problem	3467600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWA_PS_1**Table 2014 SWA_PS_1 details**

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	3467600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_FAN_0**Table 2015 SWB_FAN_0 details**

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3
Specific Problem	3467601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.

Table 2015 SWB_FAN_0 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_FAN_1**Table 2016 SWB_FAN_1 details**

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3
Specific Problem	3467601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_LINK_ADMIN**Table 2017 SWB_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SWB_LINK_ADMIN
Event Type	2
Specific Problem	3467610
Message Text	FC SW-B is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWB_PS_0

Table 2018 SWB_PS_0 details

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	3467600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_PS_1**Table 2019 SWB_PS_1 details**

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	3467600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

TRANS_Q_REJECTED**Table 2020 TRANS_Q_REJECTED details**

Name	Value/Description
Event Identifier	TRANS_Q_REJECTED
Event Type	10
Specific Problem	3466013
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 2020 TRANS_Q_REJECTED details

Name	Value/Description
Remark	

TRANS_Q_REJ_QFULL**Table 2021** TRANS_Q_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_Q_REJ_QFULL
Event Type	10
Specific Problem	3466015
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_U_REJECTED**Table 2022** TRANS_U_REJECTED details

Name	Value/Description
Event Identifier	TRANS_U_REJECTED
Event Type	10
Specific Problem	3466014
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_U_REJ_QFULL**Table 2023** TRANS_U_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_U_REJ_QFULL
Event Type	10

Table 2023 TRANS_U_REJ_QFULL details

Name	Value/Description
Specific Problem	3466016
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TSS_Q_LATENCY**Table 2024** TSS_Q_LATENCY details

Name	Value/Description
Event Identifier	TSS_Q_LATENCY
Event Type	10
Specific Problem	3467709
Message Text	
Additional Information	When record number in TSS_TRANSACTION is greater than threshold
Corrective Action	Check if record number in TSS_TRANSACTION is greater than threshold
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2025 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	3468412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Call Control Server (CCS) Alarm Details

BS_SHUTDOWN_NORM

Table 2026 BS_SHUTDOWN_NORM details

Name	Value/Description
Event Identifier	BS_SHUTDOWN_NORM
Event Type	0
Specific Problem	1019102
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

CCS_CALL_INITIATIONS

Table 2027 CCS_CALL_INITIATIONS details

Name	Value/Description
Event Identifier	CCS_CALL_INITIATIONS
Event Type	10
Specific Problem	1467902
Message Text	
Additional Information	Capacity reached <number> percent
Corrective Action	Contact Comverse customer support. This alarm is generated when the number of incoming and outgoing call initiations exceeds the threshold during the predefined interval.
Remark	

CCS_CC_HW_0

Table 2028 CCS_CC_HW_0 details

Name	Value/Description
Event Identifier	CCS_CC_HW_0
Event Type	4

Table 2028 CCS_CC_HW_0 details

Name	Value/Description
Specific Problem	4079001
Message Text	
Additional Information	UPX: Fan2 device is faulty, APLUS: Fan3 device is faulty, DCP: Central fan/PSM device has a problem
Corrective Action	Contact your local Comverse Support team.
Remark	

CCS_CC_HW_1**Table 2029 CCS_CC_HW_1 details**

Name	Value/Description
Event Identifier	CCS_CC_HW_1
Event Type	4
Specific Problem	4079002
Message Text	
Additional Information	UPX: Fan2 device is faulty, APLUS: Fan3 device is faulty, DCP: Right fan/PSM device has a problem
Corrective Action	Contact your local Comverse Support team.
Remark	

CCS_CC_HW_2**Table 2030 CCS_CC_HW_2 details**

Name	Value/Description
Event Identifier	CCS_CC_HW_2
Event Type	4
Specific Problem	4079003
Message Text	
Additional Information	UPX: High Temperature was detected in a PSM, APLUS: Fan 1 device is faulty, DCP: Left fan/PSM device has a problem.
Corrective Action	Contact your local Comverse Support team.
Remark	

CCS_CC_HW_3**Table 2031 CCS_CC_HW_3 details**

Name	Value/Description
Event Identifier	CCS_CC_HW_3
Event Type	4
Specific Problem	4079004
Message Text	
Additional Information	UPX: PSM is faulty, APLUS: PSM1 is faulty, DCP: Ambient temperature is above 35 C.
Corrective Action	Contact your local Comverse Support team.
Remark	

CCS_CC_HW_4**Table 2032 CCS_CC_HW_4 details**

Name	Value/Description
Event Identifier	CCS_CC_HW_4
Event Type	4
Specific Problem	4079005
Message Text	
Additional Information	UPX: ALM card is not installed, APLUS: PSM2 is faulty, DCP: FAN device has a speed problem
Corrective Action	Contact your local Comverse Support team.
Remark	

CCS_CC_HW_5**Table 2033 CCS_CC_HW_5 details**

Name	Value/Description
Event Identifier	CCS_CC_HW_5
Event Type	4
Specific Problem	4079006
Message Text	

Table 2033 CCS_CC_HW_5 details

Name	Value/Description
Additional Information	UPX: Spare1 device is faulty, APLUS: PSM3 is faulty, DCP: Fan/PSM device is faulty
Corrective Action	Contact your local Comverse Support team.
Remark	

CCS_CC_HW_6**Table 2034 CCS_CC_HW_6 details**

Name	Value/Description
Event Identifier	CCS_CC_HW_6
Event Type	4
Specific Problem	4079007
Message Text	
Additional Information	UPX: Spare2 device is faulty, APLUS: High Temperature was detected in the CCS cage, DCP: High temperature was detected in the CCS cage.
Corrective Action	Contact your local Comverse Support team.
Remark	

CCS_CC_HW_7**Table 2035 CCS_CC_HW_7 details**

Name	Value/Description
Event Identifier	CCS_CC_HW_7
Event Type	4
Specific Problem	4079008
Message Text	
Additional Information	UPX: High Temperature was detected in a CCS CE, APLUS: High temperature was detected in the CCS CE, DCP: High temperature was detected in the CCS CE.
Corrective Action	Contact your local Comverse Support team.
Remark	

CCS_CE_TIMEDIFF

Table 2036 CCS_CE_TIMEDIFF details

Name	Value/Description
Event Identifier	CCS_CE_TIMEDIFF
Event Type	10
Specific Problem	4087100
Message Text	
Additional Information	CE TIME DIFF WAS <number> SEC
Corrective Action	Contact Comverse customer support. This alarm is generated when the time difference between targets is above the threshold. It is cleared when the difference is below the threshold. This alarm is not supported for the J7 protocol.
Remark	

CCS_CICS_IDLE**Table 2037 CCS_CICS_IDLE details**

Name	Value/Description
Event Identifier	CCS_CICS_IDLE
Event Type	10
Specific Problem	1467952
Message Text	
Additional Information	<CCS name> has <number> IDLE CICS
Corrective Action	Contact Comverse customer support. This alarm is generated when the number of idle CICS is below the threshold. It is cleared when the number of idle CICS is above the threshold. This alarm is not supported for the J7 protocol.
Remark	

CCS_CICS_TRANSIENT**Table 2038 CCS_CICS_TRANSIENT details**

Name	Value/Description
Event Identifier	CCS_CICS_TRANSIENT
Event Type	10
Specific Problem	1467951
Message Text	

Table 2038 CCS_CICS_TRANSIENT details

Name	Value/Description
Additional Information	<CCS name> has <number> Transient CICS
Corrective Action	Contact Comverse customer support. This alarm is generated when the number of transient CICSs is above the threshold. It is cleared when the number of transient CICSs is below the threshold. This alarm is not supported for the J7 protocol.
Remark	

CCS_CICS_UNAVAILABLE**Table 2039 CCS_CICS_UNAVAILABLE details**

Name	Value/Description
Event Identifier	CCS_CICS_UNAVAILABLE
Event Type	10
Specific Problem	1467953
Message Text	
Additional Information	<CCS name> has <number> Unavailable CICS
Corrective Action	Contact Comverse customer support. This alarm is generated when the number of available CICSs is below the threshold. It is cleared when the number of available CICSs is above the threshold. This alarm is not supported for the J7 protocol.
Remark	

CCS_CICS_UNEQUIPPED**Table 2040 CCS_CICS_UNEQUIPPED details**

Name	Value/Description
Event Identifier	CCS_CICS_UNEQUIPPED
Event Type	10
Specific Problem	1467950
Message Text	
Additional Information	<CCS name> has <number> Unequipped CICS
Corrective Action	Contact Comverse customer support. This alarm is generated when the number of unequipped CICSs is above the threshold. It is cleared when the number of unequipped CICSs is below the threshold. This alarm is not supported for the J7 protocol.
Remark	

CCS_L3MTP_QUEUE**Table 2041** CCS_L3MTP_QUEUE details

Name	Value/Description
Event Identifier	CCS_L3MTP_QUEUE
Event Type	10
Specific Problem	4087504
Message Text	
Additional Information	Process L3MTP overloaded
Corrective Action	Contact Comverse customer support. This alarm is generated when the number of messages in the <\$NODENAME>_L3MTP processes queue exceeds the threshold during the predefined interval. It is cleared when the number of messages in the queue is below the threshold during the predefined interval.
Remark	

CCS_LAN_LINK**Table 2042** CCS_LAN_LINK details

Name	Value/Description
Event Identifier	CCS_LAN_LINK
Event Type	10
Specific Problem	1465331
Message Text	
Additional Information	Peer application is not accessible via UDP LAN
Corrective Action	Contact Comverse customer support. This alarm is generated when the number of defined event (UNIQ specifies the event ID) occurrences is greater than the threshold during the predefined interval. It is cleared when the occurrences are below the threshold during the predefined interval.
Remark	

CCS_LAN_SERVICE**Table 2043** CCS_LAN_SERVICE details

Name	Value/Description
Event Identifier	CCS_LAN_SERVICE

Table 2043 CCS_LAN_SERVICE details

Name	Value/Description
Event Type	10
Specific Problem	4087006
Message Text	
Additional Information	Process LAN Failed
Corrective Action	Contact Comverse customer support. This alarm is generated when a process failure is detected. It is cleared when the process instances in Linux are equal to 1.
Remark	

CCS_LOCAL_SSN**Table 2044 CCS_LOCAL_SSN details**

Name	Value/Description
Event Identifier	CCS_LOCAL_SSN
Event Type	10
Specific Problem	1418701
Message Text	
Additional Information	LNK <link name> LN (<logical name>) [<description>]
Corrective Action	Contact Comverse customer support. This alarm is generated when a local subsystem number (LSSN) is prohibited. It is cleared when the LSSN status becomes "in service". This alarm is not supported for the J7 protocol.
Remark	

CCS_LOGGER_COUNT**Table 2045 CCS_LOGGER_COUNT details**

Name	Value/Description
Event Identifier	CCS_LOGGER_COUNT
Event Type	10
Specific Problem	4087004
Message Text	
Additional Information	CCS logger was opened

Table 2045 CCS_LOGGER_COUNT details

Name	Value/Description
Corrective Action	Contact Comverse customer support. This alarm is generated when the number of process appearances in Linux meets or exceeds the threshold. It is cleared when the process instances in Linux are below the threshold. This alarm is not supported for the J7 protocol.
Remark	

CCS_NTP_SERVICE**Table 2046 CCS_NTP_SERVICE details**

Name	Value/Description
Event Identifier	CCS_NTP_SERVICE
Event Type	10
Specific Problem	4087010
Message Text	
Additional Information	NTP daemon doesn't run
Corrective Action	Contact Comverse customer support. This alarm is generated when a process failure is detected. It is cleared when the process instances in Linux is equal to 1. This alarm is not supported for the J7 protocol.
Remark	

CCS_OMNI_SERVICE**Table 2047 CCS_OMNI_SERVICE details**

Name	Value/Description
Event Identifier	CCS_OMNI_SERVICE
Event Type	10
Specific Problem	1469110
Message Text	
Additional Information	CCS <string> SERVICE
Corrective Action	Contact Comverse customer support. This alarm is generated when OMNI goes down. It is cleared when OMNI goes up.
Remark	

CCS_PARTITION_CAPACITY**Table 2048** CCS_PARTITION_CAPACITY details

Name	Value/Description
Event Identifier	CCS_PARTITION_CAPACITY
Event Type	10
Specific Problem	4085021
Message Text	
Additional Information	PARTITION <string> EXCEEDED <number> PERCENT
Corrective Action	Contact Comverse customer support. This alarm is generated when the partition's full space (UNIQ) meets or exceeds the threshold. It is cleared when the partition's full space is below the threshold. This alarm is not supported for the J7 protocol.
Remark	

CCS_REMOTE_POINTCODE**Table 2049** CCS_REMOTE_POINTCODE details

Name	Value/Description
Event Identifier	CCS_REMOTE_POINTCODE
Event Type	10
Specific Problem	1418401
Message Text	
Additional Information	LNK <link name> LN (<logical name>) [<description>]
Corrective Action	Contact Comverse customer support. This alarm is generated when a remote point code (RPC) is prohibited. It is cleared when the RPC status becomes "in service". This alarm is not supported for the J7 protocol.
Remark	

CCS_REMOTE_SSN**Table 2050** CCS_REMOTE_SSN details

Name	Value/Description
Event Identifier	CCS_REMOTE_SSN
Event Type	10

Table 2050 CCS_REMOTE_SSN details

Name	Value/Description
Specific Problem	1418601
Message Text	
Additional Information	LNK <link name> LN (<logical name>) [<description>]
Corrective Action	Contact Comverse customer support. This alarm is generated when a remote subsystem number (RSSN) is prohibited. It is cleared when the RSSN status becomes "in service". This alarm is not supported for the J7 protocol.
Remark	

CCS_ROUTESET_CONGESTION**Table 2051 CCS_ROUTESET_CONGESTION details**

Name	Value/Description
Event Identifier	CCS_ROUTESET_CONGESTION
Event Type	10
Specific Problem	1418101
Message Text	
Additional Information	RSET <RSET name> (DPC=<DPC value>) LN (<logical name>) CONGESTED (LEVEL=<number>)
Corrective Action	Contact Comverse customer support. This alarm is generated when the level (1,2, or 3) of RSET congestion exceeds the threshold.
Remark	

CCS_ROUTESET_LINK**Table 2052 CCS_ROUTESET_LINK details**

Name	Value/Description
Event Identifier	CCS_ROUTESET_LINK
Event Type	10
Specific Problem	1418001
Message Text	
Additional Information	RSET <RSET name> (DPC=<DPC value>) LN (<logical name>) [<description>]

Table 2052 CCS_ROUTESET_LINK details

Name	Value/Description
Corrective Action	Contact Comverse customer support. This alarm is generated when a routeset (RSET) failure occurs. It is cleared when RSET status becomes "in service".
Remark	

CCS_SCTP_ASET**Table 2053 CCS_SCTP_ASET details**

Name	Value/Description
Event Identifier	CCS_SCTP_ASET
Event Type	10
Specific Problem	1418952
Message Text	
Additional Information	LNK <link name> LN (<logical name>) [<description>]
Corrective Action	Contact Comverse customer support. This alarm is generated when an SCTP association set (ASET) fails. It is cleared when the ASET status becomes "in service".
Remark	

CCS_SCTP_ASSOC**Table 2054 CCS_SCTP_ASSOC details**

Name	Value/Description
Event Identifier	CCS_SCTP_ASSOC
Event Type	10
Specific Problem	1418901
Message Text	
Additional Information	LNK <link name> LN (<logical name>) [<description>]
Corrective Action	Contact Comverse customer support. This alarm is generated when an SCTP association (ASSOC) fails. It is cleared when the ASSOC status becomes "in service".
Remark	

CCS_SIGH0_QUEUE

Table 2055 CCS_SIGH0_QUEUE details

Name	Value/Description
Event Identifier	CCS_SIGH0_QUEUE
Event Type	10
Specific Problem	4087501
Message Text	
Additional Information	Process SIGH overloaded
Corrective Action	Contact Comverse customer support. This alarm is generated when the number of messages in the SIGH0 queue exceeds the threshold during the predefined interval. It is cleared when the number of messages in the queue is below the threshold during the predefined interval.
Remark	

CCS_SIGH0_SERVICE**Table 2056 CCS_SIGH0_SERVICE details**

Name	Value/Description
Event Identifier	CCS_SIGH0_SERVICE
Event Type	10
Specific Problem	4087005
Message Text	
Additional Information	Process SIGH Failed
Corrective Action	Contact Comverse customer support. This alarm is generated when a process failure is detected. It is cleared when the process instances in Linux are equal to 1.
Remark	

CCS_SLAN_LINK**Table 2057 CCS_SLAN_LINK details**

Name	Value/Description
Event Identifier	CCS_SLAN_LINK
Event Type	10
Specific Problem	1465330
Message Text	

Table 2057 CCS_SLAN_LINK details

Name	Value/Description
Additional Information	Peer application is not accessible via SLAN
Corrective Action	Contact Comverse customer support. This alarm is generated when the number of defined event (UNIQ specifies the event ID) occurrences is greater than the threshold during the predefined interval. It is cleared when the occurrences are below the threshold during the predefined interval.
Remark	

CCS_SS7_LINK**Table 2058 CCS_SS7_LINK details**

Name	Value/Description
Event Identifier	CCS_SS7_LINK
Event Type	10
Specific Problem	1418201
Message Text	
Additional Information	LNK <link name> LN (<logical name>) [<description>]
Corrective Action	Contact Comverse customer support. This alarm is generated when a SS7 link (LNK) fails. It is cleared when the LNK status becomes "in service".
Remark	

CCS_TCAP_SESSION_LOAD**Table 2059 CCS_TCAP_SESSION_LOAD details**

Name	Value/Description
Event Identifier	CCS_TCAP_SESSION_LOAD
Event Type	10
Specific Problem	1470001
Message Text	
Additional Information	Session Table is overloaded
Corrective Action	Contact your local Comverse Support team.
Remark	

CCS_UNIQ_EVENT**Table 2060** CCS_UNIQ_EVENT details

Name	Value/Description
Event Identifier	CCS_UNIQ_EVENT
Event Type	10
Specific Problem	1465350
Message Text	
Additional Information	Peak capacity reached, possible message host
Corrective Action	Contact Comverse customer support. This alarm is generated when the number of defined event (UNIQ specifies the event ID) occurrences is greater than the threshold during the predefined interval. It is cleared when the occurrences are below the threshold during the predefined interval.
Remark	

HOST_CPU_LOAD**Table 2061** HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	11
Specific Problem	1019016
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_TEMP**Table 2062** HOST_CPU_TEMP details

Name	Value/Description
Event Identifier	HOST_CPU_TEMP
Event Type	3
Specific Problem	1019014

Table 2062 HOST_CPU_TEMP details

Name	Value/Description
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN**Table 2063** HOST_FAN details

Name	Value/Description
Event Identifier	HOST_FAN
Event Type	3
Specific Problem	1019012
Message Text	Fan component is offline
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_HW_TEMP**Table 2064** HOST_HW_TEMP details

Name	Value/Description
Event Identifier	HOST_HW_TEMP
Event Type	3
Specific Problem	1019015
Message Text	Hardware temperature has exceeded warning or critical threshold.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE

Table 2065 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	11
Specific Problem	1019018
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_PROCESS_<name>**Table 2066** HOST_PROCESS_<name> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<name>
Event Type	10
Specific Problem	1029009
Message Text	Process is running
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_SHUTDOWN_NORM**Table 2067** HOST_SHUTDOWN_NORM details

Name	Value/Description
Event Identifier	HOST_SHUTDOWN_NORM
Event Type	0
Specific Problem	1019025
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 2067 HOST_SHUTDOWN_NORM details

Name	Value/Description
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2068 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	1028005
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Comverse Media Server (CMS) Alarm Details

ALERT_FS_<filesystem>**Table 2069** ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	1059211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Remove unnecessary files/directories from the filesystem
Remark	

ALERT_IAP_UNREACHABLE

Table 2070 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	1059303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_JOB_<jobid>**Table 2071** ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	1059411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_MON_<id>**Table 2072** ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	1059311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 2072 ALERT_MON_<id> details

Name	Value/Description
Remark	

ALERT_WKF_<id>**Table 2073** ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	1059511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Contact your local Comverse Support team.
Remark	

BS_SHUTDOWN_NORM**Table 2074** BS_SHUTDOWN_NORM details

Name	Value/Description
Event Identifier	BS_SHUTDOWN_NORM
Event Type	0
Specific Problem	1059102
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared.

CMS_ASR_CONFIG**Table 2075** CMS_ASR_CONFIG details

Name	Value/Description
Event Identifier	CMS_ASR_CONFIG
Event Type	10

Table 2075 CMS_ASR_CONFIG details

Name	Value/Description
Specific Problem	1050095
Message Text	Unable to initiate recognition services
Additional Information	Need additional information to describe the problem and potential impact to service.
Corrective Action	Applies to systems with ASR only. This is a rare error condition typically related to incorrect configuration and should never occur in a production system. Verify that the recognition library is in the correct directory or in library path. Correct the p
Remark	

CMS_ASR_RECSESV96**Table 2076 CMS_ASR_RECSESV96 details**

Name	Value/Description
Event Identifier	CMS_ASR_RECSESV96
Event Type	10
Specific Problem	1050096
Message Text	Failed to connect with the remote Recognition service for a period of retries. Speech Recognition is not available.
Additional Information	
Corrective Action	Applies to systems with ASR only. This alarm is generated when CMS is unable to connect with the Recognition server or no license available. Check the recognition server status and verify the recognition license. Correct the remote unit problem and retry
Remark	

CMS_ASR_RECSESV97**Table 2077 CMS_ASR_RECSESV97 details**

Name	Value/Description
Event Identifier	CMS_ASR_RECSESV97
Event Type	10
Specific Problem	1050097
Message Text	Failure in Speech Recognition service detected.

Table 2077 CMS_ASR_RECSEV97 details

Name	Value/Description
Additional Information	"Recognition error" "Failed to acquire or connect to speech services. Speech Recognition is not available."
Corrective Action	Applies to systems with ASR only. This alarm is generate by CMS for several reasons: 1. when Speech Recognition services returned a recognition error. Speech Recognition services may be available. 2. CMS is unable to acquire a speech channel. This can occ
Remark	

CMS_CALL_TERMINATE**Table 2078 CMS_CALL_TERMINATE details**

Name	Value/Description
Event Identifier	CMS_CALL_TERMINATE
Event Type	10
Specific Problem	1050017
Message Text	CMS component detected call processing is faulty, call is terminated.
Additional Information	
Corrective Action	This is a generic alarm raised by the CMS Inflection process for a variety of conditions and should occur only rarely in a production system. The alarm is generated when a channel fatal condition occurs and the current call cannot continue. CMS drops the
Remark	

CMS_COMP_TIMEOUT**Table 2079 CMS_COMP_TIMEOUT details**

Name	Value/Description
Event Identifier	CMS_COMP_TIMEOUT
Event Type	10
Specific Problem	1050164
Message Text	Response time in CMS component has reached timeout allowed. Call in progress was dropped.

Table 2079 CMS_COMP_TIMEOUT details

Name	Value/Description
Additional Information	<p>Component=%p Subsystem=%s</p> <p>%p - Process name as displayed in Babysitter Value: Inflection</p> <p>%s - Subcomponent name as displayed in Babysitter Value: VXMLInterpreter</p>
Corrective Action	<p>The alarm is generated a CMS component when the subcomponent failed to respond in the time permitted. The caller would hear silence during this period. CMS drops the call and performs cleanup. Check the Application Server response time. If this condition</p>
Remark	

CMS_CONF_CONFIG**Table 2080 CMS_CONF_CONFIG details**

Name	Value/Description
Event Identifier	CMS_CONF_CONFIG
Event Type	10
Specific Problem	1050170
Message Text	Failure in conferencing service detected.
Additional Information	Unable to initialize conferencing resources. Conferencing service is unavailable.
Corrective Action	Applies to systems with Conferences services only. CMS detected a failure in the Conferencing Service. Conferencing service is unavailable.
Remark	

CMS_CONF_THRESHOLD**Table 2081 CMS_CONF_THRESHOLD details**

Name	Value/Description
Event Identifier	CMS_CONF_THRESHOLD
Event Type	11
Specific Problem	1050169
Message Text	Converences in-progress have exceeded threshold

Table 2081 CMS_CONF_THRESHOLD details

Name	Value/Description
Additional Information	No conference resources available
Corrective Action	Applies to systems with Conferences services only. The number of active conferences has reached maximum conferences permitted. CMS is unable to start additional conferences.
Remark	

CMS_CTM_CONFIG**Table 2082 CMS_CTM_CONFIG details**

Name	Value/Description
Event Identifier	CMS_CTM_CONFIG
Event Type	10
Specific Problem	1050024
Message Text	Unable to initialize Line Card subsystem. Unit is out of service and call processing is down.
Additional Information	<p>3.4.20 - empty string 3.5 - Add information LineCard=%s1 Reason=%s2</p> <p>%s1 - NMS or NIM2 %s2 - reasons to be enumerated by SE with Engineer's assistance.</p> <p>Preliminary list of values: "Failed to initialize" "Unable to monitor trunks" "Failed to set trunk sig"</p>
Corrective Action	Applies to PSTN only. The alarm is generated by the Clock & Trunk Monitoring Manager (CTMManager) process, and is caused by incorrect configuration of Line Card, startup timing error, or board hardware failure. This alarm is rarely seen in a production sy
Remark	Alarm must be manually cleared.

CMS_FAILURE_THRESHOLD**Table 2083 CMS_FAILURE_THRESHOLD details**

Name	Value/Description
Event Identifier	CMS_FAILURE_THRESHOLD
Event Type	10

Table 2083 CMS_FAILURE_THRESHOLD details

Name	Value/Description
Specific Problem	1050166
Message Text	CMS component is faulty, failure rate has reached a threshold.
Additional Information	<p>Component=%p Reason=%s</p> <p>%p - Process Name as displayed by Babysitter</p> <p>E.g. PlatformProc</p> <p>%s - reason (enumerated by SE with developer input)</p> <p>"LineOpen failed"</p> <p>"Reset Send unexpected"</p> <p>"Reset Receive unexpected"</p>
Corrective Action	<p>This is a rare error condition typically related to internal failure. This condition should never occur in a production system.</p> <p>Check the debuglog for more information. Correct the problem, and then restart the component.</p> <p>If this condition occurs frequent</p>
Remark	

CMS_GOOS**Table 2084 CMS_GOOS details**

Name	Value/Description
Event Identifier	CMS_GOOS
Event Type	10
Specific Problem	1050156
Message Text	Graceful shutdown has been initiated. New calls will not be accepted. Unit may be restarted after existing calls are completed
Additional Information	<p>Component=%p</p> <p>%p - Process name as shown in Babysitter.</p> <p>(Values: SS7PieManager, SIPManager, H323Manager, ISDNManager)</p>
Corrective Action	<p>An information message informing Operations that a graceful shutdown of the CMS unit is in progress. Existing calls are allowed to complete until the shutdown period is reached. The CMS prevents all new calls (incoming or outdials) on this CMS unit.</p> <p>Wai</p>

Table 2084 CMS_GOOS details

Name	Value/Description
Remark	

CMS_H323_OOS**Table 2085** CMS_H323_OOS details

Name	Value/Description
Event Identifier	CMS_H323_OOS
Event Type	10
Specific Problem	1050151
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with H323 signaling only. An information message informing Operations that a graceful shutdown of the CMS unit is in progress. Existing calls are allowed to complete until the shutdown period is reached. The CMS prevents all new calls
Remark	

CMS_H323_OOS_OK**Table 2086** CMS_H323_OOS_OK details

Name	Value/Description
Event Identifier	CMS_H323_OOS_OK
Event Type	10
Specific Problem	1050152
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with H323 signaling only. An information message informing Operations that a graceful shutdown of the CMS unit is complete and ready to be restarted to handle calls. This CMS unit is out of service until call processing is restarted. Re
Remark	

CMS_INAP_CCS

Table 2087 CMS_INAP_CCS details

Name	Value/Description
Event Identifier	CMS_INAP_CCS
Event Type	10
Specific Problem	1050027
Message Text	
Additional Information	
Corrective Action	Applies to systems with INAP signaling only. This alarm is generated by the INAPManager when the heartbeat "keep-alive" messages going over the LAN from the CCS to the CMS have stopped. Check the LAN connection and verify all related processes on the CCS
Remark	

CMS_INAP_CONFIG**Table 2088 CMS_INAP_CONFIG details**

Name	Value/Description
Event Identifier	CMS_INAP_CONFIG
Event Type	10
Specific Problem	1050025
Message Text	Unable to initialize CMS subsystem, Unit is out of service and call processing is down.
Additional Information	Component=%p Reason=%s %s - "unable to initailize INAP Translator, using direct translation.
Corrective Action	Applies to systems with INAP only. This alarm is generated by the INAP Manager process when the process is not able to find configuration files related to INAP. This alarm occurs only rarely in production systems. Make sure all files are installed correc
Remark	

CMS_INAP_TAPI**Table 2089 CMS_INAP_TAPI details**

Name	Value/Description
Event Identifier	CMS_INAP_TAPI
Event Type	10

Table 2089 CMS_INAP_TAPI details

Name	Value/Description
Specific Problem	1050026
Message Text	CMS lost communication with CMS subsystem. Unit is out of service and call processing is down.
Additional Information	Component=%p Subsystem=%s %p - process name of the component generating the alarm. %s - process name of the component that lost connection with.
Corrective Action	Applies to systems with INAP only. This alarm is generated by the INAP Manager process when the process is unable to communicate to TAPI. Make sure the PlatformProcess is up and running.
Remark	

CMS_IP_TCAPCCS**Table 2090 CMS_IP_TCAPCCS details**

Name	Value/Description
Event Identifier	CMS_IP_TCAPCCS
Event Type	10
Specific Problem	1050172
Message Text	CMS failed to connect with the TCAP CCS. Intelligent Peripheral service is out of service
Additional Information	
Corrective Action	Applies to systems with Intelligent Peripheral service only. This alarm is raised when the CMS is unable to connect with the TCAP CCS services at startup. This alarm is cleared when connection is restored.
Remark	

CMS_ISDN_OOS**Table 2091 CMS_ISDN_OOS details**

Name	Value/Description
Event Identifier	CMS_ISDN_OOS
Event Type	10
Specific Problem	1050118

Table 2091 CMS_ISDN_OOS details

Name	Value/Description
Message Text	CMS unable to connect with CMS subsystem. Unit is out of service and call processing is down.
Additional Information	Component=ISDNManager Subsystem=%s2 Note: Use name and case as displayed on Babysitter
Corrective Action	Applies to systems with ISDN signaling only. Make sure the PlatformProcess is running. This alarm is cleared when the ISDNManager successfully starts communication with PlatformProc TAPI subsystem.
Remark	

CMS_ISDN_SIG**Table 2092 CMS_ISDN_SIG details**

Name	Value/Description
Event Identifier	CMS_ISDN_SIG
Event Type	10
Specific Problem	1050171
Message Text	D channel is out of service.
Additional Information	Board ID=%s Trunk=%s NAI ID=%s
Corrective Action	Applies to systems with ISDN signaling only. This alarm is raised when the D Channel is out of service. This alarm is cleared when the D Channel is restored.
Remark	

CMS_ISDN_TRUNK1_SIG**Table 2093 CMS_ISDN_TRUNK1_SIG details**

Name	Value/Description
Event Identifier	CMS_ISDN_TRUNK1_SIG
Event Type	10
Specific Problem	1050122
Message Text	collapse
Additional Information	

Table 2093 CMS_ISDN_TRUNK1_SIG details

Name	Value/Description
Corrective Action	Applies to systems with ISDN signaling only. This alarm is generated by the ISDN Manager when the first trunk connected to the line card loses its signaling channel (D-channel). This could happen because of a problem on the remote end switch/PBX.
Remark	

CMS_ISDN_TRUNK2_SIG**Table 2094 CMS_ISDN_TRUNK2_SIG details**

Name	Value/Description
Event Identifier	CMS_ISDN_TRUNK2_SIG
Event Type	10
Specific Problem	1050123
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with ISDN signaling only. This alarm is generated by the ISDN Manager when the second trunk connected to the line card loses its signaling channel (D-channel). This could happen because of a problem on the remote end switch/PBX.
Remark	

CMS_ISDN_TRUNK3_SIG**Table 2095 CMS_ISDN_TRUNK3_SIG details**

Name	Value/Description
Event Identifier	CMS_ISDN_TRUNK3_SIG
Event Type	10
Specific Problem	1050124
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with ISDN signaling only. This alarm is generated by the ISDN Manager when the third trunk connected to the line card loses its signaling channel (D-channel). This could happen because of a problem on the remote end switch/PBX.
Remark	

CMS_ISDN_TRUNK4_SIG**Table 2096** CMS_ISDN_TRUNK4_SIG details

Name	Value/Description
Event Identifier	CMS_ISDN_TRUNK4_SIG
Event Type	10
Specific Problem	1050121
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with ISDN signaling only. This alarm is generated by the ISDN Manager when the fourth trunk connected to the line card loses its signaling channel (D-channel). This could happen because of a problem on the remote end switch/PBX.
Remark	

CMS_LINECARD_CONFIG**Table 2097** CMS_LINECARD_CONFIG details

Name	Value/Description
Event Identifier	CMS_LINECARD_CONFIG
Event Type	10
Specific Problem	1050003
Message Text	Unable to start, Line Card subsystem is faulty.
Additional Information	LineCard=%s1 Reason=%s2 %s1 - NMS or NIM2 %s2 - additional reasons may be added by SE with Engineer's assistance. Values: "Ctm Data Init Failed" "Configuration mismatch of ctm and line card" "Line card load library failed" "Board 1 failed to initialize"
Corrective Action	This is a rare condition typically caused by misconfiguration of the Line Card or failure to load line card drivers. Verify that the Line Card software is installed and configured correctly and the board is up. Correct the problem, and then reboot the u
Remark	

CMS_LINECARD_NOLINES**Table 2098** CMS_LINECARD_NOLINES details

Name	Value/Description
Event Identifier	CMS_LINECARD_NOLINES
Event Type	10
Specific Problem	1050006
Message Text	
Additional Information	
Corrective Action	This is a rare error condition typically related to incorrect configuration of Line Card or CMS sessions count. This condition should never occur in a production system. Check the debuglog for more information. Correct the problem, and then restart Platfo
Remark	

CMS_LINK_CCS20**Table 2099** CMS_LINK_CCS20 details

Name	Value/Description
Event Identifier	CMS_LINK_CCS20
Event Type	10
Specific Problem	1050020
Message Text	CMS lost network connection with CCS. Unit is temporarily out of service and call processing is down.
Additional Information	Component=%p %p - Process name as displayed in Babysiter (Values: Ss7PieManager InapManager)
Corrective Action	Applies to systems with SS7 or INAP signaling only. This alarm is generated when the communication between CCS and CMS has stopped. Check the LAN connection and verify all related processes on CCS unit are up and running. Restart CMS or CCS if necessar
Remark	

CMS_LINK_CCS[AB]162

Table 2100 CMS_LINK_CCS[AB]162 details

Name	Value/Description
Event Identifier	CMS_LINK_CCS[AB]162
Event Type	10
Specific Problem	1050162
Message Text	Lost connection with a CCS unit.. System is operating with reduced capacity or without redundancy.
Additional Information	<p>Component=%p CCS=%s</p> <p>%p - Process name as shown in Babysitter. Value: CtmManager, ISDNManager</p> <p>%s: CCSA or CCSB</p>
Corrective Action	Applies to systems with SS7 or ISDN signaling only. This alarm is generated when the communication between a CCS and CMS has stopped. Check the LAN connection and verify all related processes on CCS unit are up and running. Restart CCS if necessary.
Remark	

CMS_LINK_CMS**Table 2101 CMS_LINK_CMS details**

Name	Value/Description
Event Identifier	CMS_LINK_CMS
Event Type	10
Specific Problem	1050021
Message Text	<p>CMS lost communication or failed to connect with CMS subsystem. Unit is out of service and call processing is down.</p> <p>Note: See threshold description.</p>
Additional Information	<p>Component=%p Subsystem=%s</p> <p>%p - process name of the component generating the alarm. (Values: SS7PieManager, InapManager, ISDNManager)</p> <p>%s - process name of the component that lost connection with. (Values: PlatformProc)</p>

Table 2101 CMS_LINK_CMS details

Name	Value/Description
Corrective Action	Applies to all signaling types. The communication between two CMS components has stopped. Refer to the additional text for the source component responsible for generating the alarm and the subsystem which is unreachable. Check the processes on the CMS u
Remark	

CMS_LINK_LINE**Table 2102 CMS_LINK_LINE details**

Name	Value/Description
Event Identifier	CMS_LINK_LINE
Event Type	4
Specific Problem	1050160
Message Text	Lost network connection with Line Card. Call processing is down.
Additional Information	Card type=%s1 Card Number=%s2 %s1 : NMS or NIM2 Note: Card Number is 1 base (1, 2, etc.)
Corrective Action	Applies to all signaling types. This alarm is generated by the CMS PlatformProc process when Line Card interface reports a board down event to CMS. In VOIP configuration, make sure the Ethernet cables from the Line Card are connected properly to the sw
Remark	

CMS_LINK_MMTV**Table 2103 CMS_LINK_MMTV details**

Name	Value/Description
Event Identifier	CMS_LINK_MMTV
Event Type	10
Specific Problem	1050154
Message Text	CMS is unable to connect to an MMTV server, retries exhausted. Text to Video service is temporarily unavailable
Additional Information	

Table 2103 CMS_LINK_MMTV details

Name	Value/Description
Corrective Action	Applies to systems with MMTV services only. CMS is unable to connect to an MMTV server after performing the necessary retries.
Remark	

CMS_MAA_CONFIG**Table 2104 CMS_MAA_CONFIG details**

Name	Value/Description
Event Identifier	CMS_MAA_CONFIG
Event Type	10
Specific Problem	1050110
Message Text	Configuration error, MAA line configuration exceeds the CMS number of sessions configured.
Additional Information	
Corrective Action	Applies to InSight systems using MAA to access legacy Voice Mail only. This is a rare condition related to an incorrect configuration of the Telemon and MAA. The system continues to operate normally with a decreased number of lines available on the MAA.
Remark	

CMS_MAA_TELEMON**Table 2105 CMS_MAA_TELEMON details**

Name	Value/Description
Event Identifier	CMS_MAA_TELEMON
Event Type	10
Specific Problem	1050111
Message Text	MAA component is faulty, CMS received a MAA command with a failed status. Unit is out of service and call processing is down.
Additional Information	
Corrective Action	Applies to InSight systems using MAA to access legacy Voice Mail only. Telemon received a failed status from the MAA. Telemon does not send the UN BLOCK ALL commands to the SS7Pie Manager to start call processing. This is typically related to a problem wi
Remark	

CMS_NMS_BOOT**Table 2106 CMS_NMS_BOOT details**

Name	Value/Description
Event Identifier	CMS_NMS_BOOT
Event Type	10
Specific Problem	1050153
Message Text	
Additional Information	
Corrective Action	Applies to systems with NMS Line Card Only. The ct daemon process went down. The system will automatically reboot to restore service.
Remark	

CMS_NW_PORT1_SLOT1**Table 2107 CMS_NW_PORT1_SLOT1 details**

Name	Value/Description
Event Identifier	CMS_NW_PORT1_SLOT1
Event Type	4
Specific Problem	1050129
Message Text	
Additional Information	
Corrective Action	Applies to systems with VOIP only. This alarm is generated by the PlatformProc process when the second Ethernet interface on the back of the first line card loses connectivity. Make sure the Ethernet cable from the line card is connected properly to the
Remark	

CMS_NW_PORT1_SLOT2**Table 2108 CMS_NW_PORT1_SLOT2 details**

Name	Value/Description
Event Identifier	CMS_NW_PORT1_SLOT2
Event Type	4
Specific Problem	1050131

Table 2108 CMS_NW_PORT1_SLOT2 details

Name	Value/Description
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with VOIP only. This alarm is generated by the PlatformProc process when the first Ethernet interface on the back of the second line card loses connectivity. Make sure the Ethernet cable from the line card is connected properly to the
Remark	

CMS_NW_PORT2_SLOT1**Table 2109 CMS_NW_PORT2_SLOT1 details**

Name	Value/Description
Event Identifier	CMS_NW_PORT2_SLOT1
Event Type	4
Specific Problem	1050130
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with VOIP only. This alarm is generated by the PlatformProc process when the second Ethernet interface on the back of the first line card loses connectivity. Make sure the Ethernet cable from the line card is connected properly to the
Remark	

CMS_NW_PORT2_SLOT2**Table 2110 CMS_NW_PORT2_SLOT2 details**

Name	Value/Description
Event Identifier	CMS_NW_PORT2_SLOT2
Event Type	4
Specific Problem	1050132
Message Text	collapse
Additional Information	

Table 2110 CMS_NW_PORT2_SLOT2 details

Name	Value/Description
Corrective Action	Applies to systems with VOIP only. This alarm is generated by the PlatformProc process when the second Ethernet interface on the back of the second line card loses connectivity. Make sure the Ethernet cable from the line card is connected properly to the
Remark	

CMS_NW_SLOT1**Table 2111 CMS_NW_SLOT1 details**

Name	Value/Description
Event Identifier	CMS_NW_SLOT1
Event Type	4
Specific Problem	1050133
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with VOIP only. This alarm is generated by the PlatformProc process when both the first and second Ethernet interface on the back of the second line card lose connectivity. Make sure the Ethernet cables from the line card are connected
Remark	

CMS_NW_SLOT2**Table 2112 CMS_NW_SLOT2 details**

Name	Value/Description
Event Identifier	CMS_NW_SLOT2
Event Type	4
Specific Problem	1050134
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with VOIP only. This alarm is generated by the PlatformProc process when both the first and second Ethernet interface on the back of the second line card lose connectivity. Make sure the Ethernet cables from the line card are connected
Remark	

CMS_OOS**Table 2113 CMS_OOS details**

Name	Value/Description
Event Identifier	CMS_OOS
Event Type	10
Specific Problem	1050167
Message Text	CMS is unable to connect to critical CMS subsystem. Call failed and unit is temporarily out of service and call processing is down.
Additional Information	Component=%p Subsystem=%s2 %p - Process Name as displayed in Babysitter Value: Inflection %s2 - Subsystem Value: VXMLInterpreter
Corrective Action	The CMS component is unable to connect with a critical CMS subsystem. Check component status from Process Controller and restart if necessary. If problem persists, restarting the CMS unit is probably the best option.
Remark	

CMS_OOS_OK**Table 2114 CMS_OOS_OK details**

Name	Value/Description
Event Identifier	CMS_OOS_OK
Event Type	10
Specific Problem	1050157
Message Text	Graceful Shutdown successful. Unit is out of service and call processing is down. Unit must be restarted operationally.
Additional Information	Component=%p %p - Process name as shown in Babysitter. (Values: SS7PieManager, SIPManager, H323Manager, ISDNManager)

Table 2114 CMS_OOS_OK details

Name	Value/Description
Corrective Action	An information message informing Operations that a graceful shutdown of the CMS unit is complete and ready to be restarted to handle calls. This CMS unit is out of service until call processing is restarted. Restart the Process Controller after maintenanc
Remark	

CMS_OUTDIAL_DISCONNECT**Table 2115 CMS_OUTDIAL_DISCONNECT details**

Name	Value/Description
Event Identifier	CMS_OUTDIAL_DISCONNECT
Event Type	10
Specific Problem	1050005
Message Text	Unable to place outdial, outgoing port is unavailable or rejected for unexpected reason.
Additional Information	
Corrective Action	This is a rare error condition where the outdial is disconnected with an unexpected internal reason code. This condition should never occur in a production system. Check the debuglog for more information. Correct the problem, and then restart PlatformProc
Remark	

CMS_OUTDIAL_TRUNK**Table 2116 CMS_OUTDIAL_TRUNK details**

Name	Value/Description
Event Identifier	CMS_OUTDIAL_TRUNK
Event Type	10
Specific Problem	1050143
Message Text	Configuration error, invalid trunk group %s specified for outdial. Unable to complete the outdial request.
Additional Information	

Table 2116 CMS_OUTDIAL_TRUNK details

Name	Value/Description
Corrective Action	This alarm is generated by CMS when an invalid trunk group is specified in the outdial request. Verify the trunk group configuration is correct on the CMS and the outdial application server Note: Only the first invalid trunk group event is displayed. All
Remark	

CMS_PSTN_TRUNK\d+?_OOS**Table 2117 CMS_PSTN_TRUNK\d+?_OOS details**

Name	Value/Description
Event Identifier	CMS_PSTN_TRUNK\d+?_OOS
Event Type	10
Specific Problem	1050155
Message Text	Trunk is out of service.
Additional Information	Trunk=%s
Corrective Action	Applies to PSTN only. This alarm is generated when trunk N is Out of Service due to trunk framing issues only. Check the port status, as well as the trunk status on the network side. See note below for more information.
Remark	

CMS_QOS_BHCA**Table 2118 CMS_QOS_BHCA details**

Name	Value/Description
Event Identifier	CMS_QOS_BHCA
Event Type	11
Specific Problem	1050060
Message Text	SCA - Skipped
Additional Information	
Corrective Action	The BHCA exceeded the configured maximum
Remark	

CMS_QOS_FAILURE_MAX**Table 2119 CMS_QOS_FAILURE_MAX details**

Name	Value/Description
Event Identifier	CMS_QOS_FAILURE_MAX
Event Type	11
Specific Problem	1050063
Message Text	SCA - Skipped
Additional Information	
Corrective Action	Failure rate is more than the configured maximum
Remark	

CMS_QOS_FAILURE_THRESHOLD**Table 2120 CMS_QOS_FAILURE_THRESHOLD details**

Name	Value/Description
Event Identifier	CMS_QOS_FAILURE_THRESHOLD
Event Type	11
Specific Problem	1050062
Message Text	SCA - Skipped
Additional Information	
Corrective Action	Closed to 95% of the configured maximum
Remark	

CMS_QOS_THRESHOLD**Table 2121 CMS_QOS_THRESHOLD details**

Name	Value/Description
Event Identifier	CMS_QOS_THRESHOLD
Event Type	11
Specific Problem	1050061
Message Text	SCA - Skipped

Table 2121 CMS_QOS_THRESHOLD details

Name	Value/Description
Additional Information	
Corrective Action	Exceeded the configured maximum
Remark	

CMS_RESET_RXD**Table 2122 CMS_RESET_RXD details**

Name	Value/Description
Event Identifier	CMS_RESET_RXD
Event Type	10
Specific Problem	1050007
Message Text	
Additional Information	
Corrective Action	This is a rare condition raised by PlatformProc when RESET messages are received indicating protocol violation in the internal state machine. This condition should occur only rarely in a production system. Check the debuglog for more information. Correct
Remark	

CMS_RTSP_CONFIG**Table 2123 CMS_RTSP_CONFIG details**

Name	Value/Description
Event Identifier	CMS_RTSP_CONFIG
Event Type	10
Specific Problem	1050163
Message Text	Unable to allocate channel for Real-Time Streaming.
Additional Information	Type=%s %s: port type being allocated Value: RTSP RTP RTCP

Table 2123 CMS_RTSP_CONFIG details

Name	Value/Description
Corrective Action	Applies to Real-Time Streaming Video Only - This is a rare condition typically caused by allocating fewer RTSP or RtpRtcp local ports for the call capacity. Verify the range allocated for RTSPLocalPort and RtpRtcpLocalPort.
Remark	

CMS_SIP_OOS**Table 2124 CMS_SIP_OOS details**

Name	Value/Description
Event Identifier	CMS_SIP_OOS
Event Type	10
Specific Problem	1050127
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with SIP signaling only. An information message informing Operations that a graceful shutdown of the CMS unit is in progress. Existing calls are allowed to complete until the shutdown period is reached. The CMS prevents all new calls (
Remark	

CMS_SIP_OOS_OK**Table 2125 CMS_SIP_OOS_OK details**

Name	Value/Description
Event Identifier	CMS_SIP_OOS_OK
Event Type	10
Specific Problem	1050128
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with SIP signaling only. An information message informing Operations that a graceful shutdown of the CMS unit is complete and ready to be restarted to handle calls. This CMS unit is out of service until call processing is restarted. Res
Remark	

CMS_SS7_CONFIG**Table 2126** CMS_SS7_CONFIG details

Name	Value/Description
Event Identifier	CMS_SS7_CONFIG
Event Type	10
Specific Problem	1050022
Message Text	Configuration error, unable to start CMS component. Unit is out of service and call processing is down.
Additional Information	Component=%p %p - Process name as displayed in Babysiter E.g. Ss7PieManager
Corrective Action	Applies to systems with SS7 signaling only. This is a rare condition raised by CMS SS7Pie Manager component when SS7Pie Manager fails to initialize properly. Check the debuglog for more information. Correct the problem, and then restart the system. If th
Remark	

CMS_SS7_OOS**Table 2127** CMS_SS7_OOS details

Name	Value/Description
Event Identifier	CMS_SS7_OOS
Event Type	10
Specific Problem	1050125
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with SS7 signaling only. An information message informing Operations that a graceful shutdown of the CMS unit is in progress. Existing calls are allowed to complete until the shutdown period is reached. The CMS prevents all new calls (
Remark	

CMS_SS7_OOS_OK

Table 2128 CMS_SS7_OOS_OK details

Name	Value/Description
Event Identifier	CMS_SS7_OOS_OK
Event Type	10
Specific Problem	1050126
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with SS7 signaling only. An information message informing Operations that a graceful shutdown of the CMS unit is complete and ready to be restarted to handle calls. This CMS unit is out of service until call processing is restarted. Res
Remark	

CMS_SS7_PORTRANGE**Table 2129 CMS_SS7_PORTRANGE details**

Name	Value/Description
Event Identifier	CMS_SS7_PORTRANGE
Event Type	10
Specific Problem	1050035
Message Text	
Additional Information	
Corrective Action	Generated by the SS7Pie Manager when an SS7 group message sent by the network contains an invalid port/range. Verify that the number of ports configured is correct; if it is not, fix and restart the Process Controller service.
Remark	

CMS_SS7_RANGE**Table 2130 CMS_SS7_RANGE details**

Name	Value/Description
Event Identifier	CMS_SS7_RANGE
Event Type	10
Specific Problem	1050165

Table 2130 CMS_SS7_RANGE details

Name	Value/Description
Message Text	Configuration error, invalid trunk (%s1) or port range (%s2) specified in the signaling message received from the telephony network. Signaling message is ignored. S1: Trunk S2 : Port, may be individual port or port range separate by colon (:))
Additional Information	
Corrective Action	Generated by the SS7Pie Manager when an SS7 group message sent by the network contains an invalid port/range. Verify that the number of ports configured is correct; if it is not, fix and restart the Process Controller service.
Remark	

CMS_STATS_CAPACITY**Table 2131 CMS_STATS_CAPACITY details**

Name	Value/Description
Event Identifier	CMS_STATS_CAPACITY
Event Type	11
Specific Problem	1050144
Message Text	
Additional Information	
Corrective Action	Applies to systems with Statistics enabled only. Statistics queue reached maximum capacity. Incoming Statistics events will be discarded until queue size decreases below maximum capacity. Monitor the situation. If the problem persists, restart the Stat M
Remark	

CMS_STATS_PERMISSION**Table 2132 CMS_STATS_PERMISSION details**

Name	Value/Description
Event Identifier	CMS_STATS_PERMISSION
Event Type	10
Specific Problem	1050141
Message Text	CMS failed to process current Statistics interval. See log file for more details.

Table 2132 CMS_STATS_PERMISSION details

Name	Value/Description
Additional Information	
Corrective Action	Applies to systems with Statistics enabled only. The alarm is generated when statistics manager is unable to output the statistics XML file (read, write, etc.) or mark the file as ready for the collection interval. Check the file permissions.
Remark	

CMS_STATS_THRESHOLD**Table 2133 CMS_STATS_THRESHOLD details**

Name	Value/Description
Event Identifier	CMS_STATS_THRESHOLD
Event Type	11
Specific Problem	1050142
Message Text	
Additional Information	
Corrective Action	Applies to systems with Statistics enabled only. The alarm is generated when the number of statistic requests in the queue exceeds the threshold. If the threshold StatsQueueHighWater = zero, this alarm is disabled.
Remark	

CMS_TRUNK1_BLOCK**Table 2134 CMS_TRUNK1_BLOCK details**

Name	Value/Description
Event Identifier	CMS_TRUNK1_BLOCK
Event Type	10
Specific Problem	1050023
Message Text	collapse
Additional Information	
Corrective Action	This alarm is generated when trunk 1 is remotely blocked (state changes) due to trunk framing issues only. Check the port status, as well as the trunk status on the network side. See note below for more information.
Remark	

CMS_TRUNK2_BLOCK**Table 2135 CMS_TRUNK2_BLOCK details**

Name	Value/Description
Event Identifier	CMS_TRUNK2_BLOCK
Event Type	10
Specific Problem	1050044
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with SS7 signaling only. This alarm is generated when trunk 2 is remotely blocked (state changes) due to trunk framing issues only. Check the port status, as well as the trunk status on the network side. See note below for more inform
Remark	

CMS_TRUNK3_BLOCK**Table 2136 CMS_TRUNK3_BLOCK details**

Name	Value/Description
Event Identifier	CMS_TRUNK3_BLOCK
Event Type	10
Specific Problem	1050045
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with SS7 signaling only. This alarm is generated when trunk 3 is remotely blocked (state changes) due to trunk framing issues only. Check the port status, as well as the trunk status on the network side. See note below for more inform
Remark	

CMS_TRUNK4_BLOCK**Table 2137 CMS_TRUNK4_BLOCK details**

Name	Value/Description
Event Identifier	CMS_TRUNK4_BLOCK
Event Type	10

Table 2137 CMS_TRUNK4_BLOCK details

Name	Value/Description
Specific Problem	1050046
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with SS7 signaling only. This alarm is generated when trunk 4 is remotely blocked (state changes) due to trunk framing issues only. Check the port status, as well as the trunk status on the network side. See note below for more inform
Remark	

CMS_TRUNK5_BLOCK**Table 2138 CMS_TRUNK5_BLOCK details**

Name	Value/Description
Event Identifier	CMS_TRUNK5_BLOCK
Event Type	10
Specific Problem	1050103
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with SS7 signaling only. This alarm is generated when trunk 5 is remotely blocked (state changes) due to trunk framing issues only. Check the port status, as well as the trunk status on the network side. See note below for more inform
Remark	

CMS_TRUNK6_BLOCK**Table 2139 CMS_TRUNK6_BLOCK details**

Name	Value/Description
Event Identifier	CMS_TRUNK6_BLOCK
Event Type	10
Specific Problem	1050104
Message Text	collapse
Additional Information	

Table 2139 CMS_TRUNK6_BLOCK details

Name	Value/Description
Corrective Action	Applies to systems with SS7 signaling only. This alarm is generated when trunk 6 is remotely blocked (state changes) due to trunk framing issues only. Check the port status, as well as the trunk status on the network side. See note below for more inform
Remark	

CMS_TRUNK7_BLOCK**Table 2140 CMS_TRUNK7_BLOCK details**

Name	Value/Description
Event Identifier	CMS_TRUNK7_BLOCK
Event Type	10
Specific Problem	1050105
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with SS7 signaling only. This alarm is generated when trunk 7 is remotely blocked (state changes) due to trunk framing issues only. Check the port status, as well as the trunk status on the network side. See note below for more inform
Remark	

CMS_TRUNK8_BLOCK**Table 2141 CMS_TRUNK8_BLOCK details**

Name	Value/Description
Event Identifier	CMS_TRUNK8_BLOCK
Event Type	10
Specific Problem	1050106
Message Text	collapse
Additional Information	
Corrective Action	Applies to systems with SS7 signaling only. This alarm is generated when trunk 8 is remotely blocked (state changes) due to trunk framing issues only. Check the port status, as well as the trunk status on the network side. See note below for more inform
Remark	

CMS_TRUNK_OOS**Table 2142 CMS_TRUNK_OOS details**

Name	Value/Description
Event Identifier	CMS_TRUNK_OOS
Event Type	10
Specific Problem	1050161
Message Text	All Trunks are out of service. Unit is out of service and call processing is down.
Additional Information	Component=%p %p - Process name as shown in Babysitter. Value: CtmManager, ISDNManager
Corrective Action	Applies to systems with SS7 or ISDN signaling only. This alarm is generated when all trunks are blocked due to trunk framing issues. Check the trunk status on the network side.
Remark	

CMS_TTS_CONFIG**Table 2143 CMS_TTS_CONFIG details**

Name	Value/Description
Event Identifier	CMS_TTS_CONFIG
Event Type	10
Specific Problem	1050150
Message Text	Failed to connect with the remote Text to Speech service for a period of time. Text to Speech is not available.
Additional Information	
Corrective Action	Applies to systems with Text to Speech configurations only. CMS is unable to initialize or connect to the Text to Speech services on the remote server. Check the debuglog for more information regarding the failure. Check the remote Text to Speech server.
Remark	

CMS_TTS_MRCP

Table 2144 CMS_TTS_MRCP details

Name	Value/Description
Event Identifier	CMS_TTS_MRCP
Event Type	10
Specific Problem	1050149
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

CMS_UNEXP_RXD**Table 2145 CMS_UNEXP_RXD details**

Name	Value/Description
Event Identifier	CMS_UNEXP_RXD
Event Type	10
Specific Problem	1050008
Message Text	
Additional Information	
Corrective Action	This is a rare condition raised by PlatformProc when unexpected messages are received. This condition should occur only rarely in a production system. Check the debuglog for more information. Correct the problem, and then restart PlatformProc. If this co
Remark	

CMS_UNIT_OOS**Table 2146 CMS_UNIT_OOS details**

Name	Value/Description
Event Identifier	CMS_UNIT_OOS
Event Type	10
Specific Problem	1050018
Message Text	CMS component abnormally terminated. All calls in progress on this unit are dropped, and unit is out of service.

Table 2146 CMS_UNIT_OOS details

Name	Value/Description
Additional Information	Component=%p %p - Process name as displayed in Babysitter E.g. Inflection
Corrective Action	Manually clear the alarm. This is a generic alarm raised by the Inflection process for a variety of conditions (that is, a really bad event) and should occur only rarely in a production system. The alarm is generated when a fatal error occurs and the p
Remark	

CMS_VOIP_NW**Table 2147 CMS_VOIP_NW details**

Name	Value/Description
Event Identifier	CMS_VOIP_NW
Event Type	4
Specific Problem	1050158
Message Text	Lost network connection with Line Card
Additional Information	Card type=%s1 Card Number=%s2 Interface=%s3 %s1 : NMS or NIM2 Note: Card and Interface are 1 base (1, 2, etc.)
Corrective Action	Applies to systems with VOIP only. This alarm is generated by the CMS PlatformProc process when the Ethernet interface on the back of the line card, as identified in the additional text, loses connectivity. Make sure the Ethernet cable from the line card
Remark	

CMS_VXML_CONFIG86**Table 2148 CMS_VXML_CONFIG86 details**

Name	Value/Description
Event Identifier	CMS_VXML_CONFIG86
Event Type	10
Specific Problem	1050086

Table 2148 CMS_VXML_CONFIG86 details

Name	Value/Description
Message Text	
Additional Information	
Corrective Action	Applies to systems with VXML only. The CMS Inflection process is unable to connect to the VoiceXML Interpreter subsystem. This probably indicates a problem with the VoiceXML Interpreter or with the InFlection configuration. The VoiceXML interpreter is pr
Remark	

CMS_VXML_CONFIG89**Table 2149 CMS_VXML_CONFIG89 details**

Name	Value/Description
Event Identifier	CMS_VXML_CONFIG89
Event Type	10
Specific Problem	1050089
Message Text	
Additional Information	
Corrective Action	This is a rare error condition related to incorrect configuration. The alarm is generated when the VXML_URI system parameter is configured for vxml or ccxml and vxml/ccxml is not enabled, or if the VXML_URI is set for MAA and MAA is not enabled. The alar
Remark	

CMS_VXML_DOC**Table 2150 CMS_VXML_DOC details**

Name	Value/Description
Event Identifier	CMS_VXML_DOC
Event Type	11
Specific Problem	1050168
Message Text	VoiceXML document has errors. Check the VoiceXML application.
Additional Information	reason=%s %s : "syntax errors" "runtime errors"

Table 2150 CMS_VXML_DOC details

Name	Value/Description
Corrective Action	Applies to systems with VXML only. CMS detected errors on a single document. The Application Server is producing invalid VoiceXML documents, misconfigured or the application is invalid. Investigate the Application Server.
Remark	

CMS_VXML_DOC_FETCH**Table 2151 CMS_VXML_DOC_FETCH details**

Name	Value/Description
Event Identifier	CMS_VXML_DOC_FETCH
Event Type	11
Specific Problem	1050085
Message Text	Failure to fetch the initial document. Call is rejected.
Additional Information	
Corrective Action	Applies to systems with VXML only. The CMS unit is unable to fetch the initial document from the application server. The problem is typically on the application server. Investigate the Application Server.
Remark	

CMS_VXML_DOC_SYNTAX**Table 2152 CMS_VXML_DOC_SYNTAX details**

Name	Value/Description
Event Identifier	CMS_VXML_DOC_SYNTAX
Event Type	11
Specific Problem	1050087
Message Text	Failure rate exceeded threshold, VoiceXML document has too many syntax errors. Check the VoiceXML application.
Additional Information	
Corrective Action	Applies to systems with VXML only. CMS detected too many syntax errors on a single document. The Application Server is producing invalid VoiceXML documents, misconfigured or the application is invalid. Investigate the Application Server.
Remark	

CMS_VXML_RUNTIME**Table 2153 CMS_VXML_RUNTIME details**

Name	Value/Description
Event Identifier	CMS_VXML_RUNTIME
Event Type	11
Specific Problem	1050088
Message Text	Failure rate exceeded threshold, VoiceXML document has too many runtime errors
Additional Information	
Corrective Action	Applies to systems with VXML only. CMS detected too many runtime errors in the VoiceXML application. CMS InFlexion or VXMLInterpreter processes may be having problems, or a VoiceXML document on the application server may contain serious errors. Investigate
Remark	

FTP_<Operation>_<IP Address>**Table 2154 FTP_<Operation>_<IP Address> details**

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	1057318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_LOAD**Table 2155 HOST_CPU_LOAD details**

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	11
Specific Problem	1059016

Table 2155 HOST_CPU_LOAD details

Name	Value/Description
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_CPU_TEMP**Table 2156** HOST_CPU_TEMP details

Name	Value/Description
Event Identifier	HOST_CPU_TEMP
Event Type	3
Specific Problem	1050003
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN**Table 2157** HOST_FAN details

Name	Value/Description
Event Identifier	HOST_FAN
Event Type	3
Specific Problem	1059012
Message Text	Fan component is offline
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_1**Table 2158** HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	4
Specific Problem	1050001
Message Text	Fan (1) is offline
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_2**Table 2159** HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	4
Specific Problem	1050001
Message Text	Fan (1) is offline
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_3**Table 2160** HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	4
Specific Problem	1050001
Message Text	Fan (1) is offline

Table 2160 HOST_FAN_3 details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_HW_TEMP**Table 2161** HOST_HW_TEMP details

Name	Value/Description
Event Identifier	HOST_HW_TEMP
Event Type	3
Specific Problem	1059015
Message Text	Hardware temperature has exceeded warning or critical threshold.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE**Table 2162** HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	11
Specific Problem	1059018
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<name>

Table 2163 HOST_PROCESS_<name> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<name>
Event Type	10
Specific Problem	1059009
Message Text	Process is running
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_PS_<num>**Table 2164** HOST_PS_<num> details

Name	Value/Description
Event Identifier	HOST_PS_<num>
Event Type	4
Specific Problem	1050002
Message Text	Power Supply Unit failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_SHUTDOWN_NORM**Table 2165** HOST_SHUTDOWN_NORM details

Name	Value/Description
Event Identifier	HOST_SHUTDOWN_NORM
Event Type	0
Specific Problem	1059025
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 2165 HOST_SHUTDOWN_NORM details

Name	Value/Description
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2166 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	1058412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

CSS Integration Tier (CSS-INTEG) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2167 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	3419211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.

Table 2167 ALERT_FS_<filesystem> details

Name	Value/Description
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2168 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	3419303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2169 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	3419411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2170 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	3419311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2171 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	3419999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2172 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>

Table 2172 ALERT_WKF_<id> details

Name	Value/Description
Event Type	10
Specific Problem	3419511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2173 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	3418311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2174 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	3417318
Message Text	File Transfer connection failure
Additional Information	

Table 2174 FTP_<Operation>_<IP Address> details

Name	Value/Description
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2175 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	3418005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2176 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	3417101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2177 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	3418111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2178 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	3418311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2179 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>

Table 2179 HOST_PS_<number> details

Name	Value/Description
Event Type	2
Specific Problem	3417001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2180 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	3418112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

TRVNT_APP_<id>**Table 2181** TRVNT_APP_<id> details

Name	Value/Description
Event Identifier	TRVNT_APP_<id>
Event Type	10
Specific Problem	3418220
Message Text	Application Tier is down
Additional Information	Application Tier WebLogic is non-responsive or down

Table 2181 TRVNT_APP_<id> details

Name	Value/Description
Corrective Action	Check the weblogic web server
Remark	

TRVNT_DB_<id>**Table 2182** TRVNT_DB_<id> details

Name	Value/Description
Event Identifier	TRVNT_DB_<id>
Event Type	10
Specific Problem	3418320
Message Text	Database Tier is down
Additional Information	Database Tier Oracle is non-responsive or down
Corrective Action	Check the oracle database
Remark	

TRVNT_WEB_<id>**Table 2183** TRVNT_WEB_<id> details

Name	Value/Description
Event Identifier	TRVNT_WEB_<id>
Event Type	10
Specific Problem	3418120
Message Text	Web Tier is down
Additional Information	Web Tier Apache is non-responsive or down
Corrective Action	Check the apache web server
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2184 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	3418412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

CSS Web Tier (CSS-WEB) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2185 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4599211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2186 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4599303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2187 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4599411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2188 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4599311
Message Text	Monitor Alerts.

Table 2188 ALERT_MON_<id> details

Name	Value/Description
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2189 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4599999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2190 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4599511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2191 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4598311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2192 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4597318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2193 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10

Table 2193 HOST_CPU_LOAD details

Name	Value/Description
Specific Problem	4598005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2194 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	4597101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2195 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4598111
Message Text	Memory Utilization has exceeded warning or critical threshold.

Table 2195 HOST_MEMORY_USE details

Name	Value/Description
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2196 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4598311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2197 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	4597001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2198 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4598112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

TRVNT_APP_<id>**Table 2199** TRVNT_APP_<id> details

Name	Value/Description
Event Identifier	TRVNT_APP_<id>
Event Type	10
Specific Problem	4598220
Message Text	Application Tier is down
Additional Information	Application Tier WebLogic is non-responsive or down
Corrective Action	Check the weblogic web server
Remark	

TRVNT_DB_<id>**Table 2200** TRVNT_DB_<id> details

Name	Value/Description
Event Identifier	TRVNT_DB_<id>
Event Type	10
Specific Problem	4598320

Table 2200 TRVNT_DB_<id> details

Name	Value/Description
Message Text	Database Tier is down
Additional Information	Database Tier Oracle is non-responsive or down
Corrective Action	Check the oracle database
Remark	

TRVNT_WEB_<id>**Table 2201** TRVNT_WEB_<id> details

Name	Value/Description
Event Identifier	TRVNT_WEB_<id>
Event Type	10
Specific Problem	4598120
Message Text	Web Tier is down
Additional Information	Web Tier Apache is non-responsive or down
Corrective Action	Check the apache web server
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2202 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4598412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Diameter Gateway Unit (DGU) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2203 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	2699211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2204 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	2699303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2205 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	2699411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2206 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	2699311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2207 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	2699511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2208 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	2698311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

DGU_DGA_CONFIG_CER**Table 2209** DGU_DGA_CONFIG_CER details

Name	Value/Description
Event Identifier	DGU_DGA_CONFIG_CER
Event Type	0
Specific Problem	2691008
Message Text	
Additional Information	CER from SLU <slu_name>, <IP address> rejected: <reason>

Table 2209 DGU_DGA_CONFIG_CER details

Name	Value/Description
Corrective Action	Determine if CER contains invalid or unsupported capabilities for DGU. Reconfigure SLU or DGU to agree on supported capabilities
Remark	

DGU_DGA_CONFIG_IP_ADDR**Table 2210** DGU_DGA_CONFIG_IP_ADDR details

Name	Value/Description
Event Identifier	DGU_DGA_CONFIG_IP_ADDR
Event Type	0
Specific Problem	2691012
Message Text	Duplicate IP address detected
Additional Information	Duplicate connection from SLU <IP address> rejected
Corrective Action	Check IP addresses of all SLU. Remove or reconfigure SLU with duplicate IP address.
Remark	

DGU_DGA_CONFIG_MML**Table 2211** DGU_DGA_CONFIG_MML details

Name	Value/Description
Event Identifier	DGU_DGA_CONFIG_MML
Event Type	0
Specific Problem	2691009
Message Text	
Additional Information	MML <command> failed: <reason>
Corrective Action	Correct MML command specified in Alarm. Edit db file if command originated from db file.
Remark	

DGU_DGA_PEER

Table 2212 DGU_DGA_PEER details

Name	Value/Description
Event Identifier	DGU_DGA_PEER
Event Type	2
Specific Problem	2691303
Message Text	
Additional Information	Connection to Peer <peer_name> down
Corrective Action	Determine why Peer is no longer communicating with DGU. Possible network issue and/or configuration issues. Restart and monitor Peer CE once determination is made.
Remark	

DGU_DGA_SERVICE**Table 2213** DGU_DGA_SERVICE details

Name	Value/Description
Event Identifier	DGU_DGA_SERVICE
Event Type	11
Specific Problem	2691001
Message Text	
Additional Information	Service <service_name> not available
Corrective Action	Determine why Peer client application no longer communicating with DGU. Possible network and/or configuration issues. Check for core dump. Restart and monitor Peer clienr application once determination is made.
Remark	

DGU_DGA_SLU**Table 2214** DGU_DGA_SLU details

Name	Value/Description
Event Identifier	DGU_DGA_SLU
Event Type	11
Specific Problem	2691203
Message Text	

Table 2214 DGU_DGA_SLU details

Name	Value/Description
Additional Information	Connection to SLU <slu_name> down
Corrective Action	Determine why SLU is no longer communicating with DGU. Possible network and/or configuration issues. Restart and monitor SLU once determination is made.
Remark	

DGU_DGA_SLU_ALL**Table 2215** DGU_DGA_SLU_ALL details

Name	Value/Description
Event Identifier	DGU_DGA_SLU_ALL
Event Type	11
Specific Problem	2691003
Message Text	
Additional Information	No SLU available
Corrective Action	Determine why SLU is no longer communicating with DGU. Possible network and/or configuration issues. Restart and monitor SLU once determination is made.
Remark	

DGU_DGA_SLU_CONGESTION**Table 2216** DGU_DGA_SLU_CONGESTION details

Name	Value/Description
Event Identifier	DGU_DGA_SLU_CONGESTION
Event Type	11
Specific Problem	2691103
Message Text	
Additional Information	All SLUs congested
Corrective Action	Determine if transaction rate exceeds supported levels. Determine if any SLU process is consuming excessive CPU time.
Remark	

DGU_DGA_SLU_DELAY

Table 2217 DGU_DGA_SLU_DELAY details

Name	Value/Description
Event Identifier	DGU_DGA_SLU_DELAY
Event Type	11
Specific Problem	2691005
Message Text	
Additional Information	SLU <slu_name> answer delay exceeds <value> seconds
Corrective Action	Determine if transaction rate exceeds supported levels. Determine if any SLU process is consuming excessive CPU time.
Remark	

DGU_DGA_SLU_PENDING**Table 2218** DGU_DGA_SLU_PENDING details

Name	Value/Description
Event Identifier	DGU_DGA_SLU_PENDING
Event Type	11
Specific Problem	2691006
Message Text	
Additional Information	SLU <slu_name> request pending queue exceeds <count>
Corrective Action	Determine if transaction rate exceeds supported levels. Determine if any SLU process is consuming excessive CPU time.
Remark	

DGU_PAL_DIAM_CONN_DOWN**Table 2219** DGU_PAL_DIAM_CONN_DOWN details

Name	Value/Description
Event Identifier	DGU_PAL_DIAM_CONN_DOWN
Event Type	2
Specific Problem	2698510
Message Text	Lost communication with Diameter Server
Additional Information	

Table 2219 DGU_PAL_DIAM_CONN_DOWN details

Name	Value/Description
Corrective Action	Check DGU configuration. PAL peer connection must be provisioned prior starting the system.
Remark	

DGU_PAL_INIT_COMPLETE**Table 2220** DGU_PAL_INIT_COMPLETE details

Name	Value/Description
Event Identifier	DGU_PAL_INIT_COMPLETE
Event Type	10
Specific Problem	2698516
Message Text	Mediation initialization complete
Additional Information	
Corrective Action	Succesfull initialization of Mediation Engine
Remark	

DGU_PAL_INIT_FAILED**Table 2221** DGU_PAL_INIT_FAILED details

Name	Value/Description
Event Identifier	DGU_PAL_INIT_FAILED
Event Type	10
Specific Problem	2698517
Message Text	Mediation initialization failed
Additional Information	
Corrective Action	Verify mediation configuration (mediation_rules.xml) for correct adaptor provisioning
Remark	

DGU_PAL_INVALID_ACPTR_CFG

Table 2222 DGU_PAL_INVALID_ACPTR_CFG details

Name	Value/Description
Event Identifier	DGU_PAL_INVALID_ACPTR_CFG
Event Type	0
Specific Problem	2698514
Message Text	Invalid acceptor configuration
Additional Information	
Corrective Action	Verify mediation configuration (mediation_rules.xml) for correct adaptor provisioning
Remark	

DGU_PAL_INVALID_ADPTR_CFG**Table 2223** DGU_PAL_INVALID_ADPTR_CFG details

Name	Value/Description
Event Identifier	DGU_PAL_INVALID_ADPTR_CFG
Event Type	0
Specific Problem	2698513
Message Text	Invalid adaptor configuration
Additional Information	
Corrective Action	Verify mediation configuration (mediation_rules.xml) for correct adaptor provisioning
Remark	

DGU_PAL_INVALID_DIAM_TEMP**Table 2224** DGU_PAL_INVALID_DIAM_TEMP details

Name	Value/Description
Event Identifier	DGU_PAL_INVALID_DIAM_TEMP
Event Type	0
Specific Problem	2698515
Message Text	Invalid Diameter Message Template
Additional Information	

Table 2224 DGU_PAL_INVALID_DIAM_TEMP details

Name	Value/Description
Corrective Action	Verify mediation configuration (mediation_rules.xml) for correct adaptor provisioning
Remark	

DGU_PAL_INVALID_RESULT_DATA**Table 2225** DGU_PAL_INVALID_RESULT_DATA details

Name	Value/Description
Event Identifier	DGU_PAL_INVALID_RESULT_DATA
Event Type	10
Specific Problem	2698512
Message Text	Invalid Diameter result data
Additional Information	
Corrective Action	Invalid Mediation Configuration. Verify mediation_rules.xml for correct Diameter parameter mapping
Remark	

DGU_PAL_IS_NOT_READY**Table 2226** DGU_PAL_IS_NOT_READY details

Name	Value/Description
Event Identifier	DGU_PAL_IS_NOT_READY
Event Type	10
Specific Problem	2698511
Message Text	Failed to load Diameter Interface
Additional Information	
Corrective Action	Invalid Diameter Library installed. Verify installation of IPF and DGU packages
Remark	

DGU_PAL_TERMINATED

Table 2227 DGU_PAL_TERMINATED details

Name	Value/Description
Event Identifier	DGU_PAL_TERMINATED
Event Type	10
Specific Problem	2698518
Message Text	PAL process terminated
Additional Information	
Corrective Action	Normal PAL process termination
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2228 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	2697318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2229 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	2698005
Message Text	Load Average has exceeded warning or critical threshold.

Table 2229 HOST_CPU_LOAD details

Name	Value/Description
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2230 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	2697101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2231 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	2698111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization

Table 2231 HOST_MEMORY_USE details

Name	Value/Description
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2232 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	2698311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2233 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	2697001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2234 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	2698112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2235 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	2698412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Diameter Traffic Router (DTR) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2236 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4389211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2237 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4389303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2238 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>

Table 2238 ALERT_JOB_<jobid> details

Name	Value/Description
Event Type	10
Specific Problem	4389411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2239 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4389311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2240 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4389999
Message Text	Test Alarm

Table 2240 ALERT_TEST_<name> details

Name	Value/Description
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2241 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4389511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2242 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4388311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

DTR_DB_CONNECTION_DOWN

The connection to the Times Ten database is lost. The DTA will continue to reattempt connections in this state. Check the status of the Times Ten database with the ttStatus command.

Table 2243 DTR_DB_CONNECTION_DOWN details

Name	Value/Description
Event Identifier	DTR_DB_CONNECTION_DOWN
Event Type	10
Specific Problem	4381005
Message Text	In-memory database connection is down
Additional Information	
Corrective Action	Check the status of the Times Ten In-memory database using the ttStatus command
Remark	

DTR_DIAMETER_LISTEN_STARTED

This is a information event indicating that the DTR plaform is ready to accept connections

Table 2244 DTR_DIAMETER_LISTEN_STARTED details

Name	Value/Description
Event Identifier	DTR_DIAMETER_LISTEN_STARTED
Event Type	10
Specific Problem	4381000
Message Text	Listen started on Diameter port
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

DTR_PEER_CONN_ESTABLISHED

The peer connection identified by <peer> has successfully established a connection to its Diameter peer

Table 2245 DTR_PEER_CONN_ESTABLISHED details

Name	Value/Description
Event Identifier	DTR_PEER_CONN_ESTABLISHED
Event Type	10

Table 2245 DTR_PEER_CONN_ESTABLISHED details

Name	Value/Description
Specific Problem	4381002
Message Text	<peer> Peer connection established
Additional Information	<peer>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

DTR_PEER_CONN_FAILED

The peer connection identified by <peer> has been lost either due to a Disconnect-Peer-Request or detected automatically by Device-Watchdog logic

Table 2246 DTR_PEER_CONN_FAILED details

Name	Value/Description
Event Identifier	DTR_PEER_CONN_FAILED
Event Type	10
Specific Problem	4381004
Message Text	<peer> Peer connection failed
Additional Information	<peer>
Corrective Action	Check the status of the DTR Diameter Peer Connections.
Remark	

DTR_PEER_CONN_STARTED

The peer identified by <peer> has been commanded to start the connection process. If this peer initiates connections then it will begin the connection process. If this peer accepts connections then it will wait for an incoming request

Table 2247 DTR_PEER_CONN_STARTED details

Name	Value/Description
Event Identifier	DTR_PEER_CONN_STARTED
Event Type	10
Specific Problem	4381001
Message Text	<peer> Peer connection started
Additional Information	<peer>

Table 2247 DTR_PEER_CONN_STARTED details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

DTR_PEER_CONN_STOPPED

The peer connection identified by <peer> has been commanded to stop via MML command

Table 2248 DTR_PEER_CONN_STOPPED details

Name	Value/Description
Event Identifier	DTR_PEER_CONN_STOPPED
Event Type	10
Specific Problem	4381003
Message Text	<peer> Peer connection stopped - Cause <cause>
Additional Information	<peer>, <cause>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2249 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4387318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2250 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4388005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2251 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	4387101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2252 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4388111

Table 2252 HOST_MEMORY_USE details

Name	Value/Description
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2253 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4388311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2254 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	4387001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.

Table 2254 HOST_PS_<number> details

Name	Value/Description
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2255 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4388112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2256 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4388412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Frontend Admin Server (FE-ADMIN) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2257 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	3629211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2258 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	3629303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2259 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	3629411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2260 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	3629311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2261 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10

Table 2261 ALERT_TEST_<name> details

Name	Value/Description
Specific Problem	3629999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2262 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	3629511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2263 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	3628311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.

Table 2263 APP_PROCESS_<id> details

Name	Value/Description
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2264 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	3627318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2265 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	3628005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2266 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	3627101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2267 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	3628111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2268 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10

Table 2268 HOST_PROCESS_<id> details

Name	Value/Description
Specific Problem	3628311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2269 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	3627001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2270 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	3628112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space

Table 2270 HOST_SWAP_USE details

Name	Value/Description
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

SAPI_APP_DB

During the operation of SAPI, it sends an alarm when it has a database related exception, for example, database is down or not reachable or any sql exception. Alarm message contains ORA-#### to inform the problem but the oracle error message might be truncated due to 50 bytes limit.

Table 2271 SAPI_APP_DB details

Name	Value/Description
Event Identifier	SAPI_APP_DB
Event Type	10
Specific Problem	3625001
Message Text	
Additional Information	<sdp_id>
Corrective Action	SAPI method raised an exception due to database problem. Check the alarm message that has Oracle error number and fix database issue.
Remark	

SAPI_APP_NVR

The non-voucher recharge SAPI calls are failing due to system error on the SDP specified by NON_VOUCHER_RECHARGE_<sdp_id>

Table 2272 SAPI_APP_NVR details

Name	Value/Description
Event Identifier	SAPI_APP_NVR
Event Type	10
Specific Problem	3625000
Message Text	Non-voucher Recharge System Failure
Additional Information	<sdp_id>

Table 2272 SAPI_APP_NVR details

Name	Value/Description
Corrective Action	Non-voucher recharge SAPI calls are failing due to system errors. System errors are defined as errors not related to data input correctness and can indicate a deeper underlying problem. Investigate SAPI logs for nonVoucherRechargeAccount(), nonVoucherRechargeSubscriber() methods to determine the APIException thrown by the stored procedure.
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2273 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	3628412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Infor OM Web Tier (INFOM-WEB) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2274 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4569211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization

Table 2274 ALERT_FS_<filesystem> details

Name	Value/Description
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2275 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4569303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2276 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4569411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.

Table 2276 ALERT_JOB_<jobid> details

Name	Value/Description
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2277 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4569311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2278 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4569999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2279 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4569511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2280 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4568311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2281 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4567318
Message Text	File Transfer connection failure

Table 2281 FTP_<Operation>_<IP Address> details

Name	Value/Description
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2282 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4568005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2283 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	4567101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2284 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4568111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2285 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4568311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2286 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>

Table 2286 HOST_PS_<number> details

Name	Value/Description
Event Type	2
Specific Problem	4567001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2287 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4568112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2288 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4568412
Message Text	UPM Status could not be determined

Table 2288 UNKNOWN_UPM_STATUS details

Name	Value/Description
Additional Information	
Corrective Action	Check the UPM state
Remark	

Infor Web Tier (INFOR-WEB) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2289 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4479211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2290 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4479303

Table 2290 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2291 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4479411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2292 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4479311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.

Table 2292 ALERT_MON_<id> details

Name	Value/Description
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2293 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4479999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2294 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	4479511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2295 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4478311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2296 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4477318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2297 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4478005
Message Text	Load Average has exceeded warning or critical threshold.

Table 2297 HOST_CPU_LOAD details

Name	Value/Description
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2298 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	4477101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2299 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4478111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization

Table 2299 HOST_MEMORY_USE details

Name	Value/Description
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2300 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4478311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2301 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	4477001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2302 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4478112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2303 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4478412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Unified Platform Manager (MANAGER) Alarm Details

AGENT_SESSION_STATE

The AGENT_SESSION_STATE alarm is triggered when one or more UPA's have failed to send a heartbeat message to the UPM within the pre-defined heartbeat interval.

Table 2304 AGENT_SESSION_STATE details

Name	Value/Description
Event Identifier	AGENT_SESSION_STATE
Event Type	2
Specific Problem	2642510
Message Text	Manager to Agent communication lost
Additional Information	<ipaddress of agent>
Corrective Action	Check that the UPA is online on the remote node. Check the log files to see why the UPA crashed.
Remark	

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2305 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	2649211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE**Table 2306** ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	2649303

Table 2306 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2307 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	2649411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2308 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	2649311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.

Table 2308 ALERT_MON_<id> details

Name	Value/Description
Remark	

ALERT_ORACLE_<alertid>**Table 2309** ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	2648211
Message Text	Oracle Alerts.
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Check the Oracle Alert Log file for further details on the error
Remark	

ALERT_TEST_<name>**Table 2310** ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	2649999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2311 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>

Table 2311 ALERT_WKF_<id> details

Name	Value/Description
Event Type	10
Specific Problem	2649511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2312 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	2648311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

APP_PROCESS_HUNG

The APP_PROCESS_HUNG alarm is triggered when the process is in a HUNG state.

Table 2313 APP_PROCESS_HUNG details

Name	Value/Description
Event Identifier	APP_PROCESS_HUNG
Event Type	10
Specific Problem	2648311
Message Text	Process Failures
Additional Information	Process in a HUNG state

Table 2313 APP_PROCESS_HUNG details

Name	Value/Description
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

BU_DRV_<slot>**Table 2314 BU_DRV_<slot> details**

Name	Value/Description
Event Identifier	BU_DRV_<slot>
Event Type	4
Specific Problem	2648902
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_FAN_<slot>**Table 2315 BU_FAN_<slot> details**

Name	Value/Description
Event Identifier	BU_FAN_<slot>
Event Type	3
Specific Problem	2648901
Message Text	Fan or Drive Bay on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_LINK_ADMIN**Table 2316 BU_LINK_ADMIN details**

Name	Value/Description
Event Identifier	BU_LINK_ADMIN

Table 2316 BU_LINK_ADMIN details

Name	Value/Description
Event Type	2
Specific Problem	2648910
Message Text	Backup Unit is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR**Table 2317** BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR
Event Type	10
Specific Problem	2648911
Message Text	See additional info.
Additional Information	
Corrective Action	Check Tape Library
Remark	

BU_PS_<slot>**Table 2318** BU_PS_<slot> details

Name	Value/Description
Event Identifier	BU_PS_<slot>
Event Type	3
Specific Problem	2648900
Message Text	Power Supply on the Backup Unit has failed.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

BU_SMC_<slot>**Table 2319** BU_SMC_<slot> details

Name	Value/Description
Event Identifier	BU_SMC_<slot>
Event Type	4
Specific Problem	2648905
Message Text	SMC has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_TAPE_<slot>**Table 2320** BU_TAPE_<slot> details

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	2647902
Message Text	Tape Cartridge is missing or not usable.
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Contact your local Comverse Support team.
Remark	

CONFIG_<id>_CUSTOM

File Custom Script Alerts.

Table 2321 CONFIG_<id>_CUSTOM details

Name	Value/Description
Event Identifier	CONFIG_<id>_CUSTOM
Event Type	10
Specific Problem	2648411
Message Text	File Custom Script Alerts.

Table 2321 CONFIG_.<id>_CUSTOM details

Name	Value/Description
Additional Information	
Corrective Action	Check the Custom script and the file that is identified by this alarm. Possible actions as per the alarms description.
Remark	

CONFIG_.<id>_DEL

File is deleted.

Table 2322 CONFIG_.<id>_DEL details

Name	Value/Description
Event Identifier	CONFIG_.<id>_DEL
Event Type	10
Specific Problem	2648411
Message Text	File is deleted.
Additional Information	
Corrective Action	Check / Replace the File if required.
Remark	

CONFIG_.<id>_MOD

File has been modified.

Table 2323 CONFIG_.<id>_MOD details

Name	Value/Description
Event Identifier	CONFIG_.<id>_MOD
Event Type	10
Specific Problem	2648411
Message Text	File Modified
Additional Information	
Corrective Action	The File content needs to be verified.
Remark	

CONFIG_.<id>_NOFILE

File No file found Alerts.

Table 2324 CONFIG_.<id>_NOFILE details

Name	Value/Description
Event Identifier	CONFIG_.<id>_NOFILE
Event Type	10
Specific Problem	2648411
Message Text	No file found matching with the given file path
Additional Information	
Corrective Action	Check if the given file name and path are correct.
Remark	

CONFIG_.<id>_OWNER

File Owner is different from the baselined.

Table 2325 CONFIG_.<id>_OWNER details

Name	Value/Description
Event Identifier	CONFIG_.<id>_OWNER
Event Type	10
Specific Problem	2648411
Message Text	File Owner is different from the baselined.
Additional Information	
Corrective Action	Check for the File Owner.
Remark	

CONFIG_.<id>_PERMISSION

File Permission Changed

Table 2326 CONFIG_.<id>_PERMISSION details

Name	Value/Description
Event Identifier	CONFIG_.<id>_PERMISSION
Event Type	10
Specific Problem	2648411

Table 2326 CONFIG_.<id>_PERMISSION details

Name	Value/Description
Message Text	File Permission is different from the baselined permission.
Additional Information	
Corrective Action	Check if the File permission proper.
Remark	

DAE2:<bus>:<encl>_DISK_<disk>**Table 2327** DAE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	2647802
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 2328** DAE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	2647801
Message Text	Power Supply Unit (A) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_FAN_B

Table 2329 DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	2647801
Message Text	Power Supply Unit (B) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_LCC_A**Table 2330** DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	2647805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_LCC_B**Table 2331** DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	2647805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required

Table 2331 DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Remark	

DAE2:<bus>:<encl>_PS_A**Table 2332** DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	2647800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DAE2:<bus>:<encl>_PS_B**Table 2333** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	2647800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_DISK_<disk>**Table 2334** DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_DISK_<disk>
Event Type	4

Table 2334 DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Specific Problem	2647702
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DPE2:<bus>:<encl>_FAN_A**Table 2335** DPE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	2647701
Message Text	Power Supply Unit (A) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 2336** DPE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	2647701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_PS_A**Table 2337** DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	2647700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_PS_B**Table 2338** DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	2647700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 2339** DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	2647700
Message Text	Standby Power Supply (A) failed or not powered on.

Table 2339 DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 2340** DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3
Specific Problem	2647700
Message Text	Standby Power Supply (B) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SP_A**Table 2341** DPE2:<bus>:<encl>_SP_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	2647705
Message Text	Storage Processor (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DPE2:<bus>:<encl>_SP_B

Table 2342 DPE2:<bus>:<encl>_SP_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4
Specific Problem	2647705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DWH_ACTIVITY_LOG**Table 2343** DWH_ACTIVITY_LOG details

Name	Value/Description
Event Identifier	DWH_ACTIVITY_LOG
Event Type	10
Specific Problem	2647014
Message Text	Unable to Retrieve Activity Log from SDP
Additional Information	Unable to Retrieve Activity Log from SDP
Corrective Action	Check network connections
Remark	

DWH_FTP_CON**Table 2344** DWH_FTP_CON details

Name	Value/Description
Event Identifier	DWH_FTP_CON
Event Type	2
Specific Problem	2647008
Message Text	Failed to Connect to CFS
Additional Information	Failed to Connect to CFS
Corrective Action	Check network connections to CFS

Table 2344 DWH_FTP_CON details

Name	Value/Description
Remark	

DWH_FTP_CONN**Table 2345 DWH_FTP_CONN details**

Name	Value/Description
Event Identifier	DWH_FTP_CONN
Event Type	2
Specific Problem	2647016
Message Text	Failed to connect for FTP of template file
Additional Information	Failed to connect for FTP of template file
Corrective Action	Check network connections
Remark	

DWH_FTP_LOW**Table 2346 DWH_FTP_LOW details**

Name	Value/Description
Event Identifier	DWH_FTP_LOW
Event Type	10
Specific Problem	2647009
Message Text	Transfer Rate below threshold
Additional Information	Transfer Rate below threshold
Corrective Action	Check system load and/or network throughput
Remark	

DWH_FTP_MIS**Table 2347 DWH_FTP_MIS details**

Name	Value/Description
Event Identifier	DWH_FTP_MIS
Event Type	10

Table 2347 DWH_FTP_MIS details

Name	Value/Description
Specific Problem	2647011
Message Text	File missing or incorrect ext
Additional Information	File missing or incorrect ext
Corrective Action	Check for existence of the file or filename format.
Remark	

DWH_FTP_ORA**Table 2348** DWH_FTP_ORA details

Name	Value/Description
Event Identifier	DWH_FTP_ORA
Event Type	10
Specific Problem	2647002
Message Text	Unable To Connect to Oracle
Additional Information	Unable To Connect to Oracle
Corrective Action	Check database configuration and/or database state
Remark	

DWH_FTP_STA**Table 2349** DWH_FTP_STA details

Name	Value/Description
Event Identifier	DWH_FTP_STA
Event Type	10
Specific Problem	2647005
Message Text	Unable To read static file
Additional Information	Unable To read static file
Corrective Action	Check file permissions or existence of file
Remark	

DWH_FTP_TRNSFR**Table 2350** DWH_FTP_TRNSFR details

Name	Value/Description
Event Identifier	DWH_FTP_TRNSFR
Event Type	10
Specific Problem	2647015
Message Text	Failed to Tranfer template file
Additional Information	Failed to Tranfer template file
Corrective Action	Check network connections
Remark	

DWH_FTP_VAL**Table 2351** DWH_FTP_VAL details

Name	Value/Description
Event Identifier	DWH_FTP_VAL
Event Type	10
Specific Problem	2647010
Message Text	Unable to get remote MD5
Additional Information	Unable to get remote MD5
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_OND_ERR**Table 2352** DWH_OND_ERR details

Name	Value/Description
Event Identifier	DWH_OND_ERR
Event Type	10
Specific Problem	2647012
Message Text	On Demand extraction error

Table 2352 DWH_OND_ERR details

Name	Value/Description
Additional Information	On Demand extraction error
Corrective Action	Check database status
Remark	

DWH_PNG_ERR**Table 2353 DWH_PNG_ERR details**

Name	Value/Description
Event Identifier	DWH_PNG_ERR
Event Type	2
Specific Problem	2647013
Message Text	Pinger detects faulty connection
Additional Information	Pinger detects faulty connection
Corrective Action	Check network connections
Remark	

DWH_SCH_DYN**Table 2354 DWH_SCH_DYN details**

Name	Value/Description
Event Identifier	DWH_SCH_DYN
Event Type	10
Specific Problem	2647003
Message Text	Unable To Connect to Oracle
Additional Information	Unable To Read Dynamic File
Corrective Action	Check file permissions or existence of file
Remark	

DWH_SCH_EXT

Table 2355 DWH_SCH_EXT details

Name	Value/Description
Event Identifier	DWH_SCH_EXT
Event Type	10
Specific Problem	2647007
Message Text	Failed to Extract
Additional Information	Failed to Extract
Corrective Action	Check database status
Remark	

DWH_SCH_OPN**Table 2356** DWH_SCH_OPN details

Name	Value/Description
Event Identifier	DWH_SCH_OPN
Event Type	10
Specific Problem	2647006
Message Text	Unable to Open File
Additional Information	Unable to Open File
Corrective Action	Check file permissions or existence of file
Remark	

DWH_SCH_ORA**Table 2357** DWH_SCH_ORA details

Name	Value/Description
Event Identifier	DWH_SCH_ORA
Event Type	10
Specific Problem	2647001
Message Text	Unable To Connect to Oracle
Additional Information	Unable To Connect to Oracle
Corrective Action	Check database configuration and/or database state

Table 2357 DWH_SCH_ORA details

Name	Value/Description
Remark	

DWH_SCH_STA**Table 2358 DWH_SCH_STA details**

Name	Value/Description
Event Identifier	DWH_SCH_STA
Event Type	10
Specific Problem	2647004
Message Text	Unable To read static file
Additional Information	Unable To read static file
Corrective Action	Check file permissions or existence of file
Remark	

FTP_<Operation>_<IP Address>**Table 2359 FTP_<Operation>_<IP Address> details**

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	2647318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2360 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD

Table 2360 HOST_CPU_LOAD details

Name	Value/Description
Event Type	10
Specific Problem	2648005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_DB_<process>

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2361 HOST_DB_<process> details

Name	Value/Description
Event Identifier	HOST_DB_<process>
Event Type	2
Specific Problem	2646020
Message Text	Database Resource Failure
Additional Information	
Corrective Action	Check/Restart the Oracle Database instance identified in the alarm.
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2362 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	2647101
Message Text	Host Fan X is offline

Table 2362 HOST_FAN_<number> details

Name	Value/Description
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_LINK_ADMIN**Table 2363** HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	2647510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT0

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2364 HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2365 HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2366 HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2367 HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	

Table 2367 HOST_LINK_ENT3 details

Name	Value/Description
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2368 HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2369 HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2370 HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT7

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2371 HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	2646010
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 2372 HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	2647504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	

Table 2372 HOST_LINK_FSCSI0 details

Name	Value/Description
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI1

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 2373 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	2647504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 2374 HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	2647504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN

Table 2375 HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	2647506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_IC**Table 2376** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	2647507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_SAN**Table 2377** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	2647508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface

Table 2377 HOST_LINK_SAN details

Name	Value/Description
Remark	

HOST_LINK_TAPE**Table 2378** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2
Specific Problem	2647509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2379 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	2648111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2380 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	2648311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2381 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	2647001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2382 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	2648112
Message Text	Used Swap Space has exceeded warning or critical threshold.

Table 2382 HOST_SWAP_USE details

Name	Value/Description
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

IAP_GENERIC_<id>**Table 2383** IAP_GENERIC_<id> details

Name	Value/Description
Event Identifier	IAP_GENERIC_<id>
Event Type	0
Specific Problem	2649998
Message Text	Generic IAP Alarm
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

NOTIFGW_QUEUE_LIMIT_<notification type>

The NOTIFGW_QUEUE_LIMIT<notification type> alarm is triggered when the sms or email notification receiver or emitter queues are overloaded (if the queue is 90% full the CRITICAL alarm is raised and if it is 50% full MAJOR alarm is raised)

Table 2384 NOTIFGW_QUEUE_LIMIT_<notification type> details

Name	Value/Description
Event Identifier	NOTIFGW_QUEUE_LIMIT_<notification type>
Event Type	11
Specific Problem	2648313
Message Text	NOTIFGW notification receiver or emitter queues are overloaded
Additional Information	
Corrective Action	Reduce the message rate at the notification agent
Remark	

NOTIFGW_RATE_<notification type>

The NOTIFGW_RATE_<notification type> alarm is triggered when the sms or email notification message rate crossed the maximum limit

Table 2385 NOTIFGW_RATE_<notification type> details

Name	Value/Description
Event Identifier	NOTIFGW_RATE_<notification type>
Event Type	11
Specific Problem	2648312
Message Text	NOTIFGW notification message rate is crossed the maximum limit
Additional Information	
Corrective Action	Reduce the message rate at the notification agent
Remark	

NOTIFGW_SMSC_NOROUTE

The NOTIFGW_SMSC_NOROUTE alarm is triggered when the Kannel-SMSC link in the NOTIFGW is down

Table 2386 NOTIFGW_SMSC_NOROUTE details

Name	Value/Description
Event Identifier	NOTIFGW_SMSC_NOROUTE
Event Type	11
Specific Problem	2648314
Message Text	Kannel-SMSC link in the NOTIFGW is down
Additional Information	
Corrective Action	Check whether the SMSC is running
Remark	

SAN_LINK_SPA**Table 2387** SAN_LINK_SPA details

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	2647608

Table 2387 SAN_LINK_SPA details

Name	Value/Description
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPA
Remark	

SAN_LINK_SPA0**Table 2388** SAN_LINK_SPA0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA0
Event Type	2
Specific Problem	2647604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA0.
Remark	

SAN_LINK_SPA1**Table 2389** SAN_LINK_SPA1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	2647604
Message Text	Port 0 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA1.
Remark	

SAN_LINK_SPB

Table 2390 SAN_LINK_SPB details

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	2647608
Message Text	Paths to SP B are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPB
Remark	

SAN_LINK_SPB0**Table 2391** SAN_LINK_SPB0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB0
Event Type	2
Specific Problem	2647604
Message Text	Port 1 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB0.
Remark	

SAN_LINK_SPB1**Table 2392** SAN_LINK_SPB1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	2647604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB1.

Table 2392 SAN_LINK_SPB1 details

Name	Value/Description
Remark	

SAN_LINK_TAPE**Table 2393 SAN_LINK_TAPE details**

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2
Specific Problem	2647609
Message Text	Port 4 and Port 5 on FC SW-A are offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD1**Table 2394 SAN_LINK_TD1 details**

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2
Specific Problem	2647604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD2**Table 2395 SAN_LINK_TD2 details**

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2

Table 2395 SAN_LINK_TD2 details

Name	Value/Description
Specific Problem	2647604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SLU_SDP_DB_CONN**Table 2396 SLU_SDP_DB_CONN details**

Name	Value/Description
Event Identifier	SLU_SDP_DB_CONN
Event Type	2
Specific Problem	2648803
Message Text	SLU(s) connection to SDP failing
Additional Information	<SDP>
Corrective Action	Contact your local Comverse Support team.
Remark	

SPA_LINK_ADMIN**Table 2397 SPA_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	2647710
Message Text	SP-A is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 2398** SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	2647704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SPB_LINK_ADMIN**Table 2399** SPB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN
Event Type	2
Specific Problem	2647710
Message Text	SP-B is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPB_LINK_DAE2:<bus>:<encl>**Table 2400** SPB_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	2647704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.

Table 2400 SPB_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SWA_FAN_0**Table 2401** SWA_FAN_0 details

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3
Specific Problem	2647601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_FAN_1**Table 2402** SWA_FAN_1 details

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3
Specific Problem	2647601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_LINK_ADMIN

Table 2403 SWA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SWA_LINK_ADMIN
Event Type	2
Specific Problem	2647610
Message Text	FC SW-A is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWA_PS_0**Table 2404 SWA_PS_0 details**

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3
Specific Problem	2647600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWA_PS_1**Table 2405 SWA_PS_1 details**

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	2647600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required

Table 2405 SWA_PS_1 details

Name	Value/Description
Remark	

SWB_FAN_0**Table 2406 SWB_FAN_0 details**

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3
Specific Problem	2647601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_FAN_1**Table 2407 SWB_FAN_1 details**

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3
Specific Problem	2647601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_LINK_ADMIN**Table 2408 SWB_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SWB_LINK_ADMIN
Event Type	2

Table 2408 SWB_LINK_ADMIN details

Name	Value/Description
Specific Problem	2647610
Message Text	FC SW-B is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWB_PS_0**Table 2409 SWB_PS_0 details**

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	2647600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_PS_1**Table 2410 SWB_PS_1 details**

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	2647600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2411 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	2648412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

UPM_DB_<process>**Table 2412 UPM_DB_<process> details**

Name	Value/Description
Event Identifier	UPM_DB_<process>
Event Type	2
Specific Problem	2646000
Message Text	One of the DB instances or listener has failed
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

Media Server Unit (MSU) Alarm Details**MSU_CLOCK_UPDATE****Table 2413 MSU_CLOCK_UPDATE details**

Name	Value/Description
Event Identifier	MSU_CLOCK_UPDATE
Event Type	10

Table 2413 MSU_CLOCK_UPDATE details

Name	Value/Description
Specific Problem	1166850
Message Text	Illegal clock update
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

MSU_DATA_GREETING**Table 2414** MSU_DATA_GREETING details

Name	Value/Description
Event Identifier	MSU_DATA_GREETING
Event Type	10
Specific Problem	1166862
Message Text	OFI greeting deletion usage percentage
Additional Information	Alarm is sent during OFI while the greetings are being deleted
Corrective Action	Greeting database corruption
Remark	

MSU_DISK_PRI_1**Table 2415** MSU_DISK_PRI_1 details

Name	Value/Description
Event Identifier	MSU_DISK_PRI_1
Event Type	4
Specific Problem	1166700
Message Text	Recoverable I/O errors have occurred in primary disk 1 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_PRI_2**Table 2416** MSU_DISK_PRI_2 details

Name	Value/Description
Event Identifier	MSU_DISK_PRI_2
Event Type	4
Specific Problem	1166701
Message Text	Recoverable I/O errors have occurred in primary disk 2 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_PRI_3**Table 2417** MSU_DISK_PRI_3 details

Name	Value/Description
Event Identifier	MSU_DISK_PRI_3
Event Type	4
Specific Problem	1166702
Message Text	Recoverable I/O errors have occurred in primary disk 3 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_PRI_4**Table 2418** MSU_DISK_PRI_4 details

Name	Value/Description
Event Identifier	MSU_DISK_PRI_4
Event Type	4
Specific Problem	1166703
Message Text	Recoverable I/O errors have occurred in primary disk 4 MSU

Table 2418 MSU_DISK_PRI_4 details

Name	Value/Description
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_PRI_5**Table 2419** MSU_DISK_PRI_5 details

Name	Value/Description
Event Identifier	MSU_DISK_PRI_5
Event Type	4
Specific Problem	1166704
Message Text	Recoverable I/O errors have occurred in primary disk 5 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_PRI_6**Table 2420** MSU_DISK_PRI_6 details

Name	Value/Description
Event Identifier	MSU_DISK_PRI_6
Event Type	4
Specific Problem	1166705
Message Text	Recoverable I/O errors have occurred in primary disk 6 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_PRI_7

Table 2421 MSU_DISK_PRI_7 details

Name	Value/Description
Event Identifier	MSU_DISK_PRI_7
Event Type	4
Specific Problem	1166706
Message Text	Recoverable I/O errors have occurred in primary disk 7 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_PRI_8**Table 2422** MSU_DISK_PRI_8 details

Name	Value/Description
Event Identifier	MSU_DISK_PRI_8
Event Type	4
Specific Problem	1166707
Message Text	Recoverable I/O errors have occurred in primary disk 8 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_SEC_1**Table 2423** MSU_DISK_SEC_1 details

Name	Value/Description
Event Identifier	MSU_DISK_SEC_1
Event Type	4
Specific Problem	1166708
Message Text	Recoverable I/O errors have occurred in secondary disk 1 MSU
Additional Information	

Table 2423 MSU_DISK_SEC_1 details

Name	Value/Description
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_SEC_2**Table 2424** MSU_DISK_SEC_2 details

Name	Value/Description
Event Identifier	MSU_DISK_SEC_2
Event Type	4
Specific Problem	1166709
Message Text	Recoverable I/O errors have occurred in secondary disk 2 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_SEC_3**Table 2425** MSU_DISK_SEC_3 details

Name	Value/Description
Event Identifier	MSU_DISK_SEC_3
Event Type	4
Specific Problem	1166710
Message Text	Recoverable I/O errors have occurred in secondary disk 3 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_SEC_4

Table 2426 MSU_DISK_SEC_4 details

Name	Value/Description
Event Identifier	MSU_DISK_SEC_4
Event Type	4
Specific Problem	1166711
Message Text	Recoverable I/O errors have occurred in secondary disk 4 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_SEC_5**Table 2427** MSU_DISK_SEC_5 details

Name	Value/Description
Event Identifier	MSU_DISK_SEC_5
Event Type	4
Specific Problem	1166712
Message Text	Recoverable I/O errors have occurred in secondary disk 5 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_SEC_6**Table 2428** MSU_DISK_SEC_6 details

Name	Value/Description
Event Identifier	MSU_DISK_SEC_6
Event Type	4
Specific Problem	1166713
Message Text	Recoverable I/O errors have occurred in secondary disk 6 MSU
Additional Information	

Table 2428 MSU_DISK_SEC_6 details

Name	Value/Description
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_SEC_7**Table 2429** MSU_DISK_SEC_7 details

Name	Value/Description
Event Identifier	MSU_DISK_SEC_7
Event Type	4
Specific Problem	1166714
Message Text	Recoverable I/O errors have occurred in secondary disk 7 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_DISK_SEC_8**Table 2430** MSU_DISK_SEC_8 details

Name	Value/Description
Event Identifier	MSU_DISK_SEC_8
Event Type	4
Specific Problem	1166715
Message Text	Recoverable I/O errors have occurred in secondary disk 8 MSU
Additional Information	
Corrective Action	Recoverable I/O errors have occurred, this could point to the disk failing in the near future. Replacement of disk is recommended if this alarm is triggered often.
Remark	

MSU_LINK_CCS

Table 2431 MSU_LINK_CCS details

Name	Value/Description
Event Identifier	MSU_LINK_CCS
Event Type	4
Specific Problem	1166050
Message Text	MSU CCS link is faulty
Additional Information	
Corrective Action	Check setup, restart MSU and/or CCS
Remark	

MSU_LINK_EXT_1**Table 2432** MSU_LINK_EXT_1 details

Name	Value/Description
Event Identifier	MSU_LINK_EXT_1
Event Type	4
Specific Problem	1166031
Message Text	MSU external link 1 is faulty
Additional Information	
Corrective Action	Restart IVR1
Remark	

MSU_LINK_EXT_10**Table 2433** MSU_LINK_EXT_10 details

Name	Value/Description
Event Identifier	MSU_LINK_EXT_10
Event Type	4
Specific Problem	1166040
Message Text	MSU external link 10 is faulty
Additional Information	
Corrective Action	Restart IVR10

Table 2433 MSU_LINK_EXT_10 details

Name	Value/Description
Remark	

MSU_LINK_EXT_2**Table 2434** MSU_LINK_EXT_2 details

Name	Value/Description
Event Identifier	MSU_LINK_EXT_2
Event Type	4
Specific Problem	1166032
Message Text	MSU external link 2 is faulty
Additional Information	
Corrective Action	Restart IVR2
Remark	

MSU_LINK_EXT_3**Table 2435** MSU_LINK_EXT_3 details

Name	Value/Description
Event Identifier	MSU_LINK_EXT_3
Event Type	4
Specific Problem	1166033
Message Text	MSU external link 3 is faulty
Additional Information	
Corrective Action	Restart IVR3
Remark	

MSU_LINK_EXT_4**Table 2436** MSU_LINK_EXT_4 details

Name	Value/Description
Event Identifier	MSU_LINK_EXT_4
Event Type	4

Table 2436 MSU_LINK_EXT_4 details

Name	Value/Description
Specific Problem	1166034
Message Text	MSU external link 4 is faulty
Additional Information	
Corrective Action	Restart IVR4
Remark	

MSU_LINK_EXT_5**Table 2437** MSU_LINK_EXT_5 details

Name	Value/Description
Event Identifier	MSU_LINK_EXT_5
Event Type	4
Specific Problem	1166035
Message Text	MSU external link 5 is faulty
Additional Information	
Corrective Action	Restart IVR5
Remark	

MSU_LINK_EXT_6**Table 2438** MSU_LINK_EXT_6 details

Name	Value/Description
Event Identifier	MSU_LINK_EXT_6
Event Type	4
Specific Problem	1166036
Message Text	MSU external link 6 is faulty
Additional Information	
Corrective Action	Restart IVR6
Remark	

MSU_LINK_EXT_7**Table 2439** MSU_LINK_EXT_7 details

Name	Value/Description
Event Identifier	MSU_LINK_EXT_7
Event Type	4
Specific Problem	1166037
Message Text	MSU external link 7 is faulty
Additional Information	
Corrective Action	Restart IVR7
Remark	

MSU_LINK_EXT_8**Table 2440** MSU_LINK_EXT_8 details

Name	Value/Description
Event Identifier	MSU_LINK_EXT_8
Event Type	4
Specific Problem	1166038
Message Text	MSU external link 8 is faulty
Additional Information	
Corrective Action	Restart IVR8
Remark	

MSU_LINK_EXT_9**Table 2441** MSU_LINK_EXT_9 details

Name	Value/Description
Event Identifier	MSU_LINK_EXT_9
Event Type	4
Specific Problem	1166039
Message Text	MSU external link 9 is faulty

Table 2441 MSU_LINK_EXT_9 details

Name	Value/Description
Additional Information	
Corrective Action	Restart IVR9
Remark	

MSU_LI_BLOCKING**Table 2442** MSU_LI_BLOCKING details

Name	Value/Description
Event Identifier	MSU_LI_BLOCKING
Event Type	10
Specific Problem	1166820
Message Text	LI blockings have occurred
Additional Information	
Corrective Action	Check setup and network
Remark	

MSU_LI_FAILURE**Table 2443** MSU_LI_FAILURE details

Name	Value/Description
Event Identifier	MSU_LI_FAILURE
Event Type	10
Specific Problem	1166170
Message Text	MSU Dynamic LI connection failure
Additional Information	
Corrective Action	Check setup and network
Remark	

MSU_MMU_CONNECTION

Table 2444 MSU_MMU_CONNECTION details

Name	Value/Description
Event Identifier	MSU_MMU_CONNECTION
Event Type	10
Specific Problem	1166810
Message Text	MSU is not connected to the other MMUs and MSUs
Additional Information	
Corrective Action	Start up all units
Remark	

MSU_OUTDIAL_SETUP**Table 2445** MSU_OUTDIAL_SETUP details

Name	Value/Description
Event Identifier	MSU_OUTDIAL_SETUP
Event Type	10
Specific Problem	1166194
Message Text	Switch problems or MSU outdial setup
Additional Information	
Corrective Action	Check setup and network
Remark	

MSU_SERVICE_CALL_CHANNEL**Table 2446** MSU_SERVICE_CALL_CHANNEL details

Name	Value/Description
Event Identifier	MSU_SERVICE_CALL_CHANNEL
Event Type	10
Specific Problem	1166800
Message Text	Call channel utilization reached
Additional Information	
Corrective Action	Decrease load on the system

Table 2446 MSU_SERVICE_CALL_CHANNEL details

Name	Value/Description
Remark	

MSU_SERVICE_IMAP4**Table 2447** MSU_SERVICE_IMAP4 details

Name	Value/Description
Event Identifier	MSU_SERVICE_IMAP4
Event Type	10
Specific Problem	1166082
Message Text	IMAP4 server is not available
Additional Information	
Corrective Action	Check setup
Remark	

MSU_SERVICE_MAINT_OOS**Table 2448** MSU_SERVICE_MAINT_OOS details

Name	Value/Description
Event Identifier	MSU_SERVICE_MAINT_OOS
Event Type	10
Specific Problem	1166160
Message Text	MSU online maintenance temporarily out of service
Additional Information	
Corrective Action	Finish the OM procedure
Remark	

MSU_SERVICE_MSU_CHANNEL**Table 2449** MSU_SERVICE_MSU_CHANNEL details

Name	Value/Description
Event Identifier	MSU_SERVICE_MSU_CHANNEL
Event Type	10

Table 2449 MSU_SERVICE_MSU_CHANNEL details

Name	Value/Description
Specific Problem	1166830
Message Text	Inter-MSU channels utilization has reached
Additional Information	
Corrective Action	Decrease load on the system
Remark	

MSU_SERVICE_NETWORK**Table 2450** MSU_SERVICE_NETWORK details

Name	Value/Description
Event Identifier	MSU_SERVICE_NETWORK
Event Type	10
Specific Problem	1166100
Message Text	No network communication with MSU
Additional Information	
Corrective Action	Check setup and network
Remark	

MSU_SERVICE_OOS**Table 2451** MSU_SERVICE_OOS details

Name	Value/Description
Event Identifier	MSU_SERVICE_OOS
Event Type	10
Specific Problem	1164100
Message Text	No MSU in service
Additional Information	
Corrective Action	Start MSUs
Remark	

MSU_SERVICE_QOS_LI**Table 2452** MSU_SERVICE_QOS_LI details

Name	Value/Description
Event Identifier	MSU_SERVICE_QOS_LI
Event Type	10
Specific Problem	1166180
Message Text	Too many dynamic LI connection failures
Additional Information	
Corrective Action	Check setup and network
Remark	

MSU_SERVICE_QOS_MSG**Table 2453** MSU_SERVICE_QOS_MSG details

Name	Value/Description
Event Identifier	MSU_SERVICE_QOS_MSG
Event Type	10
Specific Problem	1166070
Message Text	Too many messages were not delivered
Additional Information	
Corrective Action	Check setup and network
Remark	

MSU_SERVICE_QOS_VOICE**Table 2454** MSU_SERVICE_QOS_VOICE details

Name	Value/Description
Event Identifier	MSU_SERVICE_QOS_VOICE
Event Type	10
Specific Problem	1166060
Message Text	Too many voice signatures cannot be played

Table 2454 MSU_SERVICE_QOS_VOICE details

Name	Value/Description
Additional Information	
Corrective Action	Check setup and network
Remark	

MSU_SERVICE_SCHED_OOS**Table 2455** MSU_SERVICE_SCHED_OOS details

Name	Value/Description
Event Identifier	MSU_SERVICE_SCHED_OOS
Event Type	10
Specific Problem	1166020
Message Text	Scheduled recovery temporarily out of service
Additional Information	The FI is an automatic procedure which needs to finish
Corrective Action	Ensure that the automatic File Integrity procedure is complete
Remark	

MSU_SERVICE_SMTP**Table 2456** MSU_SERVICE_SMTP details

Name	Value/Description
Event Identifier	MSU_SERVICE_SMTP
Event Type	10
Specific Problem	1166081
Message Text	SMTP server is not available
Additional Information	
Corrective Action	Check setup
Remark	

MSU_SERVICE_TEMP_OOS

Table 2457 MSU_SERVICE_TEMP_OOS details

Name	Value/Description
Event Identifier	MSU_SERVICE_TEMP_OOS
Event Type	10
Specific Problem	1166010
Message Text	MSU manually shut down temporarily out of service
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

MSU_SERVICE_UPGRADE_OOS**Table 2458** MSU_SERVICE_UPGRADE_OOS details

Name	Value/Description
Event Identifier	MSU_SERVICE_UPGRADE_OOS
Event Type	10
Specific Problem	1166150
Message Text	MSU upgrade temporarily out of service
Additional Information	
Corrective Action	Finish the upgrade
Remark	

MSU_SYSTEM_UNSTABLE**Table 2459** MSU_SYSTEM_UNSTABLE details

Name	Value/Description
Event Identifier	MSU_SYSTEM_UNSTABLE
Event Type	10
Specific Problem	1166200
Message Text	Unstable system
Additional Information	
Corrective Action	Check setup of outdial notification and check CCS and switch

Table 2459 MSU_SYSTEM_UNSTABLE details

Name	Value/Description
Remark	

Notification Gateway (NOTIFGW) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity.

Table 2460 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	1019211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2461 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	1019303
Message Text	Alarm Process connection failure
Additional Information	

Table 2461 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2462 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	1019411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2463 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	1019311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2464 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	1019511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2465 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	1018311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2466 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2

Table 2466 FTP_<Operation>_<IP Address> details

Name	Value/Description
Specific Problem	1017318
Message Text	File Transfer connection failure
Additional Information	File Transfer connection failure
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2467 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	1018005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2468 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	1017101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>

Table 2468 HOST_FAN_<number> details

Name	Value/Description
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2469 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	1018111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, et
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2470 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	1018311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2471 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	1017001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2472 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	1018111
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

NOTIFGW_QUEUE_LIMIT_<notification type>

The NOTIFGW_QUEUE_LIMIT<notification type> alarm is triggered when the sms or email notification receiver or emitter queues are overloaded (if the queue is 90% full the CRITICAL alarm is raised and if it is 50% full MAJOR alarm is raised)

Table 2473 NOTIFGW_QUEUE_LIMIT_<notification type> details

Name	Value/Description
Event Identifier	NOTIFGW_QUEUE_LIMIT_<notification type>
Event Type	11
Specific Problem	1018313
Message Text	NOTIFGW notification receiver or emitter queues are overloaded
Additional Information	
Corrective Action	Reduce the message rate at the notification agent
Remark	

NOTIFGW_RATE_<notification type>

The NOTIFGW_RATE_<notification type> alarm is triggered when the sms or email notification message rate crossed the maximum limit

Table 2474 NOTIFGW_RATE_<notification type> details

Name	Value/Description
Event Identifier	NOTIFGW_RATE_<notification type>
Event Type	11
Specific Problem	1018312
Message Text	NOTIFGW notification message rate is crossed the maximum limit
Additional Information	
Corrective Action	Reduce the message rate at the notification agent
Remark	

NOTIFGW_SMSC_NOROUTE

The NOTIFGW_SMSC_NOROUTE alarm is triggered when the Kannel-SMSC link in the NOTIFGW is down

Table 2475 NOTIFGW_SMSC_NOROUTE details

Name	Value/Description
Event Identifier	NOTIFGW_SMSC_NOROUTE
Event Type	11
Specific Problem	1018314
Message Text	Kannel-SMSC link in the NOTIFGW is down

Table 2475 NOTIFGW_SMSC_NOROUTE details

Name	Value/Description
Additional Information	
Corrective Action	Check whether the SMSC is running
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2476 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	1018412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Offline Rater (OFFRATER) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2477 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	3919211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization

Table 2477 ALERT_FS_<filesystem> details

Name	Value/Description
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2478 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	3919303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<id>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2479 ALERT_JOB_<id> details

Name	Value/Description
Event Identifier	ALERT_JOB_<id>
Event Type	10
Specific Problem	3919411
Message Text	Job Failures.
Additional Information	<job name>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.

Table 2479 ALERT_JOB_<id> details

Name	Value/Description
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2480 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	3919311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2481 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	3919999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2482 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	3919511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2483 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	3918311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

CCAP_DB_ERROR**Table 2484** CCAP_DB_ERROR details

Name	Value/Description
Event Identifier	CCAP_DB_ERROR
Event Type	10
Specific Problem	3911086
Message Text	Check the CCAP log files for details of the error and make necessary correction to fix the error. This could be DB connection problem, DB down error, etc., so make sure DB is OK before restarting.

Table 2484 CCAP_DB_ERROR details

Name	Value/Description
Additional Information	Unscaled DB operation error
Corrective Action	Check the CCAP log files for details of the error and make necessary correction to fix the error. This could be DB connection problem, DB down error, etc., so make sure DB is OK before restarting.
Remark	Alarm must be manually cleared

CCAP_FATAL_ERROR**Table 2485** CCAP_FATAL_ERROR details

Name	Value/Description
Event Identifier	CCAP_FATAL_ERROR
Event Type	10
Specific Problem	3911090
Message Text	Check the CCAP log files for details of the error and make necessary correction to fix the error. This could be corrupted usage file or incorrect file format, etc., so fix the file problem before restarting.
Additional Information	CCAP fatal error
Corrective Action	Check the CCAP log files for details of the error and make necessary correction to fix the error. This could be corrupted usage file or incorrect file format, etc., so fix the file problem before restarting.
Remark	Alarm must be manually cleared

CCAP_INIT_FAILURE**Table 2486** CCAP_INIT_FAILURE details

Name	Value/Description
Event Identifier	CCAP_INIT_FAILURE
Event Type	10
Specific Problem	3911087
Message Text	Check the CCAP log files for details of the error and make necessary correction to fix the error. It could be incorrect user/password, DB instance, etc., so make sure the required DB configuration is correct before restarting.
Additional Information	CCAP initialization failed

Table 2486 CCAP_INIT_FAILURE details

Name	Value/Description
Corrective Action	Check the CCAP log files for details of the error and make necessary correction to fix the error. It could be incorrect user/password, DB instance, etc., so make sure the required DB configuration is correct before restarting.
Remark	

CCAP_NO_TASK**Table 2487** CCAP_NO_TASK details

Name	Value/Description
Event Identifier	CCAP_NO_TASK
Event Type	10
Specific Problem	3911088
Message Text	Schedule a CCAP task for the run.
Additional Information	No task is scheduled for the CCAP instance
Corrective Action	Schedule a CCAP task for the run.
Remark	

CCAP_SHUTDOWN**Table 2488** CCAP_SHUTDOWN details

Name	Value/Description
Event Identifier	CCAP_SHUTDOWN
Event Type	10
Specific Problem	3911089
Message Text	For information only. No corrective action is needed.
Additional Information	CCAP receiving shutdown message and terminating
Corrective Action	For information only. No corrective action is needed.
Remark	Alarm must be manually cleared

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2489 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	3917318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2490 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	3918005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2491 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	3917101

Table 2491 HOST_FAN_<number> details

Name	Value/Description
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2492 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	3918111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2493 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	3918311
Message Text	Process Failures
Additional Information	

Table 2493 HOST_PROCESS_<id> details

Name	Value/Description
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2494 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	3917001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2495 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	3918112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

ORP_PROCESSING_FILE

Table 2496 ORP_PROCESSING_FILE details

Name	Value/Description
Event Identifier	ORP_PROCESSING_FILE
Event Type	10
Specific Problem	3911039
Message Text	
Additional Information	ORP is processing Outage Files
Corrective Action	No corrective action required, this alarm is generated during ORP processing
Remark	

SLU_TZ_NOT_EXIST**Table 2497** SLU_TZ_NOT_EXIST details

Name	Value/Description
Event Identifier	SLU_TZ_NOT_EXIST
Event Type	10
Specific Problem	3911092
Message Text	
Additional Information	The environment variable TZ does not exist in the SLU system
Corrective Action	Define the TZ variable
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2498 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	3918412
Message Text	UPM Status could not be determined
Additional Information	

Table 2498 UNKNOWN_UPM_STATUS details

Name	Value/Description
Corrective Action	Check the UPM state
Remark	

Online Rater (ONRATER) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2499 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	1899211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2500 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	1899303
Message Text	Alarm Process connection failure

Table 2500 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<id>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2501 ALERT_JOB_<id> details

Name	Value/Description
Event Identifier	ALERT_JOB_<id>
Event Type	10
Specific Problem	1899411
Message Text	Job Failures.
Additional Information	<job name>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2502 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	1899311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2503 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	1899999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2504 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	1899511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2505 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10

Table 2505 APP_PROCESS_<id> details

Name	Value/Description
Specific Problem	1898311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

CALL_CONTEXT_COLLECTED**Table 2506** CALL_CONTEXT_COLLECTED details

Name	Value/Description
Event Identifier	CALL_CONTEXT_COLLECTED
Event Type	10
Specific Problem	1891049
Message Text	
Additional Information	Leaked Call Context <numeric> was garbaged collected!
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

CCAP_DB_ERROR**Table 2507** CCAP_DB_ERROR details

Name	Value/Description
Event Identifier	CCAP_DB_ERROR
Event Type	10
Specific Problem	1891086
Message Text	
Additional Information	Unscaled DB operation error
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

CCAP_FATAL_ERROR**Table 2508** CCAP_FATAL_ERROR details

Name	Value/Description
Event Identifier	CCAP_FATAL_ERROR
Event Type	10
Specific Problem	1891090
Message Text	
Additional Information	CCAP fatal error
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

CCAP_INIT_FAILURE**Table 2509** CCAP_INIT_FAILURE details

Name	Value/Description
Event Identifier	CCAP_INIT_FAILURE
Event Type	10
Specific Problem	1891087
Message Text	
Additional Information	CCAP initialization failed
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

CCAP_NO_TASK**Table 2510** CCAP_NO_TASK details

Name	Value/Description
Event Identifier	CCAP_NO_TASK
Event Type	10
Specific Problem	1891088
Message Text	

Table 2510 CCAP_NO_TASK details

Name	Value/Description
Additional Information	No task is scheduled for the CCAP instance
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

CCAP_SHUTDOWN**Table 2511** CCAP_SHUTDOWN details

Name	Value/Description
Event Identifier	CCAP_SHUTDOWN
Event Type	10
Specific Problem	1891089
Message Text	
Additional Information	CCAP receiving shutdown message and terminating
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

DBO_TNSNAMES_FORMAT**Table 2512** DBO_TNSNAMES_FORMAT details

Name	Value/Description
Event Identifier	DBO_TNSNAMES_FORMAT
Event Type	10
Specific Problem	1891028
Message Text	
Additional Information	DBO cannot determine service names from tnsnames.ora for all SDPs defined in range map
Corrective Action	Check tnsnames.ora
Remark	

DBO_TNSNAMES_INCOMPLETE

Table 2513 DBO_TNSNAMES_INCOMPLETE details

Name	Value/Description
Event Identifier	DBO_TNSNAMES_INCOMPLETE
Event Type	10
Specific Problem	1891029
Message Text	
Additional Information	DBO cannot process tnsnames.ora
Corrective Action	Check tnsnames.ora
Remark	

DB_HIGH_RESPONSE_TIME**Table 2514** DB_HIGH_RESPONSE_TIME details

Name	Value/Description
Event Identifier	DB_HIGH_RESPONSE_TIME
Event Type	10
Specific Problem	1891026
Message Text	
Additional Information	Response time too high, SDP<numeric>_N<numeric> Error code = <numeric>
Corrective Action	Check SDP and network
Remark	

DB_PMTSVR_TRANS_FAILED**Table 2515** DB_PMTSVR_TRANS_FAILED details

Name	Value/Description
Event Identifier	DB_PMTSVR_TRANS_FAILED
Event Type	10
Specific Problem	1891045
Message Text	
Additional Information	Payment server get transaction error, SDP<numeric>_N<numeric> Error code = <numeric>
Corrective Action	Check SDP and network

Table 2515 DB_PMTSVR_TRANS_FAILED details

Name	Value/Description
Remark	

DB_QUERY_FAILED**Table 2516 DB_QUERY_FAILED details**

Name	Value/Description
Event Identifier	DB_QUERY_FAILED
Event Type	10
Specific Problem	1891025
Message Text	
Additional Information	query data error. SDP<numeric>_N<numeric> Error code = <numeric>
Corrective Action	Check table Subscriber_Account
Remark	

DB_TRANS_FAILED**Table 2517 DB_TRANS_FAILED details**

Name	Value/Description
Event Identifier	DB_TRANS_FAILED
Event Type	10
Specific Problem	1891013
Message Text	
Additional Information	SDP node failure. <string> Database = <string> Code = <numeric>
Corrective Action	Check SDP and network
Remark	

DB_UPDATE_FAILED**Table 2518 DB_UPDATE_FAILED details**

Name	Value/Description
Event Identifier	DB_UPDATE_FAILED
Event Type	10

Table 2518 DB_UPDATE_FAILED details

Name	Value/Description
Specific Problem	1891024
Message Text	
Additional Information	update data error. SDP<numeric>_N<numeric> Error code = <numeric>
Corrective Action	Check table Subscriber_Account
Remark	

EX_RECH_DOWN**Table 2519 EX_RECH_DOWN details**

Name	Value/Description
Event Identifier	EX_RECH_DOWN
Event Type	10
Specific Problem	1891018
Message Text	
Additional Information	External Recharge Server Error. Node = <string> Code = <numeric>
Corrective Action	Check external recharge server
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2520 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	1897318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

GENERIC_DIAMETER_SLU_EVENT**Table 2521** GENERIC_DIAMETER_SLU_EVENT details

Name	Value/Description
Event Identifier	GENERIC_DIAMETER_SLU_EVENT
Event Type	10
Specific Problem	1891085
Message Text	
Additional Information	<string>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2522 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	1898005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2523 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2

Table 2523 HOST_FAN_<number> details

Name	Value/Description
Specific Problem	1897101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2524 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	1898111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2525 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	1898311
Message Text	Process Failures

Table 2525 HOST_PROCESS_<id> details

Name	Value/Description
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2526 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	1897001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2527 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	1898112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

INSERT_CALL_HIST_FAILED**Table 2528** INSERT_CALL_HIST_FAILED details

Name	Value/Description
Event Identifier	INSERT_CALL_HIST_FAILED
Event Type	10
Specific Problem	1891022
Message Text	
Additional Information	insert data error CALL_HISTORY, SDP<numeric>_N<numeric> Error code = <numeric>
Corrective Action	Check table Call History
Remark	

INSERT_EVENT_FAILED**Table 2529** INSERT_EVENT_FAILED details

Name	Value/Description
Event Identifier	INSERT_EVENT_FAILED
Event Type	10
Specific Problem	1891021
Message Text	
Additional Information	insert data error EVENT, SDP<numeric>_N<numeric> Error code = <numeric>
Corrective Action	Check table Event_Main
Remark	

INSERT_MEAS_FAILED**Table 2530** INSERT_MEAS_FAILED details

Name	Value/Description
Event Identifier	INSERT_MEAS_FAILED
Event Type	10
Specific Problem	1891019
Message Text	

Table 2530 INSERT_MEAS_FAILED details

Name	Value/Description
Additional Information	insert data error MEASUREMENT, SDP<numeric>_N<numeric> Error code = <numeric>
Corrective Action	Check table MEASUREMENT
Remark	

INSERT_PMTSVR_TRANS_FAILED**Table 2531 INSERT_PMTSVR_TRANS_FAILED details**

Name	Value/Description
Event Identifier	INSERT_PMTSVR_TRANS_FAILED
Event Type	10
Specific Problem	1891027
Message Text	
Additional Information	Payment Transaction Insert Error. SDP<numeric>NODE<numeric> Error Code=<numeric>
Corrective Action	Check SDP , or to see if one Subscriber is making more than 255 payment Server call a day
Remark	

INSERT_SUB_FAILED**Table 2532 INSERT_SUB_FAILED details**

Name	Value/Description
Event Identifier	INSERT_SUB_FAILED
Event Type	10
Specific Problem	1891023
Message Text	
Additional Information	insert data error SUBSCRIBER, SDP<numeric>_N<numeric> Error code = <numeric>
Corrective Action	Check table Subscriber_Account
Remark	

INSERT_SYSTEM_MEAS_FAILED

Table 2533 INSERT_SYSTEM_MEAS_FAILED details

Name	Value/Description
Event Identifier	INSERT_SYSTEM_MEAS_FAILED
Event Type	10
Specific Problem	1891020
Message Text	
Additional Information	insert data error SYS MEASUREMENT, SDP<numeric>_N<numeric> Error code = <numeric>
Corrective Action	Check table SYSTEM MEASUREMENT
Remark	

IPF_BM_DFWRITE_ERROR**Table 2534** IPF_BM_DFWRITE_ERROR details

Name	Value/Description
Event Identifier	IPF_BM_DFWRITE_ERROR
Event Type	10
Specific Problem	1895103
Message Text	BillingManager reported error during a DFwrite.
Additional Information	BM: DF file appending error, errno = <numeric>.
Corrective Action	Contact your local Comverse Support team.
Remark	

IPF_BM_FILE_CLOSED**Table 2535** IPF_BM_FILE_CLOSED details

Name	Value/Description
Event Identifier	IPF_BM_FILE_CLOSED
Event Type	10
Specific Problem	1895102
Message Text	BillingManager closed specified file.
Additional Information	BM: File <string> is closed
Corrective Action	No action required

Table 2535 IPF_BM_FILE_CLOSED details

Name	Value/Description
Remark	

IPF_BM_FILE_NOT_SENT_PURGED**Table 2536** IPF_BM_FILE_NOT_SENT_PURGED details

Name	Value/Description
Event Identifier	IPF_BM_FILE_NOT_SENT_PURGED
Event Type	10
Specific Problem	1895105
Message Text	BillingManager purged aged file that has not been sent to XCS or nBIP.
Additional Information	BM: %s file %s is purged before sent"
Corrective Action	Check if FTP connection to XCS or nBIP is up or down.
Remark	

IPF_BM_FILE_OPENED**Table 2537** IPF_BM_FILE_OPENED details

Name	Value/Description
Event Identifier	IPF_BM_FILE_OPENED
Event Type	10
Specific Problem	1895101
Message Text	BillingManager opened specified file.
Additional Information	BM: File <string> is opened
Corrective Action	No action required
Remark	

IPF_BM_FILE_PURGED**Table 2538** IPF_BM_FILE_PURGED details

Name	Value/Description
Event Identifier	IPF_BM_FILE_PURGED
Event Type	10

Table 2538 IPF_BM_FILE_PURGED details

Name	Value/Description
Specific Problem	1895104
Message Text	BillingManager purged old file.
Additional Information	BM: Old file <string> is purged
Corrective Action	Contact your local Comverse Support team.
Remark	

IPF_BM_FTP_DOWN**Table 2539** IPF_BM_FTP_DOWN details

Name	Value/Description
Event Identifier	IPF_BM_FTP_DOWN
Event Type	10
Specific Problem	1895069
Message Text	FTP connection to XCS or nBIP cannot be established.
Additional Information	FTP connection to <string> <string> is down with error <numeric>
Corrective Action	Check the \$OMNI_HOME/conf/config and /etc/host files. Verify the XCS or nBIP is active and has sufficient disk space
Remark	

IPF_BM_NEW_FILE_NOT_OPEN**Table 2540** IPF_BM_NEW_FILE_NOT_OPEN details

Name	Value/Description
Event Identifier	IPF_BM_NEW_FILE_NOT_OPEN
Event Type	10
Specific Problem	1895100
Message Text	BillingManager cannot open a new billing file.
Additional Information	BM: File <string> cannot be opened
Corrective Action	Contact your local Comverse Support team.
Remark	

IPF_BM_NM_SENDIPC**Table 2541** IPF_BM_NM_SENDIPC details

Name	Value/Description
Event Identifier	IPF_BM_NM_SENDIPC
Event Type	10
Specific Problem	1895070
Message Text	BillingManager failed in sending IPC message to specified destination
Additional Information	FtSendIpc() <string> to <string> failed
Corrective Action	Determine state of IP_NM. If failed, examine event file for possible cause.
Remark	

IPF_CCSQ_HEARTBEAT**Table 2542** IPF_CCSQ_HEARTBEAT details

Name	Value/Description
Event Identifier	IPF_CCSQ_HEARTBEAT
Event Type	10
Specific Problem	1895078
Message Text	CCS may be down or not configured correctly
Additional Information	CCS_QUERY_<numeric>. No IAM_ALIVE_ACK from CCS. CCS unreachable
Corrective Action	Verify configured CCS is active and sigh task is running. Check CCS name in db.IP.ccsq1.202.pri and CCS IP addr in /etc/hosts
Remark	

IPF_CCSX_CCS_SIGH_RESTART_IND**Table 2543** IPF_CCSX_CCS_SIGH_RESTART_IND details

Name	Value/Description
Event Identifier	IPF_CCSX_CCS_SIGH_RESTART_IND
Event Type	10
Specific Problem	1895077
Message Text	The Sigh task on active CCS has restarted

Table 2543 IPF_CCSX_CCS_SIGH_RESTART_IND details

Name	Value/Description
Additional Information	CCS Sigh Restart Detected: CCS IPAddr=<string>
Corrective Action	Determine cause of sigh restart on CCS. Examine Event files
Remark	

IPF_CCSX_CCS_SWITCHOVER_IND**Table 2544** IPF_CCSX_CCS_SWITCHOVER_IND details

Name	Value/Description
Event Identifier	IPF_CCSX_CCS_SWITCHOVER_IND
Event Type	10
Specific Problem	1895076
Message Text	The active CCS has changed. Indicating a CCS switchover.
Additional Information	CCS Switchover Detected: MMU=<numeric>, IPAddr=<string>
Corrective Action	Determine cause of lost HEARTBEAT msg from Active CCS. Possibilities are termination of OMNI, termination of sigh task, or network problems
Remark	

IPF_CCSX_HEARTBEAT**Table 2545** IPF_CCSX_HEARTBEAT details

Name	Value/Description
Event Identifier	IPF_CCSX_HEARTBEAT
Event Type	10
Specific Problem	1895071
Message Text	CCS may be down or not configured correctly
Additional Information	CCS_TRANS_<numeric>. No IAM_ALIVE_ACK from CCS. CCS unreachable.
Corrective Action	Verify configured CCS is active and sigh task is running. Check CCS name in db.IP.ccsx1.202.pri and CCS IP addr in /etc/hosts
Remark	

IPF_CCSX_MMU_ACTIVATE

Table 2546 IPF_CCSX_MMU_ACTIVATE details

Name	Value/Description
Event Identifier	IPF_CCSX_MMU_ACTIVATE
Event Type	10
Specific Problem	1895073
Message Text	CCS unable to response to MmuActivate Msg
Additional Information	CCS_TRANS_<numeric>. No response from CCS to MmuActivate
Corrective Action	Verify db.IP.ccsx1.202.pri file in SLU and adr_trn.dat file in CCS have same MMU number.
Remark	

IPF_CCSX_RESTART**Table 2547** IPF_CCSX_RESTART details

Name	Value/Description
Event Identifier	IPF_CCSX_RESTART
Event Type	10
Specific Problem	1895072
Message Text	CCS_TRANS terminated and restarted
Additional Information	CCS_TRANS_<numeric>. task restarted
Corrective Action	Determine cause of restart. Examine Event files
Remark	

IPF_CCSX_START_IND**Table 2548** IPF_CCSX_START_IND details

Name	Value/Description
Event Identifier	IPF_CCSX_START_IND
Event Type	10
Specific Problem	1895075
Message Text	CCS sent a Start Indication message to SLU (ccstrans) indicating SS7 Signaling Links in service
Additional Information	StartInd(<string>) received for range <numeric>-<numeric>

Table 2548 IPF_CCSX_START_IND details

Name	Value/Description
Corrective Action	Determine cause of lost HEARTBEAT msg from Active CCS. Possibilities are termination of OMNI, termination of sigh task, or network problems
Remark	

IPF_CCSX_STOP_IND**Table 2549** IPF_CCSX_STOP_IND details

Name	Value/Description
Event Identifier	IPF_CCSX_STOP_IND
Event Type	10
Specific Problem	1895074
Message Text	CCS sent a Stop Indication message to SLU (ccstrans) indicating SS7 Signaling Links out of service
Additional Information	StopInd(<string>)received for range <numeric>-<numeric>
Corrective Action	Determine cause of lost HEARTBEAT msg from Active CCS. Possibilities are termination of OMNI, termination of sigh task, or network problems
Remark	

IPF_CC_BAD_NUMPORTS**Table 2550** IPF_CC_BAD_NUMPORTS details

Name	Value/Description
Event Identifier	IPF_CC_BAD_NUMPORTS
Event Type	10
Specific Problem	1895053
Message Text	Number of configured is ports exceeds value of CC_NUM_PORTS environment variable
Additional Information	Variable CC_NUM_PORTS too low
Corrective Action	Revise CC_NUM_PORTS to be greater than number of configured is ports and restart the SLU.
Remark	

IPF_CC_CALL_FOR_UNREG_CLIENT

Table 2551 IPF_CC_CALL_FOR_UNREG_CLIENT details

Name	Value/Description
Event Identifier	IPF_CC_CALL_FOR_UNREG_CLIENT
Event Type	10
Specific Problem	1895058
Message Text	A telephone call was received at the platform that can not be delivered to a client of the Callc process.
Additional Information	Incoming call with no registered client - CDPN=<string> CGPN=<string> TG=<string>
Corrective Action	Using the DISPL-REGIS(8q) MML command determine which clients are registered and for what directory numbers (DN).
Remark	

IPF_CC_CLEAR_ACK**Table 2552** IPF_CC_CLEAR_ACK details

Name	Value/Description
Event Identifier	IPF_CC_CLEAR_ACK
Event Type	10
Specific Problem	1895064
Message Text	Callc MML command CLEAR-ACK-FLAGS has been used to clear ack flags (such as UBA, RSA) on specified node, or range on specified node.
Additional Information	Callc cleared ack flags on <string>
Corrective Action	Information Event. No corrective action or clearing required
Remark	

IPF_CC_CLIENT_REG**Table 2553** IPF_CC_CLIENT_REG details

Name	Value/Description
Event Identifier	IPF_CC_CLIENT_REG
Event Type	10
Specific Problem	1895059
Message Text	The specified Callc client has registered for calls to the indicated DN

Table 2553 IPF_CC_CLIENT_REG details

Name	Value/Description
Additional Information	Calic client <string> has registered for calls to <string>
Corrective Action	Determine if the client process is (or should be) operational.
Remark	

IPF_CC_IN_PORTS_NONE**Table 2554 IPF_CC_IN_PORTS_NONE details**

Name	Value/Description
Event Identifier	IPF_CC_IN_PORTS_NONE
Event Type	10
Specific Problem	1895056
Message Text	No Signaling Interface (SI) Subtended Resource Platforms (SRP) are available for inbound calls.
Additional Information	No SI Ports available for inbound calls
Corrective Action	Determine if any SI SRPs are configured, logged on, and unblocked
Remark	

IPF_CC_MEMORY_ERR**Table 2555 IPF_CC_MEMORY_ERR details**

Name	Value/Description
Event Identifier	IPF_CC_MEMORY_ERR
Event Type	10
Specific Problem	1895050
Message Text	The CALLC process has detected a memory error is described in second string.
Additional Information	<string> Memory Error : <string>"
Corrective Action	Report alarm, along with the conditions that yielded it, to technical support.
Remark	

IPF_CC_NM_SENDIPC

Table 2556 IPF_CC_NM_SENDIPC details

Name	Value/Description
Event Identifier	IPF_CC_NM_SENDIPC
Event Type	10
Specific Problem	1895065
Message Text	Callc failed in sending IPC message to specified destination
Additional Information	FtSendIpc() <string> to <string> failed
Corrective Action	Information Event. No corrective action or clearing required
Remark	

IPF_CC_NODE_UNAVAIL**Table 2557** IPF_CC_NODE_UNAVAIL details

Name	Value/Description
Event Identifier	IPF_CC_NODE_UNAVAIL
Event Type	10
Specific Problem	1895054
Message Text	The identified node has zero ports available for calls. Node may be logged off or have reported all its ports out of service.
Additional Information	Node <string> is unavailable"
Corrective Action	Determine if the identified node is logged on and operational
Remark	

IPF_CC_NO_NODES**Table 2558** IPF_CC_NO_NODES details

Name	Value/Description
Event Identifier	IPF_CC_NO_NODES
Event Type	10
Specific Problem	1895055
Message Text	No Signaling Platforms available for calls
Additional Information	No Signaling Platforms available for calls
Corrective Action	Determine if any SI SRPs are configured, logged on, and in service

Table 2558 IPF_CC_NO_NODES details

Name	Value/Description
Remark	

IPF_CC_OUT_PORTS_NONE**Table 2559** IPF_CC_OUT_PORTS_NONE details

Name	Value/Description
Event Identifier	IPF_CC_OUT_PORTS_NONE
Event Type	10
Specific Problem	1895057
Message Text	No Signaling Interface (SI) Subtended Resource Platforms (SRP) are available for outbound calls.
Additional Information	No SI Ports available for outbound calls
Corrective Action	Determine if any SI SRPs are configured, logged on, and unblocked
Remark	

IPF_CC_SI_NODE_AVAIL**Table 2560** IPF_CC_SI_NODE_AVAIL details

Name	Value/Description
Event Identifier	IPF_CC_SI_NODE_AVAIL
Event Type	10
Specific Problem	1895062
Message Text	The specified node is now available for calls
Additional Information	Signaling node <string> is available for calls
Corrective Action	Information Event. No corrective action or clearing required
Remark	

IPF_CC_THROTTLE**Table 2561** IPF_CC_THROTTLE details

Name	Value/Description
Event Identifier	IPF_CC_THROTTLE

Table 2561 IPF_CC_THROTTLE details

Name	Value/Description
Event Type	10
Specific Problem	1895063
Message Text	MML commands have been executed to set or revise parameters used in Call Control call rate throttle algorithm.
Additional Information	Calcc Throttle <string>
Corrective Action	Information Event. No corrective action or clearing required
Remark	

IPF_CC_UNBOUND_CLIENT**Table 2562** IPF_CC_UNBOUND_CLIENT details

Name	Value/Description
Event Identifier	IPF_CC_UNBOUND_CLIENT
Event Type	10
Specific Problem	1895061
Message Text	Calcc notified that there are no active copies of the specified client process.
Additional Information	Calcc client <string> has unbound
Corrective Action	Determine if the client process is (or should be) operational.
Remark	

IPF_CC_UNREG_CLIENT**Table 2563** IPF_CC_UNREG_CLIENT details

Name	Value/Description
Event Identifier	IPF_CC_UNREG_CLIENT
Event Type	10
Specific Problem	1895060
Message Text	The specified Calcc client has unregistered for calls to the indicated DN
Additional Information	Calcc client <string> has unregistered for calls to <string>
Corrective Action	Determine if the client process is (or should be) operational.
Remark	

IPF_DTCAP_NO_SGU_<entityId>**Table 2564** IPF_DTCAP_NO_SGU_<entityId> details

Name	Value/Description
Event Identifier	IPF_DTCAP_NO_SGU_<entityId>
Event Type	10
Specific Problem	1895124
Message Text	The SGU is undefined, down or not configured correctly in SLU
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric> Not connected to any SGU CE
Corrective Action	Determine if problem at SGU. Check /etc/hosts and db configuration file on SLU for errors.
Remark	

IPF_DTCAP_NR_SGU_<entityId>_<cname>**Table 2565** IPF_DTCAP_NR_SGU_<entityId>_<cname> details

Name	Value/Description
Event Identifier	IPF_DTCAP_NR_SGU_<entityId>_<cname>
Event Type	10
Specific Problem	1895125
Message Text	The indicated SGU CE is down. Specifically, the CE is not responding to the Heartbeat from the SLU.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric> Not connected to SGU <string>, <string>
Corrective Action	Determine if problem at SGU. Check /etc/hosts and db configuration file on SLU for errors.
Remark	

IPF_DTCAP_SGU_TO_<entityId>_<ceName>**Table 2566** IPF_DTCAP_SGU_TO_<entityId>_<ceName> details

Name	Value/Description
Event Identifier	IPF_DTCAP_SGU_TO_<entityId>_<ceName>
Event Type	10
Specific Problem	1895126

Table 2566 IPF_DTCAP_SGU_TO_<entityId>_<ceName> details

Name	Value/Description
Message Text	The indicated SGU CE has timeout on its response to the Heartbeat from the SLU, however the timeout condition has not yet reached the threshold required to declare the CE non responsive.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric> Timeouts to SGU <string>, <string>
Corrective Action	If the indicated CE is down, this alarm will transition to IPF_DTCAP_NO_SGU, otherwise the alarm is transitory
Remark	

IPF_DTCAP_SLU_CONNECT_TO_SGU**Table 2567** IPF_DTCAP_SLU_CONNECT_TO_SGU details

Name	Value/Description
Event Identifier	IPF_DTCAP_SLU_CONNECT_TO_SGU
Event Type	10
Specific Problem	1895127
Message Text	The indicated SGU CE has responded after startup of the indicated SLUDTCAP Entity, or the indicated SGU CE has just come up.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric> Connected to SGU <string>, <string>
Corrective Action	None. The system has returned to normal status.
Remark	

IPF_DTCAP_SLU_DISC_FROM_SGU**Table 2568** IPF_DTCAP_SLU_DISC_FROM_SGU details

Name	Value/Description
Event Identifier	IPF_DTCAP_SLU_DISC_FROM_SGU
Event Type	10
Specific Problem	1895128
Message Text	The indicated SGU CE has gone down.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric> Disconnected from SGU <string>, <string>
Corrective Action	Determine if the indicated SGU CE is down. Determine if there are connectivity problems on the Backbone LAN.
Remark	

IPF_INA_APPL_CONGESTED_<entityid>**Table 2569** IPF_INA_APPL_CONGESTED_<entityid> details

Name	Value/Description
Event Identifier	IPF_INA_APPL_CONGESTED_<entityid>
Event Type	10
Specific Problem	1895009
Message Text	High call load
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric> Call threshold exceeded. INA Application congested
Corrective Action	Determine the SSNs for which the indicated DTCAP Client is registered. Determine if all other DTCAP Clients that normally register for those SSNs are registered.
Remark	

IPF_INA_NMS_FILE_INVALID**Table 2570** IPF_INA_NMS_FILE_INVALID details

Name	Value/Description
Event Identifier	IPF_INA_NMS_FILE_INVALID
Event Type	10
Specific Problem	1895017
Message Text	Source file for INA number manipulation feature is invalid
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. INA Number Manipulation File Invalid
Corrective Action	Check for file for errors. The indicated file is configured via the MML command: SET-INA:NUMBER_MODIFIER="<file name>". Contents of file is invalid. Correct syntax or typo.
Remark	

IPF_INA_NMS_FILE_NOT_PRESENT**Table 2571** IPF_INA_NMS_FILE_NOT_PRESENT details

Name	Value/Description
Event Identifier	IPF_INA_NMS_FILE_NOT_PRESENT
Event Type	10
Specific Problem	1895016

Table 2571 IPF_INA_NMS_FILE_NOT_PRESENT details

Name	Value/Description
Message Text	Source file for INA number manipulation feature not found or not configured
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. INA Number Manipulation File Not Present
Corrective Action	Check for missing file. The indicated file is configured via the MML command: SET-INA:NUMBER_MODIFIER="<file name>". Create file and insert MML command in the DB file.
Remark	

IPF_INA_OPPTS_NOT_REGIS_<entityid>**Table 2572** IPF_INA_OPPTS_NOT_REGIS_<entityid> details

Name	Value/Description
Event Identifier	IPF_INA_OPPTS_NOT_REGIS_<entityid>
Event Type	10
Specific Problem	1895007
Message Text	OPPS process is not up in the SLF
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric> No OPPS application registered with INA
Corrective Action	Determine why the required SLF OPPS process is not running or registering with INA.
Remark	

IPF_INA_OPPTS_QUE_FULL_<entityId>**Table 2573** IPF_INA_OPPTS_QUE_FULL_<entityId> details

Name	Value/Description
Event Identifier	IPF_INA_OPPTS_QUE_FULL_<entityId>
Event Type	10
Specific Problem	1895012
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. OPPS queue full. INA Application congested,
Corrective Action	Self correcting. The IPF process will tell the SGU to stop sending new calls to the SLU until some queue space becomes available for OPPS.
Remark	

IPF_INA_OPPTS_QUE_PART_<entityId>**Table 2574** IPF_INA_OPPTS_QUE_PART_<entityId> details

Name	Value/Description
Event Identifier	IPF_INA_OPPTS_QUE_PART_<entityId>
Event Type	10
Specific Problem	1895013
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. OPPTS queue partial. INA Application <numeric>. pct congested.
Corrective Action	Self correcting. The IPF process will tell the SGU to stop sending new calls to the SLU until some queue space becomes available for OPPTS.
Remark	

IPF_INA_RESOURCES_IN_USE_<entityId>**Table 2575** IPF_INA_RESOURCES_IN_USE_<entityId> details

Name	Value/Description
Event Identifier	IPF_INA_RESOURCES_IN_USE_<entityId>
Event Type	10
Specific Problem	1895010
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. All IN resources in use. INA Application congested"
Corrective Action	Self correcting. The IPF process will tell the SGU to stop sending new calls to the SLU until some contexts become available. Alternatively, increase value of max_transactions argument to INA in nodestart.IP.202
Remark	

IPF_INA_RESOURCES_PART_<entityId>**Table 2576** IPF_INA_RESOURCES_PART_<entityId> details

Name	Value/Description
Event Identifier	IPF_INA_RESOURCES_PART_<entityId>
Event Type	10
Specific Problem	1895011

Table 2576 IPF_INA_RESOURCES_PART_<entityId> details

Name	Value/Description
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. All IN resources partial. INA Application <numeric> pct congested
Corrective Action	Self correcting. The IPF process will tell the SGU to stop sending new calls to the SLU until some contexts become available. Alternatively, increase value of max_transactions argument to INA in nodestart.IP.202
Remark	

IPF_INA_TPPS_NOT_REGIS_<entityId>**Table 2577** IPF_INA_TPPS_NOT_REGIS_<entityId> details

Name	Value/Description
Event Identifier	IPF_INA_TPPS_NOT_REGIS_<entityId>
Event Type	10
Specific Problem	1895008
Message Text	TPPS process is not up in the SLF
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>.No TPPS application registered with INA
Corrective Action	Determine why the required SLF TPPS process is not running or registering with INA.
Remark	

IPF_INA_TPPS_QUE_FULL_<entityId>**Table 2578** IPF_INA_TPPS_QUE_FULL_<entityId> details

Name	Value/Description
Event Identifier	IPF_INA_TPPS_QUE_FULL_<entityId>
Event Type	10
Specific Problem	1895014
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. TPPS queue full. INA Application congested,
Corrective Action	Self correcting. The IPF process will tell the SGU to stop sending new calls to the SLU until some queue space becomes available for TPPS
Remark	

IPF_INA_TPPS_QUE_PART_<entityId>**Table 2579** IPF_INA_TPPS_QUE_PART_<entityId> details

Name	Value/Description
Event Identifier	IPF_INA_TPPS_QUE_PART_<entityId>
Event Type	10
Specific Problem	1895015
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. TPPS queue partial full. INA Application <numeric>. pct congested.
Corrective Action	Self correcting. The IPF process will tell the SGU to stop sending new calls to the SLU until some queue space becomes available for TPPS
Remark	

IPF_IND_APPL_CONGESTED_<entityid>**Table 2580** IPF_IND_APPL_CONGESTED_<entityid> details

Name	Value/Description
Event Identifier	IPF_IND_APPL_CONGESTED_<entityid>
Event Type	10
Specific Problem	1895031
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. Call threshold exceeded. IND Application congested
Corrective Action	Determine the SSNs for which the indicated DTCAP Client is registered. Determine if all other DTCAP Clients that normally register for those SSNs are registered.
Remark	

IPF_IND_GPRS_NOT_REGIS_<entityid>**Table 2581** IPF_IND_GPRS_NOT_REGIS_<entityid> details

Name	Value/Description
Event Identifier	IPF_IND_GPRS_NOT_REGIS_<entityid>
Event Type	10
Specific Problem	1895033

Table 2581 IPF_IND_GPRS_NOT_REGIS_<entityid> details

Name	Value/Description
Message Text	GPRS process is not up in the SLF
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. No GPRS application registered for calls
Corrective Action	If GPRS is enabled, determine why it is not registering with IND. If GPRS is disabled ignore this alarm.
Remark	

IPF_IND_INVALID_TRIGGER_<entityid>**Table 2582** IPF_IND_INVALID_TRIGGER_<entityid> details

Name	Value/Description
Event Identifier	IPF_IND_INVALID_TRIGGER_<entityid>
Event Type	10
Specific Problem	1895034
Message Text	InitialDPGPRS received with invalid trigger event
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. IND Invalid trigger event <numeric>.
Corrective Action	Check with network operator to make sure unsupported trigger events are not sent to the Comverse SCP in InitialDPGPRS.
Remark	

IPF_IND_NMS_FILE_INVALID**Table 2583** IPF_IND_NMS_FILE_INVALID details

Name	Value/Description
Event Identifier	IPF_IND_NMS_FILE_INVALID
Event Type	10
Specific Problem	1895036
Message Text	Source file for IND number manipulation feature is invalid
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. IND Number Manipulation File Invalid
Corrective Action	Check for file for errors. The indicated file is configured via the MML command: SET-IND:NUMBER_MODIFIER="<file name>". Contents of file is invalid. Correct syntax or typo.
Remark	

IPF_IND_NMS_FILE_NOT_PRESENT**Table 2584** IPF_IND_NMS_FILE_NOT_PRESENT details

Name	Value/Description
Event Identifier	IPF_IND_NMS_FILE_NOT_PRESENT
Event Type	10
Specific Problem	1895035
Message Text	Source file for IND number manipulation feature not found or not configured
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. IND Number Manipulation File Not Present
Corrective Action	Check if missing file. The indicated file is configured via the MML command: SET-IND:NUMBER_MODIFIER="<file name>" Create file and insert MML command in the DB file.
Remark	

IPF_IND_SMS_NOT_REGIS_<entityid>**Table 2585** IPF_IND_SMS_NOT_REGIS_<entityid> details

Name	Value/Description
Event Identifier	IPF_IND_SMS_NOT_REGIS_<entityid>
Event Type	10
Specific Problem	1895032
Message Text	SMS process is not up in the SLF
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. No SMS application registered for calls
Corrective Action	If SMS is enabled, determine why it is not registering with IND. If SMS is disabled ignore this alarm.
Remark	

IPF_IPCD_OPENR**Table 2586** IPF_IPCD_OPENR details

Name	Value/Description
Event Identifier	IPF_IPCD_OPENR
Event Type	10
Specific Problem	1895120

Table 2586 IPF_IPCD_OPENR details

Name	Value/Description
Message Text	IPCD failed to open the specified file for reading.
Additional Information	Cannot open file <string>] for reading
Corrective Action	Check if file specified by the -f command line argument to ipcd exists. Check integrity of and directory permissions for the specified file.
Remark	

IPF_IPCD_READERR**Table 2587** IPF_IPCD_READERR details

Name	Value/Description
Event Identifier	IPF_IPCD_READERR
Event Type	10
Specific Problem	1895121
Message Text	IPCD failed to read the specified file
Additional Information	An error in file <sting>
Corrective Action	Check for integrity of and directory permissions for the specified file.
Remark	

IPF_IPCD_SIGACTION**Table 2588** IPF_IPCD_SIGACTION details

Name	Value/Description
Event Identifier	IPF_IPCD_SIGACTION
Event Type	10
Specific Problem	1895123
Message Text	Call to sigaction() for the given signal failed.
Additional Information	sigAction() failed
Corrective Action	Report event along with the circumstances to system technical support.
Remark	

IPF_IPCD_SIGEMPTY

Table 2589 IPF_IPCD_SIGEMPTY details

Name	Value/Description
Event Identifier	IPF_IPCD_SIGEMPTY
Event Type	10
Specific Problem	1895122
Message Text	Call to sigemptyset() failed.
Additional Information	sigemptyset() failed
Corrective Action	Report event along with the circumstances to system technical support.
Remark	

IPF_IVRX_IVRU_FAIL**Table 2590** IPF_IVRX_IVRU_FAIL details

Name	Value/Description
Event Identifier	IPF_IVRX_IVRU_FAIL
Event Type	10
Specific Problem	1895002
Message Text	IVRU capability is unavailable
Additional Information	IVRX <string> is unavailable
Corrective Action	Start IVRX process with properly configured MMU or MSU
Remark	

IPF_IVRX_MEM_ERR**Table 2591** IPF_IVRX_MEM_ERR details

Name	Value/Description
Event Identifier	IPF_IVRX_MEM_ERR
Event Type	10
Specific Problem	1895005
Message Text	IVRX detected memory error shown in 2nd string
Additional Information	<string> Memory Error: <string>
Corrective Action	Report the occurrence of this alarm, along with the conditions that yielded it, to technical support.

Table 2591 IPF_IVRX_MEM_ERR details

Name	Value/Description
Remark	

IPF_IVRX_SLU_MSU_CONN**Table 2592** IPF_IVRX_SLU_MSU_CONN details

Name	Value/Description
Event Identifier	IPF_IVRX_SLU_MSU_CONN
Event Type	10
Specific Problem	1895003
Message Text	Specified MSU is sending heartbeats to IVRX
Additional Information	MSU <numeric> connected to IVRX
Corrective Action	Contact your local Comverse Support team.
Remark	

IPF_IVRX_SLU_MSU_DISC**Table 2593** IPF_IVRX_SLU_MSU_DISC details

Name	Value/Description
Event Identifier	IPF_IVRX_SLU_MSU_DISC
Event Type	10
Specific Problem	1895004
Message Text	Specified MSU not sending heartbeats to IVRX
Additional Information	MSU <numeric> disconnected to IVRX
Corrective Action	Contact your local Comverse Support team.
Remark	

IPF_JP_FILE_READ_ERROR_SLU**Table 2594** IPF_JP_FILE_READ_ERROR_SLU details

Name	Value/Description
Event Identifier	IPF_JP_FILE_READ_ERROR_SLU
Event Type	10

Table 2594 IPF_JP_FILE_READ_ERROR_SLU details

Name	Value/Description
Specific Problem	1895037
Message Text	The jPrompts.dat file is not found by the IPF
Additional Information	IPF cannot find jPrompts.dat file
Corrective Action	Determine if a valid jPrompts.dat exists for IPF in the DF File System.
Remark	

IPF_JP_SLU_DAT_FILE_NOT_FOUND**Table 2595** IPF_JP_SLU_DAT_FILE_NOT_FOUND details

Name	Value/Description
Event Identifier	IPF_JP_SLU_DAT_FILE_NOT_FOUND
Event Type	10
Specific Problem	1895038
Message Text	The jPrompts.dat file is not found by the SLF
Additional Information	SLU cannot find jPrompts.dat file
Corrective Action	Determine if a valid jPrompts.dat exists for SLU in the DF File System.
Remark	

IPF_MM_DFWRITE_ERROR**Table 2596** IPF_MM_DFWRITE_ERROR details

Name	Value/Description
Event Identifier	IPF_MM_DFWRITE_ERROR
Event Type	10
Specific Problem	1895098
Message Text	MeasurementManager reported error during a DFwrite.
Additional Information	MM: DF file appending error, errno = <numeric>.
Corrective Action	Determine why DFwrite command failed.Examine Event files.
Remark	

IPF_MM_FILE_CLOSED**Table 2597** IPF_MM_FILE_CLOSED details

Name	Value/Description
Event Identifier	IPF_MM_FILE_CLOSED
Event Type	10
Specific Problem	1895097
Message Text	MeasurementManager closed specified file.
Additional Information	MM: File <string> is closed
Corrective Action	No action required
Remark	

IPF_MM_FILE_OPENED**Table 2598** IPF_MM_FILE_OPENED details

Name	Value/Description
Event Identifier	IPF_MM_FILE_OPENED
Event Type	10
Specific Problem	1895096
Message Text	MeasurementManager opened specified file.
Additional Information	MM: File <string> is opened
Corrective Action	No action required
Remark	

IPF_MM_FILE_PURGED**Table 2599** IPF_MM_FILE_PURGED details

Name	Value/Description
Event Identifier	IPF_MM_FILE_PURGED
Event Type	10
Specific Problem	1895099
Message Text	MeasurementManager purged old file.

Table 2599 IPF_MM_FILE_PURGED details

Name	Value/Description
Additional Information	MM: Old file <string> is purged
Corrective Action	No action required
Remark	

IPF_MM_INVALID_MSG**Table 2600** IPF_MM_INVALID_MSG details

Name	Value/Description
Event Identifier	IPF_MM_INVALID_MSG
Event Type	10
Specific Problem	1895068
Message Text	Specified invalid measurement message received from task in second string
Additional Information	Invalid message type <numeric> received from <string>.
Corrective Action	Identify invalid message type and source from provided alarm information
Remark	

IPF_MM_INVMSG**Table 2601** IPF_MM_INVMSG details

Name	Value/Description
Event Identifier	IPF_MM_INVMSG
Event Type	10
Specific Problem	1895095
Message Text	MeasurementManager received invalid measurement message.
Additional Information	MM: Invalid message type (<numeric>) received from <string>.
Corrective Action	Determine source of invalid message from provided information.
Remark	

IPF_MM_MEASSET_<measurementSet>_INVALID

Table 2602 IPF_MM_MEASSET_<measurementSet>_INVALID details

Name	Value/Description
Event Identifier	IPF_MM_MEASSET_<measurementSet>_INVALID
Event Type	10
Specific Problem	1895066
Message Text	The specified measurement set is not registered or invalid.
Additional Information	Measurement set <string> is not found
Corrective Action	This alarm is sent as a result of a CHANGE-MEASSET-PERIOD MML command. Verify the name of the measurement set.
Remark	

IPF_MM_MEAS_<measurement>_INVALID**Table 2603** IPF_MM_MEAS_<measurement>_INVALID details

Name	Value/Description
Event Identifier	IPF_MM_MEAS_<measurement>_INVALID
Event Type	10
Specific Problem	1895067
Message Text	Measurement not found in the specified measurement set or measurement set is not registered or invalid.
Additional Information	Measurement <string> is not found in <string>
Corrective Action	This alarm is sent as a result of a CHANGE-MEAS-THRESHOLD MML command. Verify names of the measurement set and the measurement.
Remark	

IPF_MM_THRESHOLD_CRITICAL**Table 2604** IPF_MM_THRESHOLD_CRITICAL details

Name	Value/Description
Event Identifier	IPF_MM_THRESHOLD_CRITICAL
Event Type	10
Specific Problem	1895092
Message Text	The counter has reached its critical threshold
Additional Information	MM: <string> counter = <numeric> threshold = <numeric>

Table 2604 IPF_MM_THRESHOLD_CRITICAL details

Name	Value/Description
Corrective Action	Report occurrence of alarm to the technical support
Remark	

IPF_MM_THRESHOLD_MAJOR**Table 2605** IPF_MM_THRESHOLD_MAJOR details

Name	Value/Description
Event Identifier	IPF_MM_THRESHOLD_MAJOR
Event Type	10
Specific Problem	1895093
Message Text	The counter has reached its major threshold
Additional Information	MM: <string> counter = <numeric> threshold = <numeric>
Corrective Action	Report occurrence of alarm to the technical support
Remark	

IPF_MM_THRESHOLD_MINOR**Table 2606** IPF_MM_THRESHOLD_MINOR details

Name	Value/Description
Event Identifier	IPF_MM_THRESHOLD_MINOR
Event Type	10
Specific Problem	1895094
Message Text	The counter has reached its minor threshold
Additional Information	MM: <string> counter = <numeric> threshold = <numeric>
Corrective Action	Report occurrence of alarm to the technical support
Remark	

IPF_NM_BKUP_FAILED**Table 2607** IPF_NM_BKUP_FAILED details

Name	Value/Description
Event Identifier	IPF_NM_BKUP_FAILED

Table 2607 IPF_NM_BKUP_FAILED details

Name	Value/Description
Event Type	10
Specific Problem	1895118
Message Text	Automatic backup of IPF tasks failed. Node configuration backup not performed.
Additional Information	NM: Automatic backup of node <string> failed
Corrective Action	Check if IPF tasks are both up and running. Check for event file.
Remark	

IPF_NM_BKUP_START**Table 2608** IPF_NM_BKUP_START details

Name	Value/Description
Event Identifier	IPF_NM_BKUP_START
Event Type	10
Specific Problem	1895117
Message Text	Automatic backup of IPF tasks configuration was started
Additional Information	NM: Automatic backup of node <string> started
Corrective Action	Contact your local Comverse Support team.
Remark	

IPF_NM_GET_IPC_FAILED**Table 2609** IPF_NM_GET_IPC_FAILED details

Name	Value/Description
Event Identifier	IPF_NM_GET_IPC_FAILED
Event Type	10
Specific Problem	1895107
Message Text	Failure of blocking FtGetIpc call.
Additional Information	NM: FtGetIpc() failed
Corrective Action	Contact your local Comverse Support team.
Remark	

IPF_NM_MML_REASON**Table 2610** IPF_NM_MML_REASON details

Name	Value/Description
Event Identifier	IPF_NM_MML_REASON
Event Type	10
Specific Problem	1895112
Message Text	MML command was rejected for reason detailed in second string.
Additional Information	NM: <string> failure reason: <string>
Corrective Action	Check specified MML command for errors or invalid syntax.
Remark	

IPF_NM_MML_SYNTAX_ERR**Table 2611** IPF_NM_MML_SYNTAX_ERR details

Name	Value/Description
Event Identifier	IPF_NM_MML_SYNTAX_ERR
Event Type	10
Specific Problem	1895119
Message Text	Syntax error in MML Application file or MML Database file.
Additional Information	NM: Syntax error in file <string>, Line ignored: <string>
Corrective Action	Check MML Application File (mmlappl.IP.xxx) or MML Database Name File (mmldbname.IP.xxx) for syntax error. Edit as needed.
Remark	

IPF_NM_OPEN_BDFILE_FAILED**Table 2612** IPF_NM_OPEN_BDFILE_FAILED details

Name	Value/Description
Event Identifier	IPF_NM_OPEN_BDFILE_FAILED
Event Type	10
Specific Problem	1895113
Message Text	Failed to open BackupDays.xxx DF file

Table 2612 IPF_NM_OPEN_BDFILE_FAILED details

Name	Value/Description
Additional Information	NM: Cannot open BackupDays DF file: <string>
Corrective Action	Check for file system full or directory permission problems for specified file.
Remark	

IPF_NM_OPEN_RCFILE_FAILED**Table 2613** IPF_NM_OPEN_RCFILE_FAILED details

Name	Value/Description
Event Identifier	IPF_NM_OPEN_RCFILE_FAILED
Event Type	10
Specific Problem	1895110
Message Text	Failed to open recent change file
Additional Information	NM: Cannot open recent change log DF file <string>
Corrective Action	Check that rc file exists. Check for system full and directory permissions
Remark	

IPF_NM_PROCESS**Table 2614** IPF_NM_PROCESS details

Name	Value/Description
Event Identifier	IPF_NM_PROCESS
Event Type	10
Specific Problem	1895106
Message Text	NodeManager failed to open the specified file for reading
Additional Information	NM: <string> rejected <string> MML: <string>
Corrective Action	Check if file specified by the -f command line argument for ipcd exists. Check for directory permission problems for the specified file.
Remark	

IPF_NM_REJ_CMD

Table 2615 IPF_NM_REJ_CMD details

Name	Value/Description
Event Identifier	IPF_NM_REJ_CMD
Event Type	10
Specific Problem	1895111
Message Text	MML command in a db or rc file rejected by an specified process.
Additional Information	NM: <string> rejected <string> MML: <string>
Corrective Action	Check specified db or rc file for errors or invalid syntax.
Remark	

IPF_NM_SENDDLY_IPC_FAILED**Table 2616** IPF_NM_SENDDLY_IPC_FAILED details

Name	Value/Description
Event Identifier	IPF_NM_SENDDLY_IPC_FAILED
Event Type	10
Specific Problem	1895109
Message Text	FtSendDelayed to the specified process failed
Additional Information	NM: FtSendDelayed() <string> to <string> failed
Corrective Action	Restart destination process, or logical node, or platform
Remark	

IPF_NM_SEND_IPC_FAILED**Table 2617** IPF_NM_SEND_IPC_FAILED details

Name	Value/Description
Event Identifier	IPF_NM_SEND_IPC_FAILED
Event Type	10
Specific Problem	1895108
Message Text	FtSendIpc to the given specified process failed
Additional Information	NM: FtSendIpc() <string> to <string> failed
Corrective Action	Restart destination process, or logical node, or platform

Table 2617 IPF_NM_SEND_IPC_FAILED details

Name	Value/Description
Remark	

IPF_NM_SHUTDOWNB_COMP**Table 2618** IPF_NM_SHUTDOWNB_COMP details

Name	Value/Description
Event Identifier	IPF_NM_SHUTDOWNB_COMP
Event Type	10
Specific Problem	1895115
Message Text	Shutdown Completed
Additional Information	NM: Node <string> shutdown complete
Corrective Action	Contact your local Comverse Support team.
Remark	

IPF_NM_SHUTDOWN_START**Table 2619** IPF_NM_SHUTDOWN_START details

Name	Value/Description
Event Identifier	IPF_NM_SHUTDOWN_START
Event Type	10
Specific Problem	1895114
Message Text	STOP-NODE MML command was entered by operator
Additional Information	NM: Node <string> shutdown started
Corrective Action	Contact your local Comverse Support team.
Remark	

IPF_NM_STARTUP_ABORT**Table 2620** IPF_NM_STARTUP_ABORT details

Name	Value/Description
Event Identifier	IPF_NM_STARTUP_ABORT
Event Type	10

Table 2620 IPF_NM_STARTUP_ABORT details

Name	Value/Description
Specific Problem	1895116
Message Text	Startup of the specified node aborted.
Additional Information	NM: Node <string> startup aborted
Corrective Action	Check event file for earlier event that may have cause abort
Remark	

IPF_RC-<nodeName>-<portType>_UAVAIL**Table 2621** IPF_RC-<nodeName>-<portType>_UAVAIL details

Name	Value/Description
Event Identifier	IPF_RC-<nodeName>-<portType>_UAVAIL
Event Type	10
Specific Problem	1895042
Message Text	The identified platform is unavailable for operations. Platform could be logged off or failed.
Additional Information	Platform <string> unavailable
Corrective Action	Check the event log for additional information. Use the MML command DISPLAY-PORT-RESOURCE to retrieve the current status of the platform. Reference platform specific documentation for corrective action
Remark	

IPF_RC_AUTO_INHIBIT_<port>**Table 2622** IPF_RC_AUTO_INHIBIT_<port> details

Name	Value/Description
Event Identifier	IPF_RC_AUTO_INHIBIT_<port>
Event Type	10
Specific Problem	1895043
Message Text	Identified port is automatically inhibited due to a timeout or improper response.
Additional Information	<string> Port <string> <numeric> auto inhibited (Hdl=<numeric>)
Corrective Action	Evaluate port on the indicated platform. Port can be allowed with the ALLOW-PORT MML command when it is determined to be operational.

Table 2622 IPF_RC_AUTO_INHIBIT_<port> details

Name	Value/Description
Remark	

IPF_RC_CREATED_SRP**Table 2623** IPF_RC_CREATED_SRP details

Name	Value/Description
Event Identifier	IPF_RC_CREATED_SRP
Event Type	10
Specific Problem	1895044
Message Text	The CREATE-PORT-RESOURCE MML command has been executed for the specified Subtended Resource Platform by the RC process.
Additional Information	<string> Platform <string> created
Corrective Action	Information Event. No corrective action or clearing required
Remark	

IPF_RC_DELETED_SRP**Table 2624** IPF_RC_DELETED_SRP details

Name	Value/Description
Event Identifier	IPF_RC_DELETED_SRP
Event Type	10
Specific Problem	1895045
Message Text	The DELETE-PORT-RESOURCE MML command has been executed for the specified Subtended Resource Platform by the RC process.
Additional Information	<string> Platform <string> deleted
Corrective Action	Information Event. No corrective action or clearing required
Remark	

IPF_RC_NM_SENDIPC**Table 2625** IPF_RC_NM_SENDIPC details

Name	Value/Description
Event Identifier	IPF_RC_NM_SENDIPC

Table 2625 IPF_RC_NM_SENDIPC details

Name	Value/Description
Event Type	10
Specific Problem	1895049
Message Text	RC failed in sending IPC message to specified destination
Additional Information	FtSendIpc() <string> to <string> failed
Corrective Action	Information Event. No corrective action or clearing required
Remark	

IPF_SIPA_NMS_FILE_INVALID_<entityId>**Table 2626** IPF_SIPA_NMS_FILE_INVALID_<entityId> details

Name	Value/Description
Event Identifier	IPF_SIPA_NMS_FILE_INVALID_<entityId>
Event Type	10
Specific Problem	1895136
Message Text	SIPA Number Manipulation File not present.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. INA Number Manipulation File Invalid
Corrective Action	Check for file for errors. The indicated file is configured via the MML command: SET-SIPA:NUMBER_MODIFIER="<file name>". Contents of file is invalid. Correct syntax or typo.
Remark	

IPF_SIPA_NMS_FILE_NOT_PRESENT_<entityId>**Table 2627** IPF_SIPA_NMS_FILE_NOT_PRESENT_<entityId> details

Name	Value/Description
Event Identifier	IPF_SIPA_NMS_FILE_NOT_PRESENT_<entityId>
Event Type	10
Specific Problem	1895135
Message Text	SIPA Number Manipulation File not present.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. SIPA Number Manipulation File Not Present

Table 2627 IPF_SIPA_NMS_FILE_NOT_PRESENT_<entityId> details

Name	Value/Description
Corrective Action	Check for file for errors. The indicated file is configured via the MML command: SET-SIPA:NUMBER_MODIFIER="<file name>". Contents of file is invalid. Correct syntax or typo.
Remark	

IPF_SIPA_OPPTS_NOT_REGIS_<entityId>**Table 2628** IPF_SIPA_OPPTS_NOT_REGIS_<entityId> details

Name	Value/Description
Event Identifier	IPF_SIPA_OPPTS_NOT_REGIS_<entityId>
Event Type	10
Specific Problem	1895137
Message Text	No OPPTS application registered for calls.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. No OPPTS application registered with SIPA
Corrective Action	Determine why the required SLF OPPTS process is not running or registering with SIPA.
Remark	

IPF_SIPA_OPPTS_QUE_FULL_<entityId>**Table 2629** IPF_SIPA_OPPTS_QUE_FULL_<entityId> details

Name	Value/Description
Event Identifier	IPF_SIPA_OPPTS_QUE_FULL_<entityId>
Event Type	10
Specific Problem	1895132
Message Text	OPPTS queue full. SIP application congested.
Additional Information	SLU_ID %d, ENTITY_ID %d OPPTS queue full. SIPA Application congested,
Corrective Action	Check and correct OPPTS problem.
Remark	

IPF_SIPA_OPPTS_QUE_PART_<entityId>

Table 2630 IPF_SIPA_OPPTS_QUE_PART_<entityId> details

Name	Value/Description
Event Identifier	IPF_SIPA_OPPTS_QUE_PART_<entityId>
Event Type	10
Specific Problem	1895131
Message Text	OPPS queue partial. SIP application congested
Additional Information	SLU_ID %d, ENTITY_ID %d OPPS queue partial full. SIPA Application <numeric> pct congested.
Corrective Action	Check and correct OPPS problem.
Remark	

IPF_SIPA_RESOURCES_IN_USE_<entityId>**Table 2631** IPF_SIPA_RESOURCES_IN_USE_<entityId> details

Name	Value/Description
Event Identifier	IPF_SIPA_RESOURCES_IN_USE_<entityId>
Event Type	10
Specific Problem	1895129
Message Text	All resources in use. SIP application congested.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. All IN resources in use. SIPA Application congested"
Corrective Action	Self correcting.
Remark	

IPF_SIPA_SCA_DOWN_<entityId>**Table 2632** IPF_SIPA_SCA_DOWN_<entityId> details

Name	Value/Description
Event Identifier	IPF_SIPA_SCA_DOWN_<entityId>
Event Type	10
Specific Problem	1895130
Message Text	Connection to SCA down.
Additional Information	The UDP connection to the SCA has failed.
Corrective Action	Check for problems on the SCA and correct them.

Table 2632 IPF_SIPA_SCA_DOWN_<entityId> details

Name	Value/Description
Remark	

IPF_SIPA_TPPS_NOT_REGIS_<entityId>**Table 2633** IPF_SIPA_TPPS_NOT_REGIS_<entityId> details

Name	Value/Description
Event Identifier	IPF_SIPA_TPPS_NOT_REGIS_<entityId>
Event Type	10
Specific Problem	1895138
Message Text	No TPPS application registered for calls.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. No TPPS application registered with SIPA
Corrective Action	Determine why the required SLF TPPS process is not running or registering with SIPA.
Remark	

IPF_SIPA_TPPS_QUE_FULL_<entityId>**Table 2634** IPF_SIPA_TPPS_QUE_FULL_<entityId> details

Name	Value/Description
Event Identifier	IPF_SIPA_TPPS_QUE_FULL_<entityId>
Event Type	10
Specific Problem	1895134
Message Text	TPPS queue full. SIP application congested
Additional Information	SLU_ID %d, ENTITY_ID %d TPPS queue full. SIPA Application congested,
Corrective Action	Check and correct TPPS problem.
Remark	

IPF_SIPA_TPPS_QUE_PART_<entityId>**Table 2635** IPF_SIPA_TPPS_QUE_PART_<entityId> details

Name	Value/Description
Event Identifier	IPF_SIPA_TPPS_QUE_PART_<entityId>

Table 2635 IPF_SIPA_TPPS_QUE_PART_<entityId> details

Name	Value/Description
Event Type	10
Specific Problem	1895133
Message Text	TPPS queue partial. SIPA Protocol Application congested
Additional Information	SLU_ID %d, ENTITY_ID %d TPPS queue partial full. SIPA Application <numeric> pct congested.
Corrective Action	Check and correct TPPS problem.
Remark	

IPF_SMP_CLIENT_REG**Table 2636** IPF_SMP_CLIENT_REG details

Name	Value/Description
Event Identifier	IPF_SMP_CLIENT_REG
Event Type	10
Specific Problem	1895090
Message Text	Specified SMP client has registered for calls to the indicated directory number or trunk group.
Additional Information	SMP client <string> has registered for calls to <string>
Corrective Action	No action required
Remark	

IPF_SMP_CLIENT_UNBOUND**Table 2637** IPF_SMP_CLIENT_UNBOUND details

Name	Value/Description
Event Identifier	IPF_SMP_CLIENT_UNBOUND
Event Type	10
Specific Problem	1895091
Message Text	SMP notified there are no active copies of the specified client process.
Additional Information	SMP client <string> has unbound
Corrective Action	Determine if the client process is (or should be) operational
Remark	

IPF_SMP_NO_CLIENT_FOUND**Table 2638** IPF_SMP_NO_CLIENT_FOUND details

Name	Value/Description
Event Identifier	IPF_SMP_NO_CLIENT_FOUND
Event Type	10
Specific Problem	1895088
Message Text	SMP task can not find a client application for received inbound call.
Additional Information	SMP Call for unregistered client CDPN <string> CGPN <string> TG <numeric>
Corrective Action	Determine if the prefix of the numbers are correct for prefix routing or if the trunk group is correct for trunk routing. Make sure all service applications are running and that the network is routing calls correctly to the platform. This alarm will clear itself after a period determined by the system parameter SMP_NO_CLIENT_ALM_TIMER (default 3600 seconds) from the last occurrence of the condition.
Remark	

IPF_SMP_NO_SERVICE**Table 2639** IPF_SMP_NO_SERVICE details

Name	Value/Description
Event Identifier	IPF_SMP_NO_SERVICE
Event Type	10
Specific Problem	1895089
Message Text	No services registered with SMP.
Additional Information	No registered services with SMP
Corrective Action	Check status of services with DISPL-DESIGNATION MML command. Ensure services are defined the SLU cestart platform file.
Remark	

IPF_TP_FILE_OPEN_ERR**Table 2640** IPF_TP_FILE_OPEN_ERR details

Name	Value/Description
Event Identifier	IPF_TP_FILE_OPEN_ERR
Event Type	10

Table 2640 IPF_TP_FILE_OPEN_ERR details

Name	Value/Description
Specific Problem	1895006
Message Text	Treatment cannot open specified file for reading
Additional Information	Treatment cannot open file <string> for reading
Corrective Action	Contact your local Comverse Support team.
Remark	

IPF_USSD_APPL_CONGESTED_<entityId>**Table 2641** IPF_USSD_APPL_CONGESTED_<entityId> details

Name	Value/Description
Event Identifier	IPF_USSD_APPL_CONGESTED_<entityId>
Event Type	10
Specific Problem	1895041
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. USSD_IPF call threshold exceeded.
Corrective Action	Determine the SSNs for which the indicated DTCAP Client is registered. Determine if all other DTCAP Clients that normally register for those SSNs are registered.
Remark	

IPF_USSD_DATA_NOT_REGIS_<entityId>**Table 2642** IPF_USSD_DATA_NOT_REGIS_<entityId> details

Name	Value/Description
Event Identifier	IPF_USSD_DATA_NOT_REGIS_<entityId>
Event Type	10
Specific Problem	1895039
Message Text	USSD_SLF Data process is not up in the SLF
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. No USSD Data application registered with USSD_IPF.
Corrective Action	If USSD_SLF is enabled, determine why it is not registering with USSD_IPF. If USSD_SLF is disabled ignore this alarm.
Remark	

IPF_USSD_NTFY_NOT_REGIS_<entityId>**Table 2643** IPF_USSD_NTFY_NOT_REGIS_<entityId> details

Name	Value/Description
Event Identifier	IPF_USSD_NTFY_NOT_REGIS_<entityId>
Event Type	10
Specific Problem	1895040
Message Text	USSD_SLF Notify process is not up in the SLF
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. No USSD Notify application registered with USSD_IPF.
Corrective Action	If USSD_NOTIFY is enabled, determine why it is not registering with USSD_IPF. If USSD_NOTIFY is disabled ignore this alarm.
Remark	

IPF_WINA_APPL_CONGESTED_<entityid>**Table 2644** IPF_WINA_APPL_CONGESTED_<entityid> details

Name	Value/Description
Event Identifier	IPF_WINA_APPL_CONGESTED_<entityid>
Event Type	10
Specific Problem	1895020
Message Text	High call load
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. Call threshold exceeded. WINA Application congested
Corrective Action	Determine the SSNs for which the indicated DTCAP Client is registered. Determine if all other DTCAP Clients that normally register for those SSNs are registered.
Remark	

IPF_WINA_NMS_FILE_INVALID**Table 2645** IPF_WINA_NMS_FILE_INVALID details

Name	Value/Description
Event Identifier	IPF_WINA_NMS_FILE_INVALID
Event Type	10
Specific Problem	1895030

Table 2645 IPF_WINA_NMS_FILE_INVALID details

Name	Value/Description
Message Text	Source file for WINA number manipulation feature is invalid
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. WINA Number Manipulation File Invalid
Corrective Action	Check for file for errors. The indicated file is configured via the MML command: SET-WINA:NUMBER_MODIFIER="<file name>". Contents of file is invalid. Correct syntax or typo.
Remark	

IPF_WINA_NMS_FILE_NOT_PRESENT**Table 2646** IPF_WINA_NMS_FILE_NOT_PRESENT details

Name	Value/Description
Event Identifier	IPF_WINA_NMS_FILE_NOT_PRESENT
Event Type	10
Specific Problem	1895029
Message Text	Source file for WINA number manipulation feature not found or not configured
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. WINA Number Manipulation File Not Present
Corrective Action	Check if missing file. The indicated file is configured via the MML command: SET-WINA:NUMBER_MODIFIER="<file name>" Create file and insert MML command in the DB file.
Remark	

IPF_WINA_OPPTS_NOT_REGIS_<entityid>**Table 2647** IPF_WINA_OPPTS_NOT_REGIS_<entityid> details

Name	Value/Description
Event Identifier	IPF_WINA_OPPTS_NOT_REGIS_<entityid>
Event Type	10
Specific Problem	1895018
Message Text	OPPTS process is not up in the SLF
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. No OPPTS application registered with WINA
Corrective Action	Determine why the required SLF OPPTS process is not running or registering with WINA.
Remark	

IPF_WINA_OPPTS_QUE_FULL_<entityId>**Table 2648** IPF_WINA_OPPTS_QUE_FULL_<entityId> details

Name	Value/Description
Event Identifier	IPF_WINA_OPPTS_QUE_FULL_<entityId>
Event Type	10
Specific Problem	1895023
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID %d, ENTITY_ID %d OPPTS queue full. WINA Application congested,
Corrective Action	Self correcting. The IPF process will tell the SGU to stop sending new calls to the SLU until some queue space becomes available for OPPTS.
Remark	

IPF_WINA_OPPTS_QUE_PART_<entityId>**Table 2649** IPF_WINA_OPPTS_QUE_PART_<entityId> details

Name	Value/Description
Event Identifier	IPF_WINA_OPPTS_QUE_PART_<entityId>
Event Type	10
Specific Problem	1895024
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID %d, ENTITY_ID %d OPPTS queue partial full. WINA Application <numeric> pct congested.
Corrective Action	Self correcting. The IPF process will tell the SGU to stop sending new calls to the SLU until some queue space becomes available for OPPTS.
Remark	

IPF_WINA_RESOURCES_IN_USE_<entityId>**Table 2650** IPF_WINA_RESOURCES_IN_USE_<entityId> details

Name	Value/Description
Event Identifier	IPF_WINA_RESOURCES_IN_USE_<entityId>
Event Type	10
Specific Problem	1895021
Message Text	High call load, long call duration, bad configuration, software problems.

Table 2650 IPF_WINA_RESOURCES_IN_USE_<entityId> details

Name	Value/Description
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. All IN resources in use. WINA Application congested"
Corrective Action	Self correcting. The IPF process will tell the SGU to stop sending new calls to the SLU until some contexts become available. Alternatively, increase value of max_transactions argument to WINA in nodestart.IP.202
Remark	

IPF_WINA_RESOURCES_PART_<entityId>**Table 2651** IPF_WINA_RESOURCES_PART_<entityId> details

Name	Value/Description
Event Identifier	IPF_WINA_RESOURCES_PART_<entityId>
Event Type	10
Specific Problem	1895022
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. All IN resources partial. WINA Application <numeric> pct congested
Corrective Action	Self correcting. The IPF process will tell the SGU to stop sending new calls to the SLU until some contexts become available. Alternatively, increase value of max_transactions argument to WINA in nodestart.IP.202
Remark	

IPF_WINA_TPPS_NOT_REGIS_<entityid>**Table 2652** IPF_WINA_TPPS_NOT_REGIS_<entityid> details

Name	Value/Description
Event Identifier	IPF_WINA_TPPS_NOT_REGIS_<entityid>
Event Type	10
Specific Problem	1895019
Message Text	TPPS process is not up in the SLF
Additional Information	SLU_ID <numeric>, ENTITY_ID <numeric>. No TPPS application registered with WINA
Corrective Action	Determine why the required SLF TPPS process is not running or registering with WINA.
Remark	

IPF_WINA_TPPS_QUE_FULL_<entityId>**Table 2653** IPF_WINA_TPPS_QUE_FULL_<entityId> details

Name	Value/Description
Event Identifier	IPF_WINA_TPPS_QUE_FULL_<entityId>
Event Type	10
Specific Problem	1895025
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID %d, ENTITY_ID %d TPPS queue full. WINA Application congested,
Corrective Action	Self correcting. The IPF process will tell the SGU to stop sending new calls to the SLU until some queue space becomes available for TPPS
Remark	

IPF_WINA_TPPS_QUE_PART_<entityId>**Table 2654** IPF_WINA_TPPS_QUE_PART_<entityId> details

Name	Value/Description
Event Identifier	IPF_WINA_TPPS_QUE_PART_<entityId>
Event Type	10
Specific Problem	1895026
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	SLU_ID %d, ENTITY_ID %d TPPS queue partial. WINA Application <numeric> pct congested.
Corrective Action	Self correcting. The IPF process will tell the SGU to stop sending new calls to the SLU until some queue space becomes available for TPPS
Remark	

IPF_WINA_USSD_SLF_QUE_FULL_<entityId>**Table 2655** IPF_WINA_USSD_SLF_QUE_FULL_<entityId> details

Name	Value/Description
Event Identifier	IPF_WINA_USSD_SLF_QUE_FULL_<entityId>
Event Type	10
Specific Problem	1895027
Message Text	High call load, long call duration, bad configuration, software problems.

Table 2655 IPF_WINA_USSD_SLF_QUE_FULL_<entityId> details

Name	Value/Description
Additional Information	"SLU_ID %d, ENTITY_ID %d USSD_SLF queue full. WINA Protocol Application congested"
Corrective Action	WINA process will prevent SGU from sending new calls to the SLU until queue space is available.
Remark	

IPF_WINA_USSD_SLF_QUE_PART_<entityId>**Table 2656** IPF_WINA_USSD_SLF_QUE_PART_<entityId> details

Name	Value/Description
Event Identifier	IPF_WINA_USSD_SLF_QUE_PART_<entityId>
Event Type	10
Specific Problem	1895028
Message Text	High call load, long call duration, bad configuration, software problems.
Additional Information	"SLU_ID %d, ENTITY_ID %d USSD_SLF queue partial. WINA Protocol Application %d pct congested"
Corrective Action	WINA process will prevent SGU from sending new calls to the SLU until queue space is available.
Remark	

IPF_XNTP_CLK_SYNC_<ceName>**Table 2657** IPF_XNTP_CLK_SYNC_<ceName> details

Name	Value/Description
Event Identifier	IPF_XNTP_CLK_SYNC_<ceName>
Event Type	10
Specific Problem	1895079
Message Text	A clock synchronization error has been detected.
Additional Information	Clock Synchronization Error
Corrective Action	Check if CE can communicate with XNTP server using ping command. Check /usr/adm/syslog for any error logged by xntpd.
Remark	

NA_BYPASSMSG_DROP_*

Table 2658 NA_BYPASSMSG_DROP_* details

Name	Value/Description
Event Identifier	NA_BYPASSMSG_DROP_*
Event Type	10
Specific Problem	1891044
Message Text	
Additional Information	ByPass Message Dropped for Ext <numeric>
Corrective Action	Reduce the number of message from external interface
Remark	

NA_DBO_NORESP**Table 2659** NA_DBO_NORESP details

Name	Value/Description
Event Identifier	NA_DBO_NORESP
Event Type	10
Specific Problem	1891043
Message Text	
Additional Information	DBU not responding to Notification requests. ExtIntId <numeric>
Corrective Action	Check SDP and network
Remark	

NA_EXTCONN_DOWN_***Table 2660** NA_EXTCONN_DOWN_* details

Name	Value/Description
Event Identifier	NA_EXTCONN_DOWN_*
Event Type	10
Specific Problem	1891042
Message Text	
Additional Information	Lost communication with external interface <numeric>
Corrective Action	Check external interface

Table 2660 NA_EXTCONN_DOWN_* details

Name	Value/Description
Remark	

NA_NOTIFQ_***Table 2661** NA_NOTIFQ_* details

Name	Value/Description
Event Identifier	NA_NOTIFQ_*
Event Type	10
Specific Problem	1898007
Message Text	One or more of the notification queues has exceeded the threshold
Additional Information	NOTIFICATION QUEUE <queue number> exceeded threshold
Corrective Action	Contact your local Comverse Support team.
Remark	

NPQ_INCORRECT_CONFIG**Table 2662** NPQ_INCORRECT_CONFIG details

Name	Value/Description
Event Identifier	NPQ_INCORRECT_CONFIG
Event Type	10
Specific Problem	1891041
Message Text	
Additional Information	NPQ Going Down: Incorrect Configuration IP:<string>, Port:<string>
Corrective Action	Check the remote IP address and port number for NP
Remark	

NPQ_NO_CONN_NPDB**Table 2663** NPQ_NO_CONN_NPDB details

Name	Value/Description
Event Identifier	NPQ_NO_CONN_NPDB
Event Type	10

Table 2663 NPQ_NO_CONN_NPDB details

Name	Value/Description
Specific Problem	1891040
Message Text	
Additional Information	NPQ: No communication with external NPDB. IP <string>, Port# <numeric>
Corrective Action	Check NPDB and network
Remark	

OMNI_ASET_UNAVAILABLE**Table 2664 OMNI_ASET_UNAVAILABLE details**

Name	Value/Description
Event Identifier	OMNI_ASET_UNAVAILABLE
Event Type	2
Specific Problem	1410005
Message Text	<Node Name>: ASET <ASET number> (ASET name) not available
Additional Information	<NodeName>:<ASETName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_ASP_STATE**Table 2665 OMNI_ASP_STATE details**

Name	Value/Description
Event Identifier	OMNI_ASP_STATE
Event Type	2
Specific Problem	1410100
Message Text	ASP <ASP ID> rcontext <Routing context> state is down
Additional Information	<asp_id>:<rcontext>:<ssn>:<ipaddr>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_ASSOC_FAILURE**Table 2666 OMNI_ASSOC_FAILURE details**

Name	Value/Description
Event Identifier	OMNI_ASSOC_FAILURE
Event Type	2
Specific Problem	1410003
Message Text	Node Name: ASSOC <number> (<name>) is down
Additional Information	<NodeName>:<ASSOCName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LINK_FAILURE**Table 2667 OMNI_LINK_FAILURE details**

Name	Value/Description
Event Identifier	OMNI_LINK_FAILURE
Event Type	2
Specific Problem	1410002
Message Text	Node Name: Link <Link number> (<Link Name>) Failed
Additional Information	<NodeName>:<LinkName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LINK_LOCAL_BLOCKED**Table 2668 OMNI_LINK_LOCAL_BLOCKED details**

Name	Value/Description
Event Identifier	OMNI_LINK_LOCAL_BLOCKED
Event Type	2
Specific Problem	1410010
Message Text	Node Name: Link <number> (<name>) locally blocked

Table 2668 OMNI_LINK_LOCAL_BLOCKED details

Name	Value/Description
Additional Information	<NodeName>:<LinkName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LINK_LOCAL_INHIBITED**Table 2669 OMNI_LINK_LOCAL_INHIBITED details**

Name	Value/Description
Event Identifier	OMNI_LINK_LOCAL_INHIBITED
Event Type	2
Specific Problem	1410004
Message Text	Node Name: Link <number> (<name>) local inhibited
Additional Information	<NodeName>:<LinkName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LINK_REMOTE_BLOCKED**Table 2670 OMNI_LINK_REMOTE_BLOCKED details**

Name	Value/Description
Event Identifier	OMNI_LINK_REMOTE_BLOCKED
Event Type	2
Specific Problem	1410008
Message Text	Node Name: Link <number> (<name>) remotely blocked
Additional Information	<NodeName>:<LinkName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LINK_REMOTE_INHIBITED

Table 2671 OMNI_LINK_REMOTE_INHIBITED details

Name	Value/Description
Event Identifier	OMNI_LINK_REMOTE_INHIBITED
Event Type	2
Specific Problem	1410006
Message Text	Node Name: Link <number> (<name>) remote inhibited
Additional Information	<NodeName>:<LinkName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LSET_UNAVAILABLE**Table 2672 OMNI_LSET_UNAVAILABLE details**

Name	Value/Description
Event Identifier	OMNI_LSET_UNAVAILABLE
Event Type	2
Specific Problem	1410001
Message Text	<Node Name>: LSET <LSET number> (LSET name) available
Additional Information	<NodeName>:<LSETName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LSSN_STATE**Table 2673 OMNI_LSSN_STATE details**

Name	Value/Description
Event Identifier	OMNI_LSSN_STATE
Event Type	2
Specific Problem	1410017
Message Text	Node name: LSSN <number> <STATE>
Additional Information	<NodeName>:LSSN<number>
Corrective Action	Contact your local Comverse Support team.

Table 2673 OMNI_LSSN_STATE details

Name	Value/Description
Remark	

OMNI_RSET_CONGESTION**Table 2674 OMNI_RSET_CONGESTION details**

Name	Value/Description
Event Identifier	OMNI_RSET_CONGESTION
Event Type	2
Specific Problem	1410014
Message Text	Node Name: Route set <number> (<name>) RPC <number> Congestion level is <level>
Additional Information	<NodeName>:<RSET name>:RPC<number>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_RSET_INACCESSIBLE**Table 2675 OMNI_RSET_INACCESSIBLE details**

Name	Value/Description
Event Identifier	OMNI_RSET_INACCESSIBLE
Event Type	2
Specific Problem	1410012
Message Text	Node name: Route Set <number> (<name>) RPC <number> NOT Accessible
Additional Information	<NodeName>:<RSET name>:RPC<number>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_RSSN_STATE**Table 2676 OMNI_RSSN_STATE details**

Name	Value/Description
Event Identifier	OMNI_RSSN_STATE

Table 2676 OMNI_RSSN_STATE details

Name	Value/Description
Event Type	2
Specific Problem	1410016
Message Text	Node name: RSSN <number> RPC <number> <STATE>
Additional Information	<NodeName>:RSSN<number>:RPC<number>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_SLAN_STATE**Table 2677 OMNI_SLAN_STATE details**

Name	Value/Description
Event Identifier	OMNI_SLAN_STATE
Event Type	2
Specific Problem	1410025
Message Text	<CE_Name> is Unaccessible via the Serial Lan
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

ORP_PROCESSING_FILE**Table 2678 ORP_PROCESSING_FILE details**

Name	Value/Description
Event Identifier	ORP_PROCESSING_FILE
Event Type	10
Specific Problem	1891039
Message Text	
Additional Information	ORP is processing Outage Files
Corrective Action	It is just to indicate that ORP processing is done
Remark	

OSA_NOAPACHE_SERVER_<id>**Table 2679** OSA_NOAPACHE_SERVER_<id> details

Name	Value/Description
Event Identifier	OSA_NOAPACHE_SERVER_<id>
Event Type	10
Specific Problem	1891038
Message Text	
Additional Information	OSA SLU_ID <number>, PORT_ID <number> No communication with Apache serve
Corrective Action	Check Apache server
Remark	

PMTSVR_REV_TRANS_FAILED**Table 2680** PMTSVR_REV_TRANS_FAILED details

Name	Value/Description
Event Identifier	PMTSVR_REV_TRANS_FAILED
Event Type	10
Specific Problem	1891047
Message Text	
Additional Information	Payment server get transaction error, SDP<numeric>_N<numeric> Error code = <numeric>
Corrective Action	Check SDP and network
Remark	Alarm must be manually cleared

PMT_APPLY_EXPIR**Table 2681** PMT_APPLY_EXPIR details

Name	Value/Description
Event Identifier	PMT_APPLY_EXPIR
Event Type	10
Specific Problem	1891066
Message Text	

Table 2681 PMT_APPLY_EXPIR details

Name	Value/Description
Additional Information	Ack timer expired for Transaction ID <string> <numeric>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_BINT_ALLOC_SVC_KEY_FAIL**Table 2682** PMT_BINT_ALLOC_SVC_KEY_FAIL details

Name	Value/Description
Event Identifier	PMT_BINT_ALLOC_SVC_KEY_FAIL
Event Type	10
Specific Problem	1891084
Message Text	
Additional Information	Binary tree unable to allocate memory for new svcKey <numeric>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_BINT_ALLOC_TRANS_KEY_FAIL**Table 2683** PMT_BINT_ALLOC_TRANS_KEY_FAIL details

Name	Value/Description
Event Identifier	PMT_BINT_ALLOC_TRANS_KEY_FAIL
Event Type	10
Specific Problem	1891083
Message Text	
Additional Information	Binary tree unable to allocate memory for new transKey <numeric>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_CREATE_OOS_FAILURE

Table 2684 PMT_CREATE_OOS_FAILURE details

Name	Value/Description
Event Identifier	PMT_CREATE_OOS_FAILURE
Event Type	10
Specific Problem	1891079
Message Text	
Additional Information	OOS Object <string> creation failure, errno <numeric>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_DUP_SVC_KEY_IN_BINT**Table 2685** PMT_DUP_SVC_KEY_IN_BINT details

Name	Value/Description
Event Identifier	PMT_DUP_SVC_KEY_IN_BINT
Event Type	10
Specific Problem	1891058
Message Text	
Additional Information	Duplicate svcKey <numeric> on binary tree
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_DUP_TRANS_KEY_IN_BINT**Table 2686** PMT_DUP_TRANS_KEY_IN_BINT details

Name	Value/Description
Event Identifier	PMT_DUP_TRANS_KEY_IN_BINT
Event Type	10
Specific Problem	1891057
Message Text	
Additional Information	Duplicate transKey <numeric> on binary tree
Corrective Action	Contact your local Comverse Support team.

Table 2686 PMT_DUP_TRANS_KEY_IN_BINT details

Name	Value/Description
Remark	Alarm must be manually cleared

PMT_FIND_ENTRY_FAILURE**Table 2687 PMT_FIND_ENTRY_FAILURE details**

Name	Value/Description
Event Identifier	PMT_FIND_ENTRY_FAILURE
Event Type	10
Specific Problem	1891060
Message Text	
Additional Information	Find entry in session table failure. Session <string>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_HEARB_EXPIR**Table 2688 PMT_HEARB_EXPIR details**

Name	Value/Description
Event Identifier	PMT_HEARB_EXPIR
Event Type	10
Specific Problem	1891065
Message Text	
Additional Information	Heartbeat timer expired, sending disconnect to <string>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_INVALID_MSG_TYPE**Table 2689 PMT_INVALID_MSG_TYPE details**

Name	Value/Description
Event Identifier	PMT_INVALID_MSG_TYPE
Event Type	10

Table 2689 PMT_INVALID_MSG_TYPE details

Name	Value/Description
Specific Problem	1891061
Message Text	
Additional Information	Received invalid message type <numeric> from <string>, message dropped
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_MEM_ALLOC_FAILURE**Table 2690** PMT_MEM_ALLOC_FAILURE details

Name	Value/Description
Event Identifier	PMT_MEM_ALLOC_FAILURE
Event Type	10
Specific Problem	1891082
Message Text	
Additional Information	Memory allocation failure for new request
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_MSG_DROPPED**Table 2691** PMT_MSG_DROPPED details

Name	Value/Description
Event Identifier	PMT_MSG_DROPPED
Event Type	10
Specific Problem	1891059
Message Text	
Additional Information	Unable to find pmtSvc entry for <numeric>, message dropped
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_NO_SESS_TBL_ENTRY**Table 2692** PMT_NO_SESS_TBL_ENTRY details

Name	Value/Description
Event Identifier	PMT_NO_SESS_TBL_ENTRY
Event Type	10
Specific Problem	1891063
Message Text	
Additional Information	No session table entry available. Logical Name: <string>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_PORT_FAILURE**Table 2693** PMT_PORT_FAILURE details

Name	Value/Description
Event Identifier	PMT_PORT_FAILURE
Event Type	10
Specific Problem	1891078
Message Text	
Additional Information	Failed to get port number, defaulting to 6200
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_RCV_MSG_STANDBY**Table 2694** PMT_RCV_MSG_STANDBY details

Name	Value/Description
Event Identifier	PMT_RCV_MSG_STANDBY
Event Type	10
Specific Problem	1891062
Message Text	

Table 2694 PMT_RCV_MSG_STANDBY details

Name	Value/Description
Additional Information	Received message type <numeric> from <string> while in standby status, message not processed
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_RETRIEVE_OOS_FAILURE**Table 2695** PMT_RETRIEVE_OOS_FAILURE details

Name	Value/Description
Event Identifier	PMT_RETRIEVE_OOS_FAILURE
Event Type	10
Specific Problem	1891080
Message Text	
Additional Information	OOS Object <string> retrieval failed, errno <numeric>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_SND_IPCORE**Table 2696** PMT_SND_IPCORE details

Name	Value/Description
Event Identifier	PMT_SND_IPCORE
Event Type	10
Specific Problem	1891064
Message Text	
Additional Information	Failed sending msg type <numeric> to <string>, via IP CORE
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PMT_UPDATE_OOS_FAILURE

Table 2697 PMT_UPDATE_OOS_FAILURE details

Name	Value/Description
Event Identifier	PMT_UPDATE_OOS_FAILURE
Event Type	10
Specific Problem	1891081
Message Text	
Additional Information	OOS Object <string> update failure, errno <numeric>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PPS_ACCESS_SDP_<id>**Table 2698** PPS_ACCESS_SDP_<id> details

Name	Value/Description
Event Identifier	PPS_ACCESS_SDP_<id>
Event Type	10
Specific Problem	1891012
Message Text	
Additional Information	Unable to connect to <string> Oracle Error <numeric>
Corrective Action	Check SDP and network
Remark	

PPS_NG_APP_RESTART**Table 2699** PPS_NG_APP_RESTART details

Name	Value/Description
Event Identifier	PPS_NG_APP_RESTART
Event Type	10
Specific Problem	1891033
Message Text	
Additional Information	Module <string> at Detection Point <string> hanging for application <string>
Corrective Action	Check the alarm is restarted application

Table 2699 PPS_NG_APP_RESTART details

Name	Value/Description
Remark	

PPS_NG_MODULE_CONFIG_ERR**Table 2700** PPS_NG_MODULE_CONFIG_ERR details

Name	Value/Description
Event Identifier	PPS_NG_MODULE_CONFIG_ERR
Event Type	10
Specific Problem	1891031
Message Text	
Additional Information	Failure to load nextgen config file <string> because of error <string>
Corrective Action	Check the module configuration file
Remark	

PPS_NG_MODULE_DISABLED**Table 2701** PPS_NG_MODULE_DISABLED details

Name	Value/Description
Event Identifier	PPS_NG_MODULE_DISABLED
Event Type	10
Specific Problem	1891054
Message Text	
Additional Information	Application <string>,module <string> disabled
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PPS_NG_MODULE_ENABLED**Table 2702** PPS_NG_MODULE_ENABLED details

Name	Value/Description
Event Identifier	PPS_NG_MODULE_ENABLED
Event Type	10

Table 2702 PPS_NG_MODULE_ENABLED details

Name	Value/Description
Specific Problem	1891053
Message Text	
Additional Information	Application <string> ,module <string> enabled
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PPS_NG_MODULE_EXCEPTION**Table 2703 PPS_NG_MODULE_EXCEPTION details**

Name	Value/Description
Event Identifier	PPS_NG_MODULE_EXCEPTION
Event Type	10
Specific Problem	1891052
Message Text	
Additional Information	Application <string>,module <string> at DP <string> failed
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PPS_NG_MODULE_GENERATED**Table 2704 PPS_NG_MODULE_GENERATED details**

Name	Value/Description
Event Identifier	PPS_NG_MODULE_GENERATED
Event Type	10
Specific Problem	1891056
Message Text	
Additional Information	Module <string> generated event <string>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PPS_NG_MODULE_HANGING**Table 2705** PPS_NG_MODULE_HANGING details

Name	Value/Description
Event Identifier	PPS_NG_MODULE_HANGING
Event Type	10
Specific Problem	1891032
Message Text	
Additional Information	Module <string> at Detection Point <string> hanging for application <string>
Corrective Action	Check if the module is disable
Remark	

PPS_NG_MODULE_LOAD_FAILURE**Table 2706** PPS_NG_MODULE_LOAD_FAILURE details

Name	Value/Description
Event Identifier	PPS_NG_MODULE_LOAD_FAILURE
Event Type	10
Specific Problem	1891030
Message Text	
Additional Information	Failure to load module <string> from <string>
Corrective Action	Check the existency of the share library
Remark	

PPS_NG_MONITORING_DISABLED**Table 2707** PPS_NG_MONITORING_DISABLED details

Name	Value/Description
Event Identifier	PPS_NG_MONITORING_DISABLED
Event Type	10
Specific Problem	1891051
Message Text	

Table 2707 PPS_NG_MONITORING_DISABLED details

Name	Value/Description
Additional Information	Application <string> ,monitoring disabled
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PPS_NG_MONITORING_ENABLED**Table 2708 PPS_NG_MONITORING_ENABLED details**

Name	Value/Description
Event Identifier	PPS_NG_MONITORING_ENABLED
Event Type	10
Specific Problem	1891050
Message Text	
Additional Information	Application <string>,monitoring enabled
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

PPS_SDP_PARMS**Table 2709 PPS_SDP_PARMS details**

Name	Value/Description
Event Identifier	PPS_SDP_PARMS
Event Type	10
Specific Problem	1891011
Message Text	
Additional Information	PPS failed to get default SDP parameters. Program Terminating.
Corrective Action	Check file dbParameters.dat
Remark	

RECH_AGENT_CONNECT_FAIL

Table 2710 RECH_AGENT_CONNECT_FAIL details

Name	Value/Description
Event Identifier	RECH_AGENT_CONNECT_FAIL
Event Type	10
Specific Problem	1891091
Message Text	
Additional Information	URE Failed to connect to Recharge Agent
Corrective Action	Check network connection and/or recharge agent process
Remark	Alarm must be manually cleared

SCA_MWI_BHCA_OUT**Table 2711 SCA_MWI_BHCA_OUT details**

Name	Value/Description
Event Identifier	SCA_MWI_BHCA_OUT
Event Type	10
Specific Problem	1420008
Message Text	The outgoing BHCA limit has been exceeded.
Additional Information	MWI
Corrective Action	Reduce the number of outgoing MWI session attempts to less than 75% of the configured rate for this service.
Remark	

SCA_MWI_CALL_CONCUR**Table 2712 SCA_MWI_CALL_CONCUR details**

Name	Value/Description
Event Identifier	SCA_MWI_CALL_CONCUR
Event Type	10
Specific Problem	1420007
Message Text	The concurrent call limit has been exceeded.
Additional Information	MWI

Table 2712 SCA_MWI_CALL_CONCUR details

Name	Value/Description
Corrective Action	Reduce the number of concurrent calls to less than 70% of the configured number of sessions.
Remark	

SCA_MWI_SESS_CONCUR**Table 2713 SCA_MWI_SESS_CONCUR details**

Name	Value/Description
Event Identifier	SCA_MWI_SESS_CONCUR
Event Type	10
Specific Problem	1420017
Message Text	The concurrent session limit has been exceeded.
Additional Information	MWI
Corrective Action	Reduce the number of concurrent calls to less than 70% of allocated sessions for this service.
Remark	

SCA_MWI_SESS_OUTFAIL**Table 2714 SCA_MWI_SESS_OUTFAIL details**

Name	Value/Description
Event Identifier	SCA_MWI_SESS_OUTFAIL
Event Type	10
Specific Problem	1420009
Message Text	The outgoing MWI session failure rate limit has been exceeded.
Additional Information	MWI
Corrective Action	Determine the cause of the outgoing MWI session failure.
Remark	

SCA_MWI_TRANS

Table 2715 SCA_MWI_TRANS details

Name	Value/Description
Event Identifier	SCA_MWI_TRANS
Event Type	10
Specific Problem	1420018
Message Text	The Total Busy Hour Transaction Attempts limit has been exceeded.
Additional Information	MWI
Corrective Action	Reduce the number of incoming and outgoing transaction attempts to less than 80% of the configured rate for this service.
Remark	

SCA_MWI_TRANS_IN**Table 2716 SCA_MWI_TRANS_IN details**

Name	Value/Description
Event Identifier	SCA_MWI_TRANS_IN
Event Type	10
Specific Problem	1420019
Message Text	Incoming Subscribe Transaction Failure Rate Limit Exceeded
Additional Information	MWI
Corrective Action	Determine the cause of the incoming transaction failure.
Remark	

SCA_MWI_TRANS_OUT**Table 2717 SCA_MWI_TRANS_OUT details**

Name	Value/Description
Event Identifier	SCA_MWI_TRANS_OUT
Event Type	10
Specific Problem	1420020
Message Text	Outgoing Notify Transaction Failure Rate Limit Exceeded
Additional Information	MWI
Corrective Action	Determine the cause of the outgoing transaction failure.

Table 2717 SCA_MWI_TRANS_OUT details

Name	Value/Description
Remark	

SCA_SIP_BHCA_IN**Table 2718** SCA_SIP_BHCA_IN details

Name	Value/Description
Event Identifier	SCA_SIP_BHCA_IN
Event Type	10
Specific Problem	1420003
Message Text	The incoming BHCA limit has been exceeded.
Additional Information	SIP CC for CMS
Corrective Action	Reduce the number of incoming call attempts to less than 80% of the configured rate for this service.
Remark	

SCA_SIP_BHCA_OUT**Table 2719** SCA_SIP_BHCA_OUT details

Name	Value/Description
Event Identifier	SCA_SIP_BHCA_OUT
Event Type	10
Specific Problem	1420004
Message Text	The outgoing BHCA limit has been exceeded.
Additional Information	SIP CC for CMS
Corrective Action	Reduce the number of outgoing call attempts to less than 80% of the configured rate for this service.
Remark	

SCA_SIP_CALL_CONCUR**Table 2720** SCA_SIP_CALL_CONCUR details

Name	Value/Description
Event Identifier	SCA_SIP_CALL_CONCUR

Table 2720 SCA_SIP_CALL_CONCUR details

Name	Value/Description
Event Type	10
Specific Problem	1420002
Message Text	The concurrent call limit has been exceeded.
Additional Information	SIP CC for CMS
Corrective Action	Reduce the number of concurrent calls to less than 70% of the configured number of sessions.
Remark	

SCA_SIP_CALL_INFAIL**Table 2721** SCA_SIP_CALL_INFAIL details

Name	Value/Description
Event Identifier	SCA_SIP_CALL_INFAIL
Event Type	10
Specific Problem	1420005
Message Text	The incoming call failure rate limit has been exceeded.
Additional Information	SIP CC for CMS
Corrective Action	Determine the cause of the incoming call failure.
Remark	

SCA_SIP_CALL_OUTFAIL**Table 2722** SCA_SIP_CALL_OUTFAIL details

Name	Value/Description
Event Identifier	SCA_SIP_CALL_OUTFAIL
Event Type	10
Specific Problem	1420006
Message Text	The outgoing call failure rate limit has been exceeded.
Additional Information	SIP CC for CMS
Corrective Action	Determine the cause of the outgoing call failure.
Remark	

SCA_SLU_CLIENT_CONNECTION_DOWN**Table 2723** SCA_SLU_CLIENT_CONNECTION_DOWN details

Name	Value/Description
Event Identifier	SCA_SLU_CLIENT_CONNECTION_DOWN
Event Type	10
Specific Problem	1420016
Message Text	The connection with the client application has been lost.
Additional Information	CMS [unit_id]
Corrective Action	Determine the cause of the connection loss. Possible causes include the client application failing, being shutdown or restarted, or network problems.
Remark	

SLU_APP_EXIT**Table 2724** SLU_APP_EXIT details

Name	Value/Description
Event Identifier	SLU_APP_EXIT
Event Type	10
Specific Problem	1891072
Message Text	
Additional Information	An SLF process has abnormally exited.
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

SLU_TZ_NOT_EXIST**Table 2725** SLU_TZ_NOT_EXIST details

Name	Value/Description
Event Identifier	SLU_TZ_NOT_EXIST
Event Type	10
Specific Problem	1891092
Message Text	

Table 2725 SLU_TZ_NOT_EXIST details

Name	Value/Description
Additional Information	The environment variable TZ does not exist in the SLU system
Corrective Action	Define the TZ variable
Remark	

SLU_WEBSER_LISTEN_PORT_STARTED**Table 2726** SLU_WEBSER_LISTEN_PORT_STARTED details

Name	Value/Description
Event Identifier	SLU_WEBSER_LISTEN_PORT_STARTED
Event Type	10
Specific Problem	1891067
Message Text	
Additional Information	SLU_ID <number>, OSA Webservice listener started on port = <numeric>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

SLU_WEBSER_NODE_DISABLED**Table 2727** SLU_WEBSER_NODE_DISABLED details

Name	Value/Description
Event Identifier	SLU_WEBSER_NODE_DISABLED
Event Type	10
Specific Problem	1891071
Message Text	
Additional Information	SLU_ID <number>, OSA application disabled for new traffic on port= <number>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

SLU_WEBSER_NODE_ENABLED

Table 2728 SLU_WEBSER_NODE_ENABLED details

Name	Value/Description
Event Identifier	SLU_WEBSER_NODE_ENABLED
Event Type	10
Specific Problem	1891069
Message Text	
Additional Information	SLU_ID <number>, OSA application enabled for new traffic on port= <number>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

SLU_WEBSER_PORT_DOWN**Table 2729** SLU_WEBSER_PORT_DOWN details

Name	Value/Description
Event Identifier	SLU_WEBSER_PORT_DOWN
Event Type	10
Specific Problem	1891070
Message Text	
Additional Information	SLU_ID <number>, OSA Webservice down on port= <number>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

SLU_WEBSER_PORT_UP**Table 2730** SLU_WEBSER_PORT_UP details

Name	Value/Description
Event Identifier	SLU_WEBSER_PORT_UP
Event Type	10
Specific Problem	1891068
Message Text	
Additional Information	SLU_ID <number>, OSA Webservice up on port= <number>
Corrective Action	Contact your local Comverse Support team.

Table 2730 SLU_WEBSER_PORT_UP details

Name	Value/Description
Remark	Alarm must be manually cleared

SYSTEM_TZ_ERROR

This alarm is triggered when the SLU time zone is not found in the database table - TIMEZONE_REF

Table 2731 SYSTEM_TZ_ERROR details

Name	Value/Description
Event Identifier	SYSTEM_TZ_ERROR
Event Type	10
Specific Problem	1898006
Message Text	SLU time zone is not found in the database table - TIMEZONE_REF
Additional Information	
Corrective Action	Update the SLU timezone in the table TIMEZONE_REF
Remark	

TRANS_Q_REJECTED**Table 2732** TRANS_Q_REJECTED details

Name	Value/Description
Event Identifier	TRANS_Q_REJECTED
Event Type	10
Specific Problem	1891014
Message Text	
Additional Information	SDP <numeric> unavailable. <numeric> transactions rejected
Corrective Action	Check SDP and network
Remark	

TRANS_Q_REJ_QFULL**Table 2733** TRANS_Q_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_Q_REJ_QFULL

Table 2733 TRANS_Q_REJ_QFULL details

Name	Value/Description
Event Type	10
Specific Problem	1891016
Message Text	
Additional Information	SDP <numeric> - queue full. <numeric> transactions rejected
Corrective Action	Check SDP and network
Remark	

TRANS_U_REJECTED**Table 2734** TRANS_U_REJECTED details

Name	Value/Description
Event Identifier	TRANS_U_REJECTED
Event Type	10
Specific Problem	1891015
Message Text	
Additional Information	SDP <numeric> unavailable. <numeric> transactions rejected
Corrective Action	Check SDP and network
Remark	

TRANS_U_REJ_QFULL**Table 2735** TRANS_U_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_U_REJ_QFULL
Event Type	10
Specific Problem	1891017
Message Text	
Additional Information	SDP <numeric> - queue full. <numeric> transactions rejected
Corrective Action	Check SDP and network
Remark	

TSP_FT_GET**Table 2736** TSP_FT_GET details

Name	Value/Description
Event Identifier	TSP_FT_GET
Event Type	10
Specific Problem	1891076
Message Text	
Additional Information	FtGetIPC() failed, error <numeric>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

TSP_INV_MSG**Table 2737** TSP_INV_MSG details

Name	Value/Description
Event Identifier	TSP_INV_MSG
Event Type	10
Specific Problem	1891077
Message Text	
Additional Information	Invalid message type <numeric> received from <string>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

TSP_SHM_ATTACH**Table 2738** TSP_SHM_ATTACH details

Name	Value/Description
Event Identifier	TSP_SHM_ATTACH
Event Type	10
Specific Problem	1891046
Message Text	

Table 2738 TSP_SHM_ATTACH details

Name	Value/Description
Additional Information	Failed to attach to shared memory (key: <numeric>) with error <numeric>: <string>
Corrective Action	Report to system technical support
Remark	

TSP_SHM_CREATE**Table 2739 TSP_SHM_CREATE details**

Name	Value/Description
Event Identifier	TSP_SHM_CREATE
Event Type	10
Specific Problem	1891075
Message Text	
Additional Information	Failed to attach to shared memory (key: <numeric>) with error <numeric>: <string>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

TSP_SHM_DELETE**Table 2740 TSP_SHM_DELETE details**

Name	Value/Description
Event Identifier	TSP_SHM_DELETE
Event Type	10
Specific Problem	1891074
Message Text	
Additional Information	Failed to delete shared memory (key: <numeric>) with error <numeric>: <string>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

TSP_SHM_DETACH

Table 2741 TSP_SHM_DETACH details

Name	Value/Description
Event Identifier	TSP_SHM_DETACH
Event Type	10
Specific Problem	1891073
Message Text	
Additional Information	Failed to detach shared memory (key: <numeric>) with error <numeric>: <string>
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2742 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	1898412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

URE_NODECHANGE_ERR**Table 2743 URE_NODECHANGE_ERR details**

Name	Value/Description
Event Identifier	URE_NODECHANGE_ERR
Event Type	10
Specific Problem	1891048
Message Text	
Additional Information	HARD error <numeric> from SDP <numeric> Node <numeric> Exiting thread

Table 2743 URE_NODECHANGE_ERR details

Name	Value/Description
Corrective Action	Check SDP and network
Remark	Alarm must be manually cleared

USSD_WRONG_SERVICE_CODE**Table 2744** USSD_WRONG_SERVICE_CODE details

Name	Value/Description
Event Identifier	USSD_WRONG_SERVICE_CODE
Event Type	10
Specific Problem	1891037
Message Text	
Additional Information	USSD received wrong service code, possible provision error
Corrective Action	Check provisioned USSD Service codes
Remark	

Request, Handling & Tracking (RHT) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2745 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	4259211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.

Table 2745 ALERT_FS_<filesystem> details

Name	Value/Description
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2746 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	4259303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2747 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	4259411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2748 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	4259311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2749 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	4259999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2750 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>

Table 2750 ALERT_WKF_<id> details

Name	Value/Description
Event Type	10
Specific Problem	4259511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2751 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	4258311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2752 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	4257318
Message Text	File Transfer connection failure
Additional Information	

Table 2752 FTP_<Operation>_<IP Address> details

Name	Value/Description
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2753 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	4258005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2754 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	4257101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2755 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	4258111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2756 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	4258311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2757 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>

Table 2757 HOST_PS_<number> details

Name	Value/Description
Event Type	2
Specific Problem	4257001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2758 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	4258112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2759 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	4258412
Message Text	UPM Status could not be determined

Table 2759 UNKNOWN_UPM_STATUS details

Name	Value/Description
Additional Information	
Corrective Action	Check the UPM state
Remark	

Remote Maintenance Unit (RMU) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2760 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	2699211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2761 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	2696303

Table 2761 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<id>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2762 ALERT_JOB_<id> details

Name	Value/Description
Event Identifier	ALERT_JOB_<id>
Event Type	10
Specific Problem	2699411
Message Text	Job Failures.
Additional Information	<job name>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2763 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	2699311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.

Table 2763 ALERT_MON_<id> details

Name	Value/Description
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2764 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	2699999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2765 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	2699511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2766 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	2698311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2767 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	2696318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2768 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	2696005
Message Text	Load Average has exceeded warning or critical threshold.

Table 2768 HOST_CPU_LOAD details

Name	Value/Description
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2769 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	2697101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2770 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	2696111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization

Table 2770 HOST_MEMORY_USE details

Name	Value/Description
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2771 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	2698311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2772 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	2697001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2773 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	2696112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2774 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	2698005
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Single API (SAPI) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2775 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	3629211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2776 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	3629303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2777 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>

Table 2777 ALERT_JOB_<jobid> details

Name	Value/Description
Event Type	10
Specific Problem	3629411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2778 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	3629311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2779 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	3629999
Message Text	Test Alarm

Table 2779 ALERT_TEST_<name> details

Name	Value/Description
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2780 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	3629511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2781 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	3628311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

DB_CONNECTION_<dsname>

This alarm is triggered when the SAPI is not able to connect to the specified database.

Table 2782 DB_CONNECTION_<dsname> details

Name	Value/Description
Event Identifier	DB_CONNECTION_<dsname>
Event Type	10
Specific Problem	3626001
Message Text	SAPI Database Connection Pool Failure
Additional Information	
Corrective Action	SAPI is having database connection issues
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2783 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	3627318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2784 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10

Table 2784 HOST_CPU_LOAD details

Name	Value/Description
Specific Problem	3628005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2785 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	3627101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2786 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	3628111
Message Text	Memory Utilization has exceeded warning or critical threshold.

Table 2786 HOST_MEMORY_USE details

Name	Value/Description
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2787 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	3628311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2788 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	3627001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2789 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	3628112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

RHT_HOST_FAILURE

During the operation of SAPI, it sends an alarm when it fails to connect to RH&T

Table 2790 RHT_HOST_FAILURE details

Name	Value/Description
Event Identifier	RHT_HOST_FAILURE
Event Type	10
Specific Problem	3626000
Message Text	SAPI to RH&T connection failure
Additional Information	
Corrective Action	SAPI is not able to connect to RH&T. Check SAPI to RH&T connection.
Remark	

SAPI_APP_DB

During the operation of SAPI, it sends an alarm when it has a database related exception, for example, database is down or not reachable or any sql exception. Alarm message contains ORA-#### to inform the problem but the oracle error message might be truncated due to 50 bytes limit.

Table 2791 SAPI_APP_DB details

Name	Value/Description
Event Identifier	SAPI_APP_DB
Event Type	10
Specific Problem	3625001
Message Text	
Additional Information	<sdp_id>
Corrective Action	SAPI method raised an exception due to database problem. Check the alarm message that has Oracle error number and fix database issue.
Remark	

SAPI_APP_NVR

The non-voucher recharge SAPI calls are failing due to system error on the SDP specified by NON_VOUCHER_RECHARGE_<sdp_id>

Table 2792 SAPI_APP_NVR details

Name	Value/Description
Event Identifier	SAPI_APP_NVR
Event Type	10
Specific Problem	3625000
Message Text	Non-voucher Recharge System Failure
Additional Information	<sdp_id>
Corrective Action	Non-voucher recharge SAPI calls are failing due to system errors. System errors are defined as errors not related to data input correctness and can indicate a deeper underlying problem. Investigate SAPI logs for nonVoucherRechargeAccount(), nonVoucherRechargeSubscriber() methods to determine the APIException thrown by the stored procedure.
Remark	

SAPI_APP_VR

The voucher recharge SAPI calls are failing due to system error on the SDP specified by VOUCHER_RECHARGE_<sdp_id>

Table 2793 SAPI_APP_VR details

Name	Value/Description
Event Identifier	SAPI_APP_VR
Event Type	10

Table 2793 SAPI_APP_VR details

Name	Value/Description
Specific Problem	3625002
Message Text	Voucher Recharge System Failure
Additional Information	<sdp_id>
Corrective Action	Voucher recharge SAPI calls are failing due to system errors. System errors are defined as errors not related to data input correctness and can indicate a deeper underlying problem. Investigate SAPI logs for voucherRechargeAccount(), voucherRechargeSubscriber() methods to determine the APIException thrown by the stored procedure.
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2794 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	3628412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Service Data Point (SDP) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2795 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10

Table 2795 ALERT_FS_<filesystem> details

Name	Value/Description
Specific Problem	1879211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_IAP_UNREACHABLE**Table 2796** ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	1879303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_JOB_<id>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2797 ALERT_JOB_<id> details

Name	Value/Description
Event Identifier	ALERT_JOB_<id>
Event Type	10
Specific Problem	1879411
Message Text	Job Failures.
Additional Information	<job name>, <error message>
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2798 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	1879311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_ORACLE_<alertid>**Table 2799** ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	1878211
Message Text	Oracle Alerts.
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_TEST_<name>**Table 2800** ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	1879999
Message Text	Test Alarm

Table 2800 ALERT_TEST_<name> details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2801 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	1879511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Contact your local Comverse Support team.
Remark	

APP_ERROR_RATE

This indicates that an unusually high error rate is causing throughput to degrade. By changing the recommended batch size throughput can be better maximized until the source of the error data can be corrected.

Table 2802 APP_ERROR_RATE details

Name	Value/Description
Event Identifier	APP_ERROR_RATE
Event Type	10
Specific Problem	1879007
Message Text	
Additional Information	Error rate is too high for efficient processing with a batch size of <batch>. It is recommended that the BATCH_INSERT_SIZE system_paramter be reduced to <new_size>.
Corrective Action	Contact your local Comverse Support team.
Remark	

APP_PROCESS_<id>**Table 2803 APP_PROCESS_<id> details**

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	1878311
Message Text	Process Failures
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

APP_PROCESS_DUPLICATE

This error is caused when an application is started 2 or more times with the same process instance name. This can cause a variety of problems including but not limited to process hanging and duplicate usage events.

Table 2804 APP_PROCESS_DUPLICATE details

Name	Value/Description
Event Identifier	APP_PROCESS_DUPLICATE
Event Type	10
Specific Problem	1879010
Message Text	
Additional Information	Two or more processes are currently running with the same process name. Indicates that a new process with the same name has just been started.
Corrective Action	Contact your local Comverse Support team.
Remark	

APP_PROCESS_HUNG

This error indicates that one or more threads in the process reported active status, but have not updated the status again since that time. The threads are now believed to be hung and the severity of the issue will increase the longer the threads are hung.

Table 2805 APP_PROCESS_HUNG details

Name	Value/Description
Event Identifier	APP_PROCESS_HUNG
Event Type	10

Table 2805 APP_PROCESS_HUNG details

Name	Value/Description
Specific Problem	1879009
Message Text	
Additional Information	A thread inside the process appears to be hung: Currently the thread has been non responsive for <time>
Corrective Action	Contact your local Comverse Support team.
Remark	

BILL_LTP_TRANSFER_LATENCY

Transfer latency is higher than designed. There most likely are data problems that need to be resolved. Alternatively the LTP process might not have been running for a period of time and the large latency is being reported. You can start other instances of LTP to help process the backlog or you can wait for LTP processing to catch up.

Table 2806 BILL_LTP_TRANSFER_LATENCY details

Name	Value/Description
Event Identifier	BILL_LTP_TRANSFER_LATENCY
Event Type	10
Specific Problem	1879008
Message Text	
Additional Information	Transfer Latency is longer than desired.
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_DRV_<slot>**Table 2807 BU_DRV_<slot> details**

Name	Value/Description
Event Identifier	BU_DRV_<slot>
Event Type	4
Specific Problem	1878902
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 2807 BU_DRV_<slot> details

Name	Value/Description
Remark	

BU_FAN_<slot>**Table 2808** BU_FAN_<slot> details

Name	Value/Description
Event Identifier	BU_FAN_<slot>
Event Type	3
Specific Problem	1878901
Message Text	Fan or Drive Bay on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_LINK_ADMIN**Table 2809** BU_LINK_ADMIN details

Name	Value/Description
Event Identifier	BU_LINK_ADMIN
Event Type	2
Specific Problem	1878910
Message Text	Backup Unit is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR**Table 2810** BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR
Event Type	10

Table 2810 BU_OPR_ERR details

Name	Value/Description
Specific Problem	1878911
Message Text	See additional info.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_PS_<slot>**Table 2811** BU_PS_<slot> details

Name	Value/Description
Event Identifier	BU_PS_<slot>
Event Type	3
Specific Problem	1878900
Message Text	Power Supply on the Backup Unit has failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_SMC_<slot>**Table 2812** BU_SMC_<slot> details

Name	Value/Description
Event Identifier	BU_SMC_<slot>
Event Type	4
Specific Problem	1878905
Message Text	SMC has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_TAPE_<slot>**Table 2813** BU_TAPE_<slot> details

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	1877902
Message Text	Tape Cartridge is missing or not usable.
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_DISK_<disk>**Table 2814** DAE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	1877802
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 2815** DAE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	1877801
Message Text	Power Supply Unit (A) on DAE failed or missing.

Table 2815 DAE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_FAN_B**Table 2816** DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	1877801
Message Text	Power Supply Unit (B) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_LCC_A**Table 2817** DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	1877805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_LCC_B

Table 2818 DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	1877805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_PS_A**Table 2819** DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	1877800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_PS_B**Table 2820** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	1877800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.

Table 2820 DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Remark	

DB_PROCESS_<id>**Table 2821** DB_PROCESS_<id> details

Name	Value/Description
Event Identifier	DB_PROCESS_<id>
Event Type	10
Specific Problem	1878311
Message Text	Process Failures
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_DISK_<disk>**Table 2822** DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	1877702
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_FAN_A**Table 2823** DPE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3

Table 2823 DPE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Specific Problem	1877701
Message Text	Power Supply Unit (A) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 2824** DPE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	1877701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_PS_A**Table 2825** DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	1877700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_PS_B**Table 2826** DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	1877700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 2827** DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	1877700
Message Text	Standby Power Supply (A) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 2828** DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3
Specific Problem	1877700
Message Text	Standby Power Supply (B) failed or not powered on.

Table 2828 DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_SP_A**Table 2829 DPE2:<bus>:<encl>_SP_A details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	1877705
Message Text	Storage Processor (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_SP_B**Table 2830 DPE2:<bus>:<encl>_SP_B details**

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4
Specific Problem	1877705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

FTP_<Operation>_<IP Address>

Table 2831 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	1877318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CLUSTER_MAINTMODE**Table 2832** HOST_CLUSTER_MAINTMODE details

Name	Value/Description
Event Identifier	HOST_CLUSTER_MAINTMODE
Event Type	10
Specific Problem	1877111
Message Text	Cluster Monitors in maintenance mode
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CLUSTER_NW**Table 2833** HOST_CLUSTER_NW details

Name	Value/Description
Event Identifier	HOST_CLUSTER_NW
Event Type	10
Specific Problem	1877011
Message Text	Cluster Network has failed or shutdown
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 2833 HOST_CLUSTER_NW details

Name	Value/Description
Remark	

HOST_CLUSTER_SERVICES**Table 2834** HOST_CLUSTER_SERVICES details

Name	Value/Description
Event Identifier	HOST_CLUSTER_SERVICES
Event Type	10
Specific Problem	1877011
Message Text	Cluster Services has failed or shutdown
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CLUSTER_TOPOLOGY**Table 2835** HOST_CLUSTER_TOPOLOGY details

Name	Value/Description
Event Identifier	HOST_CLUSTER_TOPOLOGY
Event Type	10
Specific Problem	1877011
Message Text	Cluster Topology failed verification
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_0

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2836 HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0

Table 2836 HOST_CPU_0 details

Name	Value/Description
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (0) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_1

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2837 HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (1) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_10

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2838 HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (10) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 2838 HOST_CPU_10 details

Name	Value/Description
Remark	

HOST_CPU_11

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2839 HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_12

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2840 HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_13

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2841 HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (13) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_14

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2842 HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (14) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_15

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2843 HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (15) failed.
Additional Information	

Table 2843 HOST_CPU_15 details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_2

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2844 HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_3

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2845 HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (3) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_4

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2846 HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (4) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_5

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2847 HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_6

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2848 HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (6) failed.
Additional Information	

Table 2848 HOST_CPU_6 details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_7

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2849 HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_8

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2850 HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (8) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_9

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 2851 HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	1877505
Message Text	Central Processor Unit (9) failed.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2852 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	1878005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_CPU_NUMBER**Table 2853** HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	1877505
Message Text	Mismatch on number of online CPUs
Additional Information	

Table 2853 HOST_CPU_NUMBER details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 2854 HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	1877502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_2

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 2855 HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	1877502
Message Text	Internal Disk (2) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DUP_IP

Table 2856 HOST_DUP_IP details

Name	Value/Description
Event Identifier	HOST_DUP_IP
Event Type	2
Specific Problem	1877512
Message Text	Duplicate IP address detected
Additional Information	<ip address>
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_0

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 2857 HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	1877501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_1

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 2858 HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	1877501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	

Table 2858 HOST_FAN_1 details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_2

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 2859 HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	1877501
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_FAN_3

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 2860 HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	1877501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ADMIN

Table 2861 HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	1877510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT0

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2862 HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT1

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2863 HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	

Table 2863 HOST_LINK_ENT1 details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT2

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2864 HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT3

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2865 HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT4

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2866 HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT5

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2867 HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT6

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2868 HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	

Table 2868 HOST_LINK_ENT6 details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT7

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 2869 HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	1877503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_FSCSI0

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 2870 HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	1877504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_FSCSI1

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 2871 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	1877504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_FSCSI2

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 2872 HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	1877504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_HSBN**Table 2873** HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	1877506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 2873 HOST_LINK_HSBN details

Name	Value/Description
Remark	

HOST_LINK_IC**Table 2874** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	1877507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_SAN**Table 2875** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	1877508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_TAPE**Table 2876** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2

Table 2876 HOST_LINK_TAPE details

Name	Value/Description
Specific Problem	1877509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_ERR**Table 2877** HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR
Event Type	10
Specific Problem	1878113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2878 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	1878111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Contact your local Comverse Support team.

Table 2878 HOST_MEMORY_USE details

Name	Value/Description
Remark	

HOST_PROCESS_<id>**Table 2879** HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	1878311
Message Text	Process Failures
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_PS_0

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 2880 HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	1877500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared.

HOST_PS_1

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 2881 HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1

Table 2881 HOST_PS_1 details

Name	Value/Description
Event Type	3
Specific Problem	1877500
Message Text	Power Supply Unit (1) failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared.

HOST_PS_2

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 2882 HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	1877500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	Alarm must be manually cleared.

HOST_PS_3

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 2883 HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	1877500
Message Text	Power Supply Unit (3) failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 2883 HOST_PS_3 details

Name	Value/Description
Remark	Alarm must be manually cleared.

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2884 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	1878112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPA**Table 2885** SAN_LINK_SPA details

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	1877608
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPA0**Table 2886** SAN_LINK_SPA0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA0

Table 2886 SAN_LINK_SPA0 details

Name	Value/Description
Event Type	2
Specific Problem	1877604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPA1**Table 2887** SAN_LINK_SPA1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	1877604
Message Text	Port 0 on FC SW-B is offline.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPB**Table 2888** SAN_LINK_SPB details

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	1877608
Message Text	Paths to SP B are down.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPB0**Table 2889** SAN_LINK_SPB0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB0
Event Type	2
Specific Problem	1877604
Message Text	Port 1 on FC SW-A is offline.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_SPB1**Table 2890** SAN_LINK_SPB1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	1877604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_TAPE**Table 2891** SAN_LINK_TAPE details

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2
Specific Problem	1877609
Message Text	Port 4 and Port 5 on FC SW-A are offline.

Table 2891 SAN_LINK_TAPE details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_TD1**Table 2892 SAN_LINK_TD1 details**

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2
Specific Problem	1877604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SAN_LINK_TD2**Table 2893 SAN_LINK_TD2 details**

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2
Specific Problem	1877604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_APP_RAGENT

Table 2894 SDP_APP_RAGENT details

Name	Value/Description
Event Identifier	SDP_APP_RAGENT
Event Type	2
Specific Problem	1877120
Message Text	Recharge Agent has failed
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_APP_RPXY**Table 2895** SDP_APP_RPXY details

Name	Value/Description
Event Identifier	SDP_APP_RPXY
Event Type	2
Specific Problem	1877120
Message Text	Recharge Proxy has failed
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_DB_<process>**Table 2896** SDP_DB_<process> details

Name	Value/Description
Event Identifier	SDP_DB_<process>
Event Type	2
Specific Problem	1877220
Message Text	One of the DB instances or listener has failed
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 2896 SDP_DB_<process> details

Name	Value/Description
Remark	

SDP_RRT_DATAPUMP_FAILURE

This indicates that for some reason the datapump (impdp or expdp) operations have failed. The message will indicate the location of the log files from those processes which will need to be reviewed to determine the nature of the problem.

Table 2897 SDP_RRT_DATAPUMP_FAILURE details

Name	Value/Description
Event Identifier	SDP_RRT_DATAPUMP_FAILURE
Event Type	10
Specific Problem	1879006
Message Text	
Additional Information	Datapump operation failed: <details>
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_RRT_HIST_DOWN

This alarm indicates that the application is unable to perform tasks involving the history database. During extraction operations this condition prevents the re-extraction of records located on the history DB and represents a restriction on extraction re

Table 2898 SDP_RRT_HIST_DOWN details

Name	Value/Description
Event Identifier	SDP_RRT_HIST_DOWN
Event Type	10
Specific Problem	1879001
Message Text	
Additional Information	Cannot connect to History DB - server_id = <server_id>
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_RRT_LONG_EXTRACTION

This indicates that the extraction process currently is taking longer than the insertion. This is typically caused by the extraction process not running for an extended period of time. This problem should resolve its self as the load reduces.

Table 2899 SDP_RRT_LONG_EXTRACTION details

Name	Value/Description
Event Identifier	SDP_RRT_LONG_EXTRACTION
Event Type	10
Specific Problem	1879011
Message Text	
Additional Information	Extraction interval exceeded
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_RRT_PURGE_DISABLED

This alarm indicates that the application is running with a configuration or in a mode that prevents daily purge from occurring. Restart of the application will be required to correct the problem. Alarm will clear after restart. Application logs will c

Table 2900 SDP_RRT_PURGE_DISABLED details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_DISABLED
Event Type	10
Specific Problem	1879002
Message Text	
Additional Information	Daily data purge from rating DB is currently disabled either by configuration or command line option. Process restart will be required.
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_RRT_PURGE_FAILURE

This class of alarms indicates that the daily purge process has failed unexpectedly. Typically this would be due to a failure in the oracle datapump applications due to things like directories full or database failures.

Table 2901 SDP_RRT_PURGE_FAILURE details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_FAILURE

Table 2901 SDP_RRT_PURGE_FAILURE details

Name	Value/Description
Event Type	10
Specific Problem	1879003
Message Text	
Additional Information	Daily Purge Failure. Estimated time before retry: <retry_time> Details: <details>
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_RRT_PURGE_MODE

This is a warning to indicate that purge of data from the rating DB is proceeding in a less efficient approach because of a problem with datapump configuration.

Table 2902 SDP_RRT_PURGE_MODE details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_MODE
Event Type	10
Specific Problem	1879004
Message Text	
Additional Information	Purge mode is not mode 1 - datapump. Reason: <reason>
Corrective Action	Contact your local Comverse Support team.
Remark	

SDP_RRT_PURGE_RUNNING

This is an informational message that indicates when the purge thread is running.

Table 2903 SDP_RRT_PURGE_RUNNING details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_RUNNING
Event Type	10
Specific Problem	1879005
Message Text	
Additional Information	Purge is currently running

Table 2903 SDP_RRT_PURGE_RUNNING details

Name	Value/Description
Corrective Action	Contact your local Comverse Support team.
Remark	

SPA_LINK_ADMIN**Table 2904** SPA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	1877710
Message Text	SP-A is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 2905** SPA_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	1877704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

SPB_LINK_ADMIN**Table 2906** SPB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN

Table 2906 SPB_LINK_ADMIN details

Name	Value/Description
Event Type	2
Specific Problem	1877710
Message Text	SP-B is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

SPB_LINK_DAE2:<bus>:<encl>**Table 2907** SPB_LINK_DAE2:<bus>:<encl> details

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	1877704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Contact your local Comverse Support team.
Remark	

SWA_FAN_0**Table 2908** SWA_FAN_0 details

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3
Specific Problem	1877601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWA_FAN_1**Table 2909** SWA_FAN_1 details

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3
Specific Problem	1877601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWA_LINK_ADMIN**Table 2910** SWA_LINK_ADMIN details

Name	Value/Description
Event Identifier	SWA_LINK_ADMIN
Event Type	2
Specific Problem	1877610
Message Text	FC SW-A is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWA_PS_0**Table 2911** SWA_PS_0 details

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3
Specific Problem	1877600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.

Table 2911 SWA_PS_0 details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWA_PS_1**Table 2912 SWA_PS_1 details**

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	1877600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWB_FAN_0**Table 2913 SWB_FAN_0 details**

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3
Specific Problem	1877601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWB_FAN_1

Table 2914 SWB_FAN_1 details

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3
Specific Problem	1877601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWB_LINK_ADMIN**Table 2915** SWB_LINK_ADMIN details

Name	Value/Description
Event Identifier	SWB_LINK_ADMIN
Event Type	2
Specific Problem	1877610
Message Text	FC SW-B is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SWB_PS_0**Table 2916** SWB_PS_0 details

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	1877600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 2916 SWB_PS_0 details

Name	Value/Description
Remark	

SWB_PS_1**Table 2917 SWB_PS_1 details**

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	1877600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2918 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	1878412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

Security Server (SECserv) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold.

Depending on the thresholds defined will determine the severity of the alarm.

Table 2919 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	1919211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2920 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	1919303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2921 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	1919411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2922 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	1919311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2923 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	1919999

Table 2923 ALERT_TEST_<name> details

Name	Value/Description
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2924 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	1919511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2925 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	1918311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2926 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	1917318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2927 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	1918005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2928 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>

Table 2928 HOST_FAN_<number> details

Name	Value/Description
Event Type	2
Specific Problem	1917101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2929 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	1918111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2930 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	1918311
Message Text	Process Failures

Table 2930 HOST_PROCESS_<id> details

Name	Value/Description
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2931 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	1917001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2932 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	1918112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 2933 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	1918412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Signaling Gateway Unit (SGU) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2934 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	1889211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 2935 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	1889303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 2936 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	1889411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 2937 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	1889311

Table 2937 ALERT_MON_<id> details

Name	Value/Description
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 2938 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	1889999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 2939 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	1889511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.

Table 2939 ALERT_WKF_<id> details

Name	Value/Description
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 2940 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	1888311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 2941 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	1887318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2942 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	1888005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 2943 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	1887101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2944 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	1888111

Table 2944 HOST_MEMORY_USE details

Name	Value/Description
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 2945 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	1888311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 2946 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	1887001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.

Table 2946 HOST_PS_<number> details

Name	Value/Description
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 2947 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	1888112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

OMNI_ASET_UNAVAILABLE**Table 2948** OMNI_ASET_UNAVAILABLE details

Name	Value/Description
Event Identifier	OMNI_ASET_UNAVAILABLE
Event Type	2
Specific Problem	1410005
Message Text	<Node Name>: ASET <ASET number> (ASET name) not available
Additional Information	<NodeName>:<ASETName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_ASP_STATE

Table 2949 OMNI_ASP_STATE details

Name	Value/Description
Event Identifier	OMNI_ASP_STATE
Event Type	2
Specific Problem	1410100
Message Text	ASP <ASP ID> rcontext <Routing context> state is down
Additional Information	<asp_id>:<rcontext>:<ssn>:<ipaddr>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_ASSOC_FAILURE**Table 2950 OMNI_ASSOC_FAILURE details**

Name	Value/Description
Event Identifier	OMNI_ASSOC_FAILURE
Event Type	2
Specific Problem	1410003
Message Text	Node Name: ASSOC <number> (<name>) is down
Additional Information	<NodeName>:<ASSOCName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LINK_FAILURE**Table 2951 OMNI_LINK_FAILURE details**

Name	Value/Description
Event Identifier	OMNI_LINK_FAILURE
Event Type	2
Specific Problem	1410002
Message Text	Node Name: Link <Link number> (<Link Name>) Failed
Additional Information	<NodeName>:<LinkName>
Corrective Action	Contact your local Comverse Support team.

Table 2951 OMNI_LINK_FAILURE details

Name	Value/Description
Remark	

OMNI_LINK_LOCAL_BLOCKED**Table 2952 OMNI_LINK_LOCAL_BLOCKED details**

Name	Value/Description
Event Identifier	OMNI_LINK_LOCAL_BLOCKED
Event Type	2
Specific Problem	1410010
Message Text	Node Name: Link <number> (<name>) locally blocked
Additional Information	<NodeName>:<LinkName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LINK_LOCAL_INHIBITED**Table 2953 OMNI_LINK_LOCAL_INHIBITED details**

Name	Value/Description
Event Identifier	OMNI_LINK_LOCAL_INHIBITED
Event Type	2
Specific Problem	1410004
Message Text	Node Name: Link <number> (<name>) local inhibited
Additional Information	<NodeName>:<LinkName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LINK_REMOTE_BLOCKED**Table 2954 OMNI_LINK_REMOTE_BLOCKED details**

Name	Value/Description
Event Identifier	OMNI_LINK_REMOTE_BLOCKED
Event Type	2

Table 2954 OMNI_LINK_REMOTE_BLOCKED details

Name	Value/Description
Specific Problem	1410008
Message Text	Node Name: Link <number> (<name>) remotely blocked
Additional Information	<NodeName>:<LinkName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LINK_REMOTE_INHIBITED**Table 2955 OMNI_LINK_REMOTE_INHIBITED details**

Name	Value/Description
Event Identifier	OMNI_LINK_REMOTE_INHIBITED
Event Type	2
Specific Problem	1410006
Message Text	Node Name: Link <number> (<name>) remote inhibited
Additional Information	<NodeName>:<LinkName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LSET_UNAVAILABLE**Table 2956 OMNI_LSET_UNAVAILABLE details**

Name	Value/Description
Event Identifier	OMNI_LSET_UNAVAILABLE
Event Type	2
Specific Problem	1410001
Message Text	<Node Name>: LSET <LSET number> (LSET name) available
Additional Information	<NodeName>:<LSETName>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_LSSN_STATE**Table 2957 OMNI_LSSN_STATE details**

Name	Value/Description
Event Identifier	OMNI_LSSN_STATE
Event Type	2
Specific Problem	1410017
Message Text	Node name: LSSN <number> <STATE>
Additional Information	<NodeName>:LSSN<number>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_RSET_CONGESTION**Table 2958 OMNI_RSET_CONGESTION details**

Name	Value/Description
Event Identifier	OMNI_RSET_CONGESTION
Event Type	2
Specific Problem	1410014
Message Text	Node Name: Route set <number> (<name>) RPC <number> Congestion level is <level>
Additional Information	<NodeName>:<RSET name>:RPC<number>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_RSET_INACCESSIBLE**Table 2959 OMNI_RSET_INACCESSIBLE details**

Name	Value/Description
Event Identifier	OMNI_RSET_INACCESSIBLE
Event Type	2
Specific Problem	1410012
Message Text	Node name: Route Set <number> (<name>) RPC <number> NOT Accessible

Table 2959 OMNI_RSET_INACCESSIBLE details

Name	Value/Description
Additional Information	<NodeName>:<RSET name>:RPC<number>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_RSSN_STATE**Table 2960 OMNI_RSSN_STATE details**

Name	Value/Description
Event Identifier	OMNI_RSSN_STATE
Event Type	2
Specific Problem	1410016
Message Text	Node name: RSSN <number> RPC <number> <STATE>
Additional Information	<NodeName>:RSSN<number>:RPC<number>
Corrective Action	Contact your local Comverse Support team.
Remark	

OMNI_SLAN_STATE**Table 2961 OMNI_SLAN_STATE details**

Name	Value/Description
Event Identifier	OMNI_SLAN_STATE
Event Type	2
Specific Problem	1410025
Message Text	<CE_Name> is Unaccessible via the Serial Lan
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SGU_ASET_UNAVAILABLE

Table 2962 SGU_ASET_UNAVAILABLE details

Name	Value/Description
Event Identifier	SGU_ASET_UNAVAILABLE
Event Type	10
Specific Problem	1883042
Message Text	The indicated Association Set is unavailable
Additional Information	
Corrective Action	ACTIVATE-ASET:ASET=<identifier>; If the Association set does not come up, check for problems in its members.
Remark	

SGU_ASSOC_UNAVAILABLE**Table 2963** SGU_ASSOC_UNAVAILABLE details

Name	Value/Description
Event Identifier	SGU_ASSOC_UNAVAILABLE
Event Type	10
Specific Problem	1883043
Message Text	The indicated Association is unavailable
Additional Information	
Corrective Action	ACTIVATE-ASSOC:ASSOC=<identifier>; If the association does not come up look for problems in IP Routing. Look first at the physical LAN itself.
Remark	

SGU_CEMEAS_CPUUSAGE**Table 2964** SGU_CEMEAS_CPUUSAGE details

Name	Value/Description
Event Identifier	SGU_CEMEAS_CPUUSAGE
Event Type	10
Specific Problem	1883064
Message Text	The indicated process is using the indicated percentage of the indicated CPU.
Additional Information	

Table 2964 SGU_CEMEAS_CPUUSAGE details

Name	Value/Description
Corrective Action	Restart the offending process
Remark	

SGU_DTCAP_ALLCLIENTCONGESTED**Table 2965** SGU_DTCAP_ALLCLIENTCONGESTED details

Name	Value/Description
Event Identifier	SGU_DTCAP_ALLCLIENTCONGESTED
Event Type	10
Specific Problem	1883029
Message Text	All SLUs registered for the indicated SSN and Application Context are congested.
Additional Information	
Corrective Action	Find out why the SLUs cannot handle the load
Remark	

SGU_DTCAP_BADIPADDRFROMSLU**Table 2966** SGU_DTCAP_BADIPADDRFROMSLU details

Name	Value/Description
Event Identifier	SGU_DTCAP_BADIPADDRFROMSLU
Event Type	10
Specific Problem	1883067
Message Text	The SLU is sending bad IP Addresses in the OOB Channel
Additional Information	
Corrective Action	DNA - This reports a program bug
Remark	

SGU_DTCAP_BINDFAILURE**Table 2967** SGU_DTCAP_BINDFAILURE details

Name	Value/Description
Event Identifier	SGU_DTCAP_BINDFAILURE

Table 2967 SGU_DTCAP_BINDFAILURE details

Name	Value/Description
Event Type	10
Specific Problem	1883024
Message Text	The DTCAP Router cannot bind the indicated SSN
Additional Information	
Corrective Action	OMNI is not operating correctly. Restart the CE. If this is a new installation or upgrade, verify the installation and configuration procedures.
Remark	

SGU_DTCAP_DUPSLUENTITYID**Table 2968** SGU_DTCAP_DUPSLUENTITYID details

Name	Value/Description
Event Identifier	SGU_DTCAP_DUPSLUENTITYID
Event Type	10
Specific Problem	1883028
Message Text	There are two possible causes of this alarm: 1) Two SLUs are configured with the same Client (SLU) ID. This alarm is generated when the second SLU of the pair registers. 2) Two SLU DTCAP Entities on the same SLU are configured with the same Client (SLU) ID and the same Entity ID.
Additional Information	

Table 2968 SGU_DTCAP_DUPSLUENTITYID details

Name	Value/Description
Corrective Action	<p>If the cause of the alarm is Cause 1, take the following actions:</p> <p>Take down the SLU at the indicated IP Address immediately. The alarm should clear in 30 seconds to one minute following this action. If more than two SLUs are configured with the same SLU ID, then the alarm will immediately raised again with another SLU IP Address.</p> <p>The offending configuration item will occur in one of the following files in the Distributed File System:</p> <p>db.IP.ina.???pri db.IP.ind.???pri db.IP.usss_ipf.???pri db.IP.wina.202.pri</p> <p>The offending configuration will appear in the respective files as one of the following commands:</p> <p>SET-INA:SLU_ID=?; SET-IND:SLU_ID=?; SET-USSD:SLU_ID=?; SET-WINA:SLU_ID=?;</p> <p>Insure that "SLU_ID" is identical in all db.IP... files at the same SLU. that the values assigned to "SLU_ID" are different for all SLUs. When all db files are repaired, bring the repaired SLUs online one by one.</p> <p>If the cause of the alarm is Cause 2, take the following actions:</p> <p>Take down the SLU at the indicated IP Address immediately. The alarm should clear in 30 seconds to one minute following this action.</p> <p>The offending configuration item will occur in one of the following files in the Distributed File System:</p> <p>db.IP.ina.???pri db.IP.ind.???pri db.IP.usss_ipf.???pri db.IP.wina.202.pri</p> <p>The offending configuration will appear in the respective files as one of the following commands:</p> <p>SET-INA:ENTITY_ID=?; SET-IND:ENTITY_ID=?; SET-USSD:ENTITY_ID=?; SET-WINA:ENTITY_ID=?;</p> <p>Insure that "ENTITY_ID" is different in all db.IP... files at the same SLU.</p>
Remark	

SGU_DTCAP_HEARTBEATREGAINED

Table 2969 SGU_DTCAP_HEARTBEATREGAINED details

Name	Value/Description
Event Identifier	SGU_DTCAP_HEARTBEATREGAINED
Event Type	10
Specific Problem	1883020
Message Text	The SLU heartbeat is regained subsequent to reporting SGU_DTCAP_HeartBeatTimeout and before reporting SGU_DTCAP_SluUnresponsive
Additional Information	
Corrective Action	The status has gone back to normal. No action is necessary
Remark	

SGU_DTCAP_HEARTBEATSILENT**Table 2970** SGU_DTCAP_HEARTBEATSILENT details

Name	Value/Description
Event Identifier	SGU_DTCAP_HEARTBEATSILENT
Event Type	10
Specific Problem	1883019
Message Text	The SGU has missed a periodic heartbet from a registered SLU. In addition, no other traffic has been received from the SLU in the heartbeat period.
Additional Information	
Corrective Action	This is trace info only. The condition is not significant until it transitions to SGU_DTCAP_SluUnresponsive
Remark	

SGU_DTCAP_HEARTBEATTIMEOUT**Table 2971** SGU_DTCAP_HEARTBEATTIMEOUT details

Name	Value/Description
Event Identifier	SGU_DTCAP_HEARTBEATTIMEOUT
Event Type	10
Specific Problem	1883018
Message Text	The SGU has missed a periodic heartbet from a registered SLU

Table 2971 SGU_DTCAP_HEARTBEATTIMEOUT details

Name	Value/Description
Additional Information	
Corrective Action	This is trace info only. The condition is not significant until it transitions to SGU_DTCAP_SluUnresponsive
Remark	

SGU_DTCAP_IPADDRMISMATCH**Table 2972** SGU_DTCAP_IPADDRMISMATCH details

Name	Value/Description
Event Identifier	SGU_DTCAP_IPADDRMISMATCH
Event Type	10
Specific Problem	1883016
Message Text	Two SLUs talking to the reporting SGU are configured with mthe same SLU ID
Additional Information	
Corrective Action	The SLU at the reported UDP Socket is attempting to register with the SGU. As part of the DTCAP Protocol, the SLU reports his Active CE IP Address and his Standby CE IP Address (if configured as Active/Hot Standby). This event is generated if the Originating IP Address in the inbound IP PDU does not match either of the reported addresses. Its occurrence causes the SGU_INVALID_OOB alarm to be raised.
Remark	

SGU_DTCAP_NOCLIENTREGISTERED**Table 2973** SGU_DTCAP_NOCLIENTREGISTERED details

Name	Value/Description
Event Identifier	SGU_DTCAP_NOCLIENTREGISTERED
Event Type	10
Specific Problem	1883067
Message Text	No SLU Side Client is currently registered with SLU
Additional Information	
Corrective Action	Determine if all SLUs in the indicated SGU Cluster are, in fact, down. If so, determine the SLU side problem and correct it. If not, check for problems on the HSBN.

Table 2973 SGU_DTCAP_NOCLIENTREGISTERED details

Name	Value/Description
Remark	

SGU_DTCAP_REGISTRATION**Table 2974** SGU_DTCAP_REGISTRATION details

Name	Value/Description
Event Identifier	SGU_DTCAP_REGISTRATION
Event Type	10
Specific Problem	1883017
Message Text	The SGU sees a duplicate or malformed registration from an SGU.
Additional Information	
Corrective Action	This event should never be reported in the field. If it is seen, report it to RTBS engineering.
Remark	

SGU_DTCAP_SLUSWITCHOVER**Table 2975** SGU_DTCAP_SLUSWITCHOVER details

Name	Value/Description
Event Identifier	SGU_DTCAP_SLUSWITCHOVER
Event Type	10
Specific Problem	1883023
Message Text	The Ces at a dual CE SLU have switched over
Additional Information	
Corrective Action	The Ces at a dual CE SLU have switched over
Remark	

SGU_DTCAP_SLUUNRESPONSIVE**Table 2976** SGU_DTCAP_SLUUNRESPONSIVE details

Name	Value/Description
Event Identifier	SGU_DTCAP_SLUUNRESPONSIVE

Table 2976 SGU_DTCAP_SLUUNRESPONSIVE details

Name	Value/Description
Event Type	10
Specific Problem	1883022
Message Text	An SLU that was registered with an SGU has gone down
Additional Information	
Corrective Action	The indicated SLU has gone down or the ethernet has failed. Determine which and fix it.
Remark	

SGU_DTCAP_SLU_HASREGISTERED**Table 2977** SGU_DTCAP_SLU_HASREGISTERED details

Name	Value/Description
Event Identifier	SGU_DTCAP_SLU_HASREGISTERED
Event Type	10
Specific Problem	1883021
Message Text	A new SLU has registered
Additional Information	
Corrective Action	DNA - This is trace info only.
Remark	

SGU_DTCAP_SSN_BOUND**Table 2978** SGU_DTCAP_SSN_BOUND details

Name	Value/Description
Event Identifier	SGU_DTCAP_SSN_BOUND
Event Type	10
Specific Problem	1883025
Message Text	The DTCAP Router has successfully bound to the OMNI SS7 Stack for the indicated SSN.
Additional Information	
Corrective Action	This is correct behavior

Table 2978 SGU_DTCAP_SSN_BOUND details

Name	Value/Description
Remark	

SGU_DTCAP_SSN_UNBOUND**Table 2979** SGU_DTCAP_SSN_UNBOUND details

Name	Value/Description
Event Identifier	SGU_DTCAP_SSN_UNBOUND
Event Type	10
Specific Problem	1883026
Message Text	The DTCAP Router has successfully unbound from the OMNI SS7 Stack for the indicated SSN after all SLUs registered for that SSN have become unresponsive.
Additional Information	
Corrective Action	This is correct behavior. If the SLU(s) should not have gone down, locate the SLU side, or HSBN, problem.
Remark	

SGU_DTCAP_TERM_BADCFG**Table 2980** SGU_DTCAP_TERM_BADCFG details

Name	Value/Description
Event Identifier	SGU_DTCAP_TERM_BADCFG
Event Type	10
Specific Problem	1883027
Message Text	The DTCAP Router has terminated after reading a bad configuration file.
Additional Information	
Corrective Action	Fix dtcap.cfg.<shm>
Remark	

SGU_IPCMEAS_INVMSG**Table 2981** SGU_IPCMEAS_INVMSG details

Name	Value/Description
Event Identifier	SGU_IPCMEAS_INVMSG

Table 2981 SGU_IPCMEAS_INVMSG details

Name	Value/Description
Event Type	10
Specific Problem	1883000
Message Text	Invalid message type received by measlib
Additional Information	
Corrective Action	This is an illogical program condition. It should be reported to R&D.
Remark	

SGU_IPNM_BACKUPEND**Table 2982** SGU_IPNM_BACKUPEND details

Name	Value/Description
Event Identifier	SGU_IPNM_BACKUPEND
Event Type	10
Specific Problem	1883060
Message Text	Automatic backup is complete for the indicated node
Additional Information	
Corrective Action	Info only
Remark	

SGU_IPNM_BACKUPFAIL**Table 2983** SGU_IPNM_BACKUPFAIL details

Name	Value/Description
Event Identifier	SGU_IPNM_BACKUPFAIL
Event Type	10
Specific Problem	1883059
Message Text	Automatic backup has failed for the indicated node
Additional Information	
Corrective Action	Info only
Remark	

SGU_IPNM_BACKUPSTART**Table 2984** SGU_IPNM_BACKUPSTART details

Name	Value/Description
Event Identifier	SGU_IPNM_BACKUPSTART
Event Type	10
Specific Problem	1883058
Message Text	Automatic backup is started for the indicated node
Additional Information	
Corrective Action	Info only
Remark	

SGU_IPNM_FAILUREREASON**Table 2985** SGU_IPNM_FAILUREREASON details

Name	Value/Description
Event Identifier	SGU_IPNM_FAILUREREASON
Event Type	10
Specific Problem	1883066
Message Text	Reports failure of the indicate MML command as per the indicatewd gailure reason.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SGU_IPNM_FOPEN_FAIL**Table 2986** SGU_IPNM_FOPEN_FAIL details

Name	Value/Description
Event Identifier	SGU_IPNM_FOPEN_FAIL
Event Type	10
Specific Problem	1883044
Message Text	IP cannot open the indicated file for reading

Table 2986 SGU_IPNM_FOPEN_FAIL details

Name	Value/Description
Additional Information	
Corrective Action	This event is emitted immediately before restarting OMNI. It indicates a program bug or a damaged system. Check that the file specified by the -f command line argument (to ipcd) exists. Check for directory permission problems for the specified file.
Remark	

SGU_IPNM_INVALIDFILECONTENT**Table 2987** SGU_IPNM_INVALIDFILECONTENT details

Name	Value/Description
Event Identifier	SGU_IPNM_INVALIDFILECONTENT
Event Type	10
Specific Problem	1883045
Message Text	IP encountered invalid data in the indicated file.
Additional Information	
Corrective Action	Please report the occurrence of this event along with the circumstances that yielded it to system technical support.
Remark	

SGU_IPNM_MMLREJECTED**Table 2988** SGU_IPNM_MMLREJECTED details

Name	Value/Description
Event Identifier	SGU_IPNM_MMLREJECTED
Event Type	10
Specific Problem	1883054
Message Text	IPNM reports that the indicated process rejects the indicated MML Command.
Additional Information	
Corrective Action	Fix the configuration file
Remark	

SGU_IPNM_MMLSyntax**Table 2989** SGU_IPNM_MMLSyntax details

Name	Value/Description
Event Identifier	SGU_IPNM_MMLSyntax
Event Type	10
Specific Problem	1883061
Message Text	IPNM rejects the indicated mml command
Additional Information	
Corrective Action	Info only
Remark	

SGU_IPNM_MOMREADFAIL**Table 2990** SGU_IPNM_MOMREADFAIL details

Name	Value/Description
Event Identifier	SGU_IPNM_MOMREADFAIL
Event Type	10
Specific Problem	1883051
Message Text	A MOM Read has failed in IPNM
Additional Information	
Corrective Action	Diagnostic trace only
Remark	

SGU_IPNM_MOMWRITEFAIL**Table 2991** SGU_IPNM_MOMWRITEFAIL details

Name	Value/Description
Event Identifier	SGU_IPNM_MOMWRITEFAIL
Event Type	10
Specific Problem	1883052
Message Text	A MOM Write of the indicated type and to the indicated destination has failed.

Table 2991 SGU_IPNM_MOMWRITEFAIL details

Name	Value/Description
Additional Information	
Corrective Action	Diagnostic trace only
Remark	

SGU_IPNM_OPENFAIL**Table 2992** SGU_IPNM_OPENFAIL details

Name	Value/Description
Event Identifier	SGU_IPNM_OPENFAIL
Event Type	10
Specific Problem	1883053
Message Text	IPNM cannot open the file of the indicated type and name
Additional Information	
Corrective Action	Diagnostic trace only
Remark	

SGU_IPNM_SHUT**Table 2993** SGU_IPNM_SHUT details

Name	Value/Description
Event Identifier	SGU_IPNM_SHUT
Event Type	10
Specific Problem	1883055
Message Text	The indicated node is shutting down
Additional Information	
Corrective Action	Info only
Remark	

SGU_IPNM_STARTABORT

Table 2994 SGU_IPNM_STARTABORT details

Name	Value/Description
Event Identifier	SGU_IPNM_STARTABORT
Event Type	10
Specific Problem	1883057
Message Text	Startup is aborted for the indicated node
Additional Information	
Corrective Action	Info only
Remark	

SGU_IP_PROCSTOPPED**Table 2995** SGU_IP_PROCSTOPPED details

Name	Value/Description
Event Identifier	SGU_IP_PROCSTOPPED
Event Type	10
Specific Problem	1883050
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

SGU_LNK_CONGESTED**Table 2996** SGU_LNK_CONGESTED details

Name	Value/Description
Event Identifier	SGU_LNK_CONGESTED
Event Type	10
Specific Problem	1883033
Message Text	
Additional Information	
Corrective Action	Either one or more links in the set are not up or there is a problem in link and link set allocation and configuration.

Table 2996 SGU_LNK_CONGESTED details

Name	Value/Description
Remark	

SGU_LNK_UNAVAILABLE**Table 2997** SGU_LNK_UNAVAILABLE details

Name	Value/Description
Event Identifier	SGU_LNK_UNAVAILABLE
Event Type	10
Specific Problem	1883032
Message Text	
Additional Information	
Corrective Action	ACTIVATE-SLK:SLK=<identifier>; If the link does not come up, determine the problem with the physical circuit (including connections).
Remark	

SGU_LSET_CONGESTED**Table 2998** SGU_LSET_CONGESTED details

Name	Value/Description
Event Identifier	SGU_LSET_CONGESTED
Event Type	10
Specific Problem	1883031
Message Text	The Indicate Link Set is congested
Additional Information	
Corrective Action	Either one or more links in the set are not up or there is a problem in link and link set allocation and configuration.
Remark	

SGU_LSET_UNAVAILABLE**Table 2999** SGU_LSET_UNAVAILABLE details

Name	Value/Description
Event Identifier	SGU_LSET_UNAVAILABLE

Table 2999 SGU_LSET_UNAVAILABLE details

Name	Value/Description
Event Type	10
Specific Problem	1883030
Message Text	The indicate Link Set is unavailable
Additional Information	
Corrective Action	ACTIVATE-LSET:LSET=<identifier>; If the LSET does not come up, check for problems with the individual links.
Remark	

SGU_LSSN_CONGESTED**Table 3000** SGU_LSSN_CONGESTED details

Name	Value/Description
Event Identifier	SGU_LSSN_CONGESTED
Event Type	10
Specific Problem	1883035
Message Text	The indicate link is congested
Additional Information	
Corrective Action	This condition should never be reported at the SGU. This alarm simply mirrors the status produced by OMNI. This status should never be displayed.
Remark	

SGU_LSSN_UNAVAILABLE**Table 3001** SGU_LSSN_UNAVAILABLE details

Name	Value/Description
Event Identifier	SGU_LSSN_UNAVAILABLE
Event Type	10
Specific Problem	1883034
Message Text	The indicated Link is inavailable
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 3001 SGU_LSSN_UNAVAILABLE details

Name	Value/Description
Remark	

SGU_MM_FWRITE**Table 3002** SGU_MM_FWRITE details

Name	Value/Description
Event Identifier	SGU_MM_FWRITE
Event Type	10
Specific Problem	1883003
Message Text	MEAS_MANAGER encountered an error in appending to a Dffile.
Additional Information	
Corrective Action	This is an illogical program condition. It should be reported to R&D.
Remark	

SGU_MM_INVMSG**Table 3003** SGU_MM_INVMSG details

Name	Value/Description
Event Identifier	SGU_MM_INVMSG
Event Type	10
Specific Problem	1883062
Message Text	Measurements Manager has received an invalid message of the indicated type from the indicated originator.
Additional Information	
Corrective Action	Report to R&D
Remark	

SGU_MM_NOTFOUND

Table 3004 SGU_MM_NOTFOUND details

Name	Value/Description
Event Identifier	SGU_MM_NOTFOUND
Event Type	10
Specific Problem	1883063
Message Text	Measurements Manager does not recognize the Measurements Set specified in a CHANGE-MEASSET-PERIOD command
Additional Information	
Corrective Action	Info only
Remark	

SGU_RPC_CONGESTED**Table 3005** SGU_RPC_CONGESTED details

Name	Value/Description
Event Identifier	SGU_RPC_CONGESTED
Event Type	10
Specific Problem	1883039
Message Text	The indicate Remote Point Code is congested
Additional Information	
Corrective Action	Determine the problem at the Remote Point Code
Remark	

SGU_RPC_UNAVAILABLE**Table 3006** SGU_RPC_UNAVAILABLE details

Name	Value/Description
Event Identifier	SGU_RPC_UNAVAILABLE
Event Type	10
Specific Problem	1883038
Message Text	The indicated Remote Point Code is unavailable
Additional Information	

Table 3006 SGU_RPC_UNAVAILABLE details

Name	Value/Description
Corrective Action	Determine the problem at the Remote Point Code
Remark	

SGU_RSET_CONGESTED**Table 3007** SGU_RSET_CONGESTED details

Name	Value/Description
Event Identifier	SGU_RSET_CONGESTED
Event Type	10
Specific Problem	1883041
Message Text	The indicated Rout Set is congested
Additional Information	
Corrective Action	Determine if any routes in the set are not available and why.
Remark	

SGU_RSET_UNAVAILABLE**Table 3008** SGU_RSET_UNAVAILABLE details

Name	Value/Description
Event Identifier	SGU_RSET_UNAVAILABLE
Event Type	10
Specific Problem	1883040
Message Text	The indicated Route Set is unavailable
Additional Information	
Corrective Action	Determine the problem for each adjacent signalling point for each route in the set.
Remark	

SGU_RSSN_CONGESTED**Table 3009** SGU_RSSN_CONGESTED details

Name	Value/Description
Event Identifier	SGU_RSSN_CONGESTED

Table 3009 SGU_RSSN_CONGESTED details

Name	Value/Description
Event Type	10
Specific Problem	1883037
Message Text	The indicate Remote SSN is congested
Additional Information	
Corrective Action	Determine if there is a problem at the Remote SSN.
Remark	

SGU_RSSN_UNAVAILABLE**Table 3010** SGU_RSSN_UNAVAILABLE details

Name	Value/Description
Event Identifier	SGU_RSSN_UNAVAILABLE
Event Type	10
Specific Problem	1883036
Message Text	The Indicated Remote SSN is unavailable
Additional Information	
Corrective Action	Determine the problem at the Remote SSN
Remark	

SGU_XNTPMON_SYNCHERROR**Table 3011** SGU_XNTPMON_SYNCHERROR details

Name	Value/Description
Event Identifier	SGU_XNTPMON_SYNCHERROR
Event Type	10
Specific Problem	1883065
Message Text	A clock synchronization error has been detected.
Additional Information	
Corrective Action	First check whether this CE can communicate with its XNTP server by using the ping command. The IP address of the XNTP server can be found in \$OMNI_HOME/xntp/ntp.conf. If the XNTP server is up and running then check the syslog in /usr/adm/syslog for any error logged by xntpd.

Table 3011 SGU_XNTPMON_SYNCHERROR details

Name	Value/Description
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 3012 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	1888412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Trivnet Application Tier (TRVNT-APP) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3013 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	2359211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.

Table 3013 ALERT_FS_<filesystem> details

Name	Value/Description
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 3014 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	2359303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 3015 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	2359411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 3016 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	2359311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 3017 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	2359999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 3018 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>

Table 3018 ALERT_WKF_<id> details

Name	Value/Description
Event Type	10
Specific Problem	2359511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 3019 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	2358311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 3020 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	2357318
Message Text	File Transfer connection failure
Additional Information	

Table 3020 FTP_<Operation>_<IP Address> details

Name	Value/Description
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3021 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	2358005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 3022 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	2357101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3023 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	2358111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 3024 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	2358311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 3025 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>

Table 3025 HOST_PS_<number> details

Name	Value/Description
Event Type	2
Specific Problem	2357001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3026 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	2358112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 3027 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	2358412
Message Text	UPM Status could not be determined

Table 3027 UNKNOWN_UPM_STATUS details

Name	Value/Description
Additional Information	
Corrective Action	Check the UPM state
Remark	

Trivnet Web Tier (TRVNT-WEB) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3028 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	2349211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 3029 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	2349303

Table 3029 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 3030 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	2349411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 3031 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	2349311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.

Table 3031 ALERT_MON_<id> details

Name	Value/Description
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 3032 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	2349999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 3033 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	2349511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 3034 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	2348311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 3035 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	2347318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3036 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	2348005
Message Text	Load Average has exceeded warning or critical threshold.

Table 3036 HOST_CPU_LOAD details

Name	Value/Description
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 3037 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	2347101
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3038 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	2348111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization

Table 3038 HOST_MEMORY_USE details

Name	Value/Description
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 3039 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	2348311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 3040 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	2347001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3041 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	2348112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 3042 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	2348412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

SUN Managed Components

Billing Server (BILLING) Alarm Details

ALERT_FS_<filesystem>

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold.

Depending on the thresholds defined will determine the severity of the alarm.

Table 3043 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10
Specific Problem	3469211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 3044 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	3469303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 3045 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	3469411
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 3046 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	3469311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_ORACLE_<alertid>**Table 3047** ALERT_ORACLE_<alertid> details

Name	Value/Description
Event Identifier	ALERT_ORACLE_<alertid>
Event Type	10
Specific Problem	3468211
Message Text	Oracle Alerts.

Table 3047 ALERT_ORACLE_<alertid> details

Name	Value/Description
Additional Information	<oracle alert id>, <oracle alert message>
Corrective Action	Check Oracle alert logs for the Oracle Error in the alarm. The oracle error code will determine what corrective action to perform.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 3048 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	3463469
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 3049 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	3469511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_ERROR_RATE

This indicates that an unusually high error rate is causing throughput to degrade. By changing the recommended batch size throughput can be better maximized until the source of the error data can be corrected.

Table 3050 APP_ERROR_RATE details

Name	Value/Description
Event Identifier	APP_ERROR_RATE
Event Type	10
Specific Problem	3467703
Message Text	
Additional Information	Error rate is too high for efficient processing with a batch size of <batch>. It is recommended that the BATCH_INSERT_SIZE system_paramter be reduced to <new_size>.
Corrective Action	Reduce the BATCH_INSERT_SIZE setting, then refresh (kill -USR2) or restart the process. Investigate and resolve the data errors, resolve that problem, then increase the BATCH_INSERT_SIZE again.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 3051 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	3468311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

APP_PROCESS_DUPLICATE

This error is caused when an application is started 2 or more times with the same process instance name. This can cause a variety of problems including but not limited to process hanging and duplicate usage events.

Table 3052 APP_PROCESS_DUPLICATE details

Name	Value/Description
Event Identifier	APP_PROCESS_DUPLICATE
Event Type	10
Specific Problem	3467708
Message Text	
Additional Information	Two or more processes are currently running with the same process name. Indicates that a new process with the same name has just been started.
Corrective Action	Stop the older duplicate process
Remark	

APP_PROCESS_HUNG

This error indicates that one or more threads in the process reported active status, but have not updated the status again since that time. The threads are now believed to be hung and the severity of the issue will increase the longer the threads are hung.

Table 3053 APP_PROCESS_HUNG details

Name	Value/Description
Event Identifier	APP_PROCESS_HUNG
Event Type	10
Specific Problem	3467707
Message Text	
Additional Information	A thread inside the process appears to be hung: Currently the thread has been non responsive for <time>
Corrective Action	Process requires a restart to clear this error
Remark	

BILL_LTP_TRANSFER_LATENCY

Transfer latency is higher than designed. There most likely are data problems that need to be resolved. Alternatively the LTP process might not have been running for a period of time and the large latency is being reported. You can start other instances of LTP to help process the backlog or you can wait for LTP processing to catch up.

Table 3054 BILL_LTP_TRANSFER_LATENCY details

Name	Value/Description
Event Identifier	BILL_LTP_TRANSFER_LATENCY
Event Type	10
Specific Problem	3467706

Table 3054 BILL_LTP_TRANSFER_LATENCY details

Name	Value/Description
Message Text	
Additional Information	Transfer Latency is longer than desired.
Corrective Action	This problem should self correct during periods of lower load. If the issue was caused by LTP not running for a period of time or that load is exceeding the capacity of a single LTP process, start another LTP process to help process the load. If this is a sustained and recurring issue increase the number of threads/nodes inside the primary LTP process.
Remark	

BU_DRV_<slot>**Table 3055** BU_DRV_<slot> details

Name	Value/Description
Event Identifier	BU_DRV_<slot>
Event Type	4
Specific Problem	3468902
Message Text	Fan or Drive (Bay 0) on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_FAN_<slot>**Table 3056** BU_FAN_<slot> details

Name	Value/Description
Event Identifier	BU_FAN_<slot>
Event Type	3
Specific Problem	3468901
Message Text	Fan or Drive Bay on the Backup Unit has failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

BU_LINK_ADMIN**Table 3057** BU_LINK_ADMIN details

Name	Value/Description
Event Identifier	BU_LINK_ADMIN
Event Type	2
Specific Problem	3468910
Message Text	Backup Unit is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_OPR_ERR**Table 3058** BU_OPR_ERR details

Name	Value/Description
Event Identifier	BU_OPR_ERR
Event Type	10
Specific Problem	3468911
Message Text	See additional info.
Additional Information	
Corrective Action	Check Tape Library
Remark	

BU_PS_<slot>**Table 3059** BU_PS_<slot> details

Name	Value/Description
Event Identifier	BU_PS_<slot>
Event Type	3
Specific Problem	3468900
Message Text	Power Supply on the Backup Unit has failed.

Table 3059 BU_PS_<slot> details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

BU_SMC_<slot>**Table 3060** BU_SMC_<slot> details

Name	Value/Description
Event Identifier	BU_SMC_<slot>
Event Type	4
Specific Problem	3468905
Message Text	SMC has failed or not usable.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

BU_TAPE_<slot>**Table 3061** BU_TAPE_<slot> details

Name	Value/Description
Event Identifier	BU_TAPE_<slot>
Event Type	4
Specific Problem	3467902
Message Text	Tape Cartridge is missing or not usable.
Additional Information	Tape Cartridge with barcode %BARCODE% is missing from slot %SLOT%
Corrective Action	Contact your local Comverse Support team.
Remark	

DAE2:<bus>:<encl>_DISK_<disk>

Table 3062 DAE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	3467802
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DAE2:<bus>:<encl>_FAN_A**Table 3063** DAE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	3467801
Message Text	Power Supply Unit (A) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DAE2:<bus>:<encl>_FAN_B**Table 3064** DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	3467801
Message Text	Power Supply Unit (B) on DAE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required

Table 3064 DAE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Remark	

DAE2:<bus>:<encl>_LCC_A**Table 3065** DAE2:<bus>:<encl>_LCC_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_A
Event Type	4
Specific Problem	3467805
Message Text	Link Control Card (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_LCC_B**Table 3066** DAE2:<bus>:<encl>_LCC_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_LCC_B
Event Type	4
Specific Problem	3467805
Message Text	Link Control Card (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Link Controller is required
Remark	

DAE2:<bus>:<encl>_PS_A**Table 3067** DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_A
Event Type	3

Table 3067 DAE2:<bus>:<encl>_PS_A details

Name	Value/Description
Specific Problem	3467800
Message Text	Power Supply Unit (A) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DAE2:<bus>:<encl>_PS_B**Table 3068** DAE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DAE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	3467800
Message Text	Power Supply Unit (B) on DAE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DB_PROCESS_<id>**Table 3069** DB_PROCESS_<id> details

Name	Value/Description
Event Identifier	DB_PROCESS_<id>
Event Type	10
Specific Problem	3468311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

DB_TRANS_FAILED**Table 3070** DB_TRANS_FAILED details

Name	Value/Description
Event Identifier	DB_TRANS_FAILED
Event Type	10
Specific Problem	3466012
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

DPE2:<bus>:<encl>_DISK_<disk>**Table 3071** DPE2:<bus>:<encl>_DISK_<disk> details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_DISK_<disk>
Event Type	4
Specific Problem	3467702
Message Text	Disk failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>, Disk:<disk>
Corrective Action	Replacement of the Disk is required
Remark	

DPE2:<bus>:<encl>_FAN_A**Table 3072** DPE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_A
Event Type	3
Specific Problem	3467701
Message Text	Power Supply Unit (A) on DPE failed or missing.

Table 3072 DPE2:<bus>:<encl>_FAN_A details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_FAN_B**Table 3073** DPE2:<bus>:<encl>_FAN_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_FAN_B
Event Type	3
Specific Problem	3467701
Message Text	Power Supply Unit (B) on DPE failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Fan is required
Remark	

DPE2:<bus>:<encl>_PS_A**Table 3074** DPE2:<bus>:<encl>_PS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_A
Event Type	3
Specific Problem	3467700
Message Text	Power Supply Unit (A) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_PS_B

Table 3075 DPE2:<bus>:<encl>_PS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_PS_B
Event Type	3
Specific Problem	3467700
Message Text	Power Supply Unit (B) on DPE failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the Power Supply is required
Remark	

DPE2:<bus>:<encl>_SPS_A**Table 3076** DPE2:<bus>:<encl>_SPS_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_A
Event Type	3
Specific Problem	3467700
Message Text	Standby Power Supply (A) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required
Remark	

DPE2:<bus>:<encl>_SPS_B**Table 3077** DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SPS_B
Event Type	3
Specific Problem	3467700
Message Text	Standby Power Supply (B) failed or not powered on.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the supplemental power supply is required

Table 3077 DPE2:<bus>:<encl>_SPS_B details

Name	Value/Description
Remark	

DPE2:<bus>:<encl>_SP_A**Table 3078** DPE2:<bus>:<encl>_SP_A details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_A
Event Type	4
Specific Problem	3467705
Message Text	Storage Processor (A) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DPE2:<bus>:<encl>_SP_B**Table 3079** DPE2:<bus>:<encl>_SP_B details

Name	Value/Description
Event Identifier	DPE2:<bus>:<encl>_SP_B
Event Type	4
Specific Problem	3467705
Message Text	Storage Processor (B) failed or missing.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Replacement of the CPU is required
Remark	

DWH_ACTIVITY_LOG**Table 3080** DWH_ACTIVITY_LOG details

Name	Value/Description
Event Identifier	DWH_ACTIVITY_LOG
Event Type	10

Table 3080 DWH_ACTIVITY_LOG details

Name	Value/Description
Specific Problem	3467014
Message Text	
Additional Information	Unable to Retrieve Activity Log from SDP
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_CON**Table 3081** DWH_FTP_CON details

Name	Value/Description
Event Identifier	DWH_FTP_CON
Event Type	10
Specific Problem	3467008
Message Text	
Additional Information	Failed to Connect to CFS
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_CONN**Table 3082** DWH_FTP_CONN details

Name	Value/Description
Event Identifier	DWH_FTP_CONN
Event Type	10
Specific Problem	3467016
Message Text	
Additional Information	Failed to connect for FTP of template file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_LOW**Table 3083** DWH_FTP_LOW details

Name	Value/Description
Event Identifier	DWH_FTP_LOW
Event Type	10
Specific Problem	3467008
Message Text	
Additional Information	Failed to Connect to CFS
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_MIS**Table 3084** DWH_FTP_MIS details

Name	Value/Description
Event Identifier	DWH_FTP_MIS
Event Type	10
Specific Problem	3467011
Message Text	
Additional Information	File missing or incorrect ext
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_ORA**Table 3085** DWH_FTP_ORA details

Name	Value/Description
Event Identifier	DWH_FTP_ORA
Event Type	10
Specific Problem	3467002
Message Text	

Table 3085 DWH_FTP_ORA details

Name	Value/Description
Additional Information	Unable To Connect to Oracle
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_STA**Table 3086** DWH_FTP_STA details

Name	Value/Description
Event Identifier	DWH_FTP_STA
Event Type	10
Specific Problem	3467005
Message Text	
Additional Information	Unable To read static file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_TRNSFR**Table 3087** DWH_FTP_TRNSFR details

Name	Value/Description
Event Identifier	DWH_FTP_TRNSFR
Event Type	10
Specific Problem	3467015
Message Text	
Additional Information	Failed to Tranfer template file
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_FTP_VAL

Table 3088 DWH_FTP_VAL details

Name	Value/Description
Event Identifier	DWH_FTP_VAL
Event Type	10
Specific Problem	3467010
Message Text	
Additional Information	Unable to get remote MD5
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_OND_ERR**Table 3089** DWH_OND_ERR details

Name	Value/Description
Event Identifier	DWH_OND_ERR
Event Type	10
Specific Problem	3467012
Message Text	
Additional Information	On Demand extraction error
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_PNG_ERR**Table 3090** DWH_PNG_ERR details

Name	Value/Description
Event Identifier	DWH_PNG_ERR
Event Type	2
Specific Problem	3467013
Message Text	
Additional Information	Pinger detects faulty connection
Corrective Action	Contact your local Comverse Support team.

Table 3090 DWH_PNG_ERR details

Name	Value/Description
Remark	

DWH_SCH_DYN**Table 3091** DWH_SCH_DYN details

Name	Value/Description
Event Identifier	DWH_SCH_DYN
Event Type	10
Specific Problem	3467003
Message Text	
Additional Information	Unable To Read Dynamic File
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_EXT**Table 3092** DWH_SCH_EXT details

Name	Value/Description
Event Identifier	DWH_SCH_EXT
Event Type	10
Specific Problem	3467007
Message Text	
Additional Information	Failed to Extract
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_OPN**Table 3093** DWH_SCH_OPN details

Name	Value/Description
Event Identifier	DWH_SCH_OPN
Event Type	10

Table 3093 DWH_SCH_OPN details

Name	Value/Description
Specific Problem	3467006
Message Text	
Additional Information	Unable to Open File
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_ORA**Table 3094 DWH_SCH_ORA details**

Name	Value/Description
Event Identifier	DWH_SCH_ORA
Event Type	10
Specific Problem	3467001
Message Text	
Additional Information	Unable To Connect to Oracle
Corrective Action	Contact your local Comverse Support team.
Remark	

DWH_SCH_STA**Table 3095 DWH_SCH_STA details**

Name	Value/Description
Event Identifier	DWH_SCH_STA
Event Type	10
Specific Problem	3467004
Message Text	
Additional Information	Unable To read static file
Corrective Action	Contact your local Comverse Support team.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 3096 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	3467318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CLUSTER_MAINTMODE**Table 3097** HOST_CLUSTER_MAINTMODE details

Name	Value/Description
Event Identifier	HOST_CLUSTER_MAINTMODE
Event Type	10
Specific Problem	3467111
Message Text	Cluster Monitors in maintenance mode
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_NW**Table 3098** HOST_CLUSTER_NW details

Name	Value/Description
Event Identifier	HOST_CLUSTER_NW
Event Type	10
Specific Problem	3467011
Message Text	Cluster Network has failed or shutdown

Table 3098 HOST_CLUSTER_NW details

Name	Value/Description
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_SERVICES**Table 3099** HOST_CLUSTER_SERVICES details

Name	Value/Description
Event Identifier	HOST_CLUSTER_SERVICES
Event Type	10
Specific Problem	3467011
Message Text	Cluster Services has failed or shutdown
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CLUSTER_TOPOLOGY**Table 3100** HOST_CLUSTER_TOPOLOGY details

Name	Value/Description
Event Identifier	HOST_CLUSTER_TOPOLOGY
Event Type	10
Specific Problem	3467011
Message Text	Cluster Topology failed verification
Additional Information	
Corrective Action	Check the cluster configuration and processes. If problem persists notify R&D
Remark	

HOST_CPU_0

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3101 HOST_CPU_0 details

Name	Value/Description
Event Identifier	HOST_CPU_0
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (0) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_1

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3102 HOST_CPU_1 details

Name	Value/Description
Event Identifier	HOST_CPU_1
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (1) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_10

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3103 HOST_CPU_10 details

Name	Value/Description
Event Identifier	HOST_CPU_10
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (10) failed.
Additional Information	

Table 3103 HOST_CPU_10 details

Name	Value/Description
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_11

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3104 HOST_CPU_11 details

Name	Value/Description
Event Identifier	HOST_CPU_11
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (11) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_12

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3105 HOST_CPU_12 details

Name	Value/Description
Event Identifier	HOST_CPU_12
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (12) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_13

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3106 HOST_CPU_13 details

Name	Value/Description
Event Identifier	HOST_CPU_13
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (13) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_14

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3107 HOST_CPU_14 details

Name	Value/Description
Event Identifier	HOST_CPU_14
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (14) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_15

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3108 HOST_CPU_15 details

Name	Value/Description
Event Identifier	HOST_CPU_15
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (15) failed.
Additional Information	

Table 3108 HOST_CPU_15 details

Name	Value/Description
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_2

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3109 HOST_CPU_2 details

Name	Value/Description
Event Identifier	HOST_CPU_2
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (2) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_3

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3110 HOST_CPU_3 details

Name	Value/Description
Event Identifier	HOST_CPU_3
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (3) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_4

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3111 HOST_CPU_4 details

Name	Value/Description
Event Identifier	HOST_CPU_4
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (4) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_5

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3112 HOST_CPU_5 details

Name	Value/Description
Event Identifier	HOST_CPU_5
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (5) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_6

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3113 HOST_CPU_6 details

Name	Value/Description
Event Identifier	HOST_CPU_6
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (6) failed.
Additional Information	

Table 3113 HOST_CPU_6 details

Name	Value/Description
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_7

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3114 HOST_CPU_7 details

Name	Value/Description
Event Identifier	HOST_CPU_7
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (7) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_8

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3115 HOST_CPU_8 details

Name	Value/Description
Event Identifier	HOST_CPU_8
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (8) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_9

The HOST_CPU_<#> alarm is triggered when the host cpu has failed

Table 3116 HOST_CPU_9 details

Name	Value/Description
Event Identifier	HOST_CPU_9
Event Type	3
Specific Problem	3467505
Message Text	Central Processor Unit (9) failed.
Additional Information	
Corrective Action	Replacement of the CPU is required
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3117 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	3468005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_CPU_NUMBER**Table 3118** HOST_CPU_NUMBER details

Name	Value/Description
Event Identifier	HOST_CPU_NUMBER
Event Type	3
Specific Problem	3467505
Message Text	Mismatch on number of online CPUs

Table 3118 HOST_CPU_NUMBER details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_DISK_1

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 3119 HOST_DISK_1 details

Name	Value/Description
Event Identifier	HOST_DISK_1
Event Type	4
Specific Problem	3467502
Message Text	Internal Disk (1) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DISK_2

The HOST_DISK_<#> alarm is triggered when the host internal disk has failed.

Table 3120 HOST_DISK_2 details

Name	Value/Description
Event Identifier	HOST_DISK_2
Event Type	4
Specific Problem	3467502
Message Text	Internal Disk (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Disk is required
Remark	

HOST_DUP_IP

Table 3121 HOST_DUP_IP details

Name	Value/Description
Event Identifier	HOST_DUP_IP
Event Type	2
Specific Problem	3467512
Message Text	Duplicate IP address detected
Additional Information	<ip address>
Corrective Action	A duplicate ip was detected, check network interface configuration.
Remark	

HOST_FAN_0

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 3122 HOST_FAN_0 details

Name	Value/Description
Event Identifier	HOST_FAN_0
Event Type	3
Specific Problem	3467501
Message Text	Power Supply Unit (0) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_1

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 3123 HOST_FAN_1 details

Name	Value/Description
Event Identifier	HOST_FAN_1
Event Type	3
Specific Problem	3467501
Message Text	Power Supply Unit (1) failed or missing.
Additional Information	

Table 3123 HOST_FAN_1 details

Name	Value/Description
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_2

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 3124 HOST_FAN_2 details

Name	Value/Description
Event Identifier	HOST_FAN_2
Event Type	3
Specific Problem	3467501
Message Text	Power Supply Unit (2) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_FAN_3

The HOST_FAN_<#> alarm is triggered when the host machine fan has failed.

Table 3125 HOST_FAN_3 details

Name	Value/Description
Event Identifier	HOST_FAN_3
Event Type	3
Specific Problem	3467501
Message Text	Power Supply Unit (3) failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

HOST_LINK_ADMIN

Table 3126 HOST_LINK_ADMIN details

Name	Value/Description
Event Identifier	HOST_LINK_ADMIN
Event Type	2
Specific Problem	3467510
Message Text	Node is unreachable through ADMIN network.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_ENT0

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 3127 HOST_LINK_ENT0 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT0
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (0) failed or Ethernet Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT1

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 3128 HOST_LINK_ENT1 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT1
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (1) failed or Ethernet Link (1) is down.
Additional Information	

Table 3128 HOST_LINK_ENT1 details

Name	Value/Description
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT2

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 3129 HOST_LINK_ENT2 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT2
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (2) failed or Ethernet Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT3

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 3130 HOST_LINK_ENT3 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT3
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (3) failed or Ethernet Link (3) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT4

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 3131 HOST_LINK_ENT4 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT4
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (4) failed or Ethernet Link (4) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT5

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 3132 HOST_LINK_ENT5 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT5
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (5) failed or Ethernet Link (5) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT6

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 3133 HOST_LINK_ENT6 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT6
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (6) failed or Ethernet Link (6) is down.
Additional Information	

Table 3133 HOST_LINK_ENT6 details

Name	Value/Description
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_ENT7

The HOST_LINK_<interface> alarm is triggered when the network interface has failed.

Table 3134 HOST_LINK_ENT7 details

Name	Value/Description
Event Identifier	HOST_LINK_ENT7
Event Type	2
Specific Problem	3467503
Message Text	Ethernet Adapter (7) failed or Ethernet Link (7) is down.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

HOST_LINK_FSCSI0

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 3135 HOST_LINK_FSCSI0 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI0
Event Type	2
Specific Problem	3467504
Message Text	Host Bus Adapter (0) failed or FC Link (0) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI1

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 3136 HOST_LINK_FSCSI1 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI1
Event Type	2
Specific Problem	3467504
Message Text	Host Bus Adapter (1) failed or FC Link (1) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_FSCSI2

The HOST_LINK_<interface> alarm is triggered when the fibre channel interface has failed.

Table 3137 HOST_LINK_FSCSI2 details

Name	Value/Description
Event Identifier	HOST_LINK_FSCSI2
Event Type	2
Specific Problem	3467504
Message Text	Host Bus Adapter (2) failed or FC Link (2) is down.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

HOST_LINK_HSBN**Table 3138** HOST_LINK_HSBN details

Name	Value/Description
Event Identifier	HOST_LINK_HSBN
Event Type	2
Specific Problem	3467506
Message Text	Node is unreachable through HSBN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.

Table 3138 HOST_LINK_HSBN details

Name	Value/Description
Remark	

HOST_LINK_IC**Table 3139** HOST_LINK_IC details

Name	Value/Description
Event Identifier	HOST_LINK_IC
Event Type	2
Specific Problem	3467507
Message Text	Node is unreachable through Cluster Interconnect.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_SAN**Table 3140** HOST_LINK_SAN details

Name	Value/Description
Event Identifier	HOST_LINK_SAN
Event Type	2
Specific Problem	3467508
Message Text	Node has no access to SAN.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_LINK_TAPE**Table 3141** HOST_LINK_TAPE details

Name	Value/Description
Event Identifier	HOST_LINK_TAPE
Event Type	2

Table 3141 HOST_LINK_TAPE details

Name	Value/Description
Specific Problem	3467509
Message Text	Node has no access to Tape Device.
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_ERR**Table 3142** HOST_MEMORY_ERR details

Name	Value/Description
Event Identifier	HOST_MEMORY_ERR
Event Type	10
Specific Problem	3468113
Message Text	Total memory size is less than what is expected
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3143 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	3468111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization

Table 3143 HOST_MEMORY_USE details

Name	Value/Description
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 3144 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	3468311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_0

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 3145 HOST_PS_0 details

Name	Value/Description
Event Identifier	HOST_PS_0
Event Type	3
Specific Problem	3467500
Message Text	Power Supply Unit (0) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_1

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 3146 HOST_PS_1 details

Name	Value/Description
Event Identifier	HOST_PS_1
Event Type	3
Specific Problem	3467500
Message Text	Power Supply Unit (1) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_2

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 3147 HOST_PS_2 details

Name	Value/Description
Event Identifier	HOST_PS_2
Event Type	3
Specific Problem	3467500
Message Text	Power Supply Unit (2) failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_PS_3

The HOST_PS_<#> alarm is triggered when the host machine power supply has failed.

Table 3148 HOST_PS_3 details

Name	Value/Description
Event Identifier	HOST_PS_3
Event Type	3
Specific Problem	3467500
Message Text	Power Supply Unit (3) failed or not powered on.

Table 3148 HOST_PS_3 details

Name	Value/Description
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	Alarm must be manually cleared.

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3149 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	3468112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

SAN_LINK_SPA**Table 3150** SAN_LINK_SPA details

Name	Value/Description
Event Identifier	SAN_LINK_SPA
Event Type	2
Specific Problem	3467608
Message Text	Paths to SP A are down.
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPA
Remark	

SAN_LINK_SPA0**Table 3151** SAN_LINK_SPA0 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA0
Event Type	2
Specific Problem	3467604
Message Text	Port 0 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA0.
Remark	

SAN_LINK_SPA1**Table 3152** SAN_LINK_SPA1 details

Name	Value/Description
Event Identifier	SAN_LINK_SPA1
Event Type	2
Specific Problem	3467604
Message Text	Port 0 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPA1.
Remark	

SAN_LINK_SPB**Table 3153** SAN_LINK_SPB details

Name	Value/Description
Event Identifier	SAN_LINK_SPB
Event Type	2
Specific Problem	3467608
Message Text	Paths to SP B are down.

Table 3153 SAN_LINK_SPB details

Name	Value/Description
Additional Information	
Corrective Action	Check both Fibre Channel interface links that connect to SPB
Remark	

SAN_LINK_SPB0**Table 3154 SAN_LINK_SPB0 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB0
Event Type	2
Specific Problem	3467604
Message Text	Port 1 on FC SW-A is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB0.
Remark	

SAN_LINK_SPB1**Table 3155 SAN_LINK_SPB1 details**

Name	Value/Description
Event Identifier	SAN_LINK_SPB1
Event Type	2
Specific Problem	3467604
Message Text	Port 1 on FC SW-B is offline.
Additional Information	
Corrective Action	Check the Fibre Channel interface that is connected to SPB1.
Remark	

SAN_LINK_TAPE

Table 3156 SAN_LINK_TAPE details

Name	Value/Description
Event Identifier	SAN_LINK_TAPE
Event Type	2
Specific Problem	3467609
Message Text	Port 4 and Port 5 on FC SW-A are offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD1**Table 3157 SAN_LINK_TD1 details**

Name	Value/Description
Event Identifier	SAN_LINK_TD1
Event Type	2
Specific Problem	3467604
Message Text	Port 4 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SAN_LINK_TD2**Table 3158 SAN_LINK_TD2 details**

Name	Value/Description
Event Identifier	SAN_LINK_TD2
Event Type	2
Specific Problem	3467604
Message Text	Port 5 on FC SW-A is offline.
Additional Information	
Corrective Action	Check/Replace the Fibre Channel Interface

Table 3158 SAN_LINK_TD2 details

Name	Value/Description
Remark	

SDP_APP_RAGENT**Table 3159** SDP_APP_RAGENT details

Name	Value/Description
Event Identifier	SDP_APP_RAGENT
Event Type	2
Specific Problem	3467120
Message Text	Recharge Agent has failed
Additional Information	
Corrective Action	Check/Restart the Recharge Agent application
Remark	

SDP_APP_RPXY**Table 3160** SDP_APP_RPXY details

Name	Value/Description
Event Identifier	SDP_APP_RPXY
Event Type	2
Specific Problem	3467120
Message Text	Recharge Proxy has failed
Additional Information	
Corrective Action	Check/Restart the Recharge Proxy application
Remark	

SDP_DB_<process>**Table 3161** SDP_DB_<process> details

Name	Value/Description
Event Identifier	SDP_DB_<process>
Event Type	2

Table 3161 SDP_DB_<process> details

Name	Value/Description
Specific Problem	3467220
Message Text	One of the DB instances or listener has failed
Additional Information	
Corrective Action	Check/Restart the Oracle Database instance identified by the alarm.
Remark	

SDP_RRT_DATAPUMP_FAILURE

This indicates that for some reason the datapump (impdp or expdp) operations have failed. The message will indicate the location of the log files from those processes which will need to be reviewed to determine the nature of the problem.

Table 3162 SDP_RRT_DATAPUMP_FAILURE details

Name	Value/Description
Event Identifier	SDP_RRT_DATAPUMP_FAILURE
Event Type	10
Specific Problem	3469006
Message Text	
Additional Information	Datapump operation failed: <details>
Corrective Action	Purge operation uses oracle datapump (expdp and impdp) processes. One of these processes has failed. Please review the log file listed in the message for details
Remark	

SDP_RRT_HIST_DOWN

This alarm indicates that the application is unable to perform tasks involving the history database. During extraction operations this condition prevents the re-extraction of records located on the history DB and represents a restriction on extraction re

Table 3163 SDP_RRT_HIST_DOWN details

Name	Value/Description
Event Identifier	SDP_RRT_HIST_DOWN
Event Type	10
Specific Problem	3469001
Message Text	

Table 3163 SDP_RRT_HIST_DOWN details

Name	Value/Description
Additional Information	Cannot connect to History DB - server_id = <server_id>
Corrective Action	Bring the specified HISTORY DB back online
Remark	

SDP_RRT_PURGE_DISABLED

This alarm indicates that the application is running with a configuration or in a mode that prevents daily purge from occurring. Restart of the application will be required to correct the problem. Alarm will clear after restart. Application logs will c

Table 3164 SDP_RRT_PURGE_DISABLED details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_DISABLED
Event Type	10
Specific Problem	3469002
Message Text	
Additional Information	Daily data purge from rating DB is currently disabled either by configuration or command line option. Process restart will be required.
Corrective Action	Two possible causes of this alarm. The first is the application is running in NO_PURGE mode. To correct restart the process in normal mode. The second problem indicates that the extract_parameter where id = 6 is improperly configured and the history DB
Remark	

SDP_RRT_PURGE_FAILURE

This class of alarms indicates that the daily purge process has failed unexpectedly. Typically this would be due to a failure in the oracle datapump applications due to things like directories full or database failures.

Table 3165 SDP_RRT_PURGE_FAILURE details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_FAILURE
Event Type	10
Specific Problem	3469003
Message Text	
Additional Information	Daily Purge Failure. Estimated time before retry: <retry_time> Details: <details>

Table 3165 SDP_RRT_PURGE_FAILURE details

Name	Value/Description
Corrective Action	Daily purge operations have failed to transfer data. This is generally caused by a failure of the oracle data_pump operations (impdp or expdp). You will need to refer to the logs for those processes to learn more about the source of the problem.
Remark	

SDP_RRT_PURGE_MODE

This is a warning to indicate that purge of data from the rating DB is proceeding in a less efficient approach because of a problem with datapump configuration.

Table 3166 SDP_RRT_PURGE_MODE details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_MODE
Event Type	10
Specific Problem	3469004
Message Text	
Additional Information	Purge mode is not mode 1 - datapump. Reason: <reason>
Corrective Action	Check that the application is running on the machine where the rating and history DB are located. Check that the datapump_dir is properly configured and has write permissions for the user running the application. Check the the purge mode is properly set
Remark	

SDP_RRT_PURGE_RUNNING

This is an informational message that indicates when the purge thread is running.

Table 3167 SDP_RRT_PURGE_RUNNING details

Name	Value/Description
Event Identifier	SDP_RRT_PURGE_RUNNING
Event Type	10
Specific Problem	3469005
Message Text	
Additional Information	Purge is currently running
Corrective Action	No action - message is informational only
Remark	

SPA_LINK_ADMIN**Table 3168 SPA_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SPA_LINK_ADMIN
Event Type	2
Specific Problem	3467710
Message Text	SP-A is unreachable through ADMIN network.
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPA_LINK_DAE2:<bus>:<encl>**Table 3169 SPA_LINK_DAE2:<bus>:<encl> details**

Name	Value/Description
Event Identifier	SPA_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	3467704
Message Text	Storage Processor (A) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SPB_LINK_ADMIN**Table 3170 SPB_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SPB_LINK_ADMIN
Event Type	2
Specific Problem	3467710
Message Text	SP-B is unreachable through ADMIN network.

Table 3170 SPB_LINK_ADMIN details

Name	Value/Description
Additional Information	Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Network Interface
Remark	

SPB_LINK_DAE2:<bus>:<encl>**Table 3171 SPB_LINK_DAE2:<bus>:<encl> details**

Name	Value/Description
Event Identifier	SPB_LINK_DAE2:<bus>:<encl>
Event Type	2
Specific Problem	3467704
Message Text	Storage Processor (B) has no access to DAE(s) through Bus 0 or 1.
Additional Information	Bus:<bus>, Enclosure:<encl> Bus:<bus>, Enclosure:<encl>
Corrective Action	Check/Replace the Fibre Channel Interface
Remark	

SWA_FAN_0**Table 3172 SWA_FAN_0 details**

Name	Value/Description
Event Identifier	SWA_FAN_0
Event Type	3
Specific Problem	3467601
Message Text	Power Supply Unit (0) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_FAN_1

Table 3173 SWA_FAN_1 details

Name	Value/Description
Event Identifier	SWA_FAN_1
Event Type	3
Specific Problem	3467601
Message Text	Power Supply Unit (1) on FC SW-A failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWA_LINK_ADMIN**Table 3174 SWA_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SWA_LINK_ADMIN
Event Type	2
Specific Problem	3467610
Message Text	FC SW-A is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWA_PS_0**Table 3175 SWA_PS_0 details**

Name	Value/Description
Event Identifier	SWA_PS_0
Event Type	3
Specific Problem	3467600
Message Text	Power Supply Unit (0) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required

Table 3175 SWA_PS_0 details

Name	Value/Description
Remark	

SWA_PS_1**Table 3176 SWA_PS_1 details**

Name	Value/Description
Event Identifier	SWA_PS_1
Event Type	3
Specific Problem	3467600
Message Text	Power Supply Unit (1) on FC SW-A failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_FAN_0**Table 3177 SWB_FAN_0 details**

Name	Value/Description
Event Identifier	SWB_FAN_0
Event Type	3
Specific Problem	3467601
Message Text	Power Supply Unit (0) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_FAN_1**Table 3178 SWB_FAN_1 details**

Name	Value/Description
Event Identifier	SWB_FAN_1
Event Type	3

Table 3178 SWB_FAN_1 details

Name	Value/Description
Specific Problem	3467601
Message Text	Power Supply Unit (1) on FC SW-B failed or missing.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

SWB_LINK_ADMIN**Table 3179 SWB_LINK_ADMIN details**

Name	Value/Description
Event Identifier	SWB_LINK_ADMIN
Event Type	2
Specific Problem	3467610
Message Text	FC SW-B is unreachable through ADMIN network.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

SWB_PS_0**Table 3180 SWB_PS_0 details**

Name	Value/Description
Event Identifier	SWB_PS_0
Event Type	3
Specific Problem	3467600
Message Text	Power Supply Unit (0) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

SWB_PS_1**Table 3181** SWB_PS_1 details

Name	Value/Description
Event Identifier	SWB_PS_1
Event Type	3
Specific Problem	3467600
Message Text	Power Supply Unit (1) on FC SW-B failed or not powered on.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

TRANS_Q_REJECTED**Table 3182** TRANS_Q_REJECTED details

Name	Value/Description
Event Identifier	TRANS_Q_REJECTED
Event Type	10
Specific Problem	3466013
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_Q_REJ_QFULL**Table 3183** TRANS_Q_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_Q_REJ_QFULL
Event Type	10
Specific Problem	3466015
Message Text	

Table 3183 TRANS_Q_REJ_QFULL details

Name	Value/Description
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_U_REJECTED**Table 3184** TRANS_U_REJECTED details

Name	Value/Description
Event Identifier	TRANS_U_REJECTED
Event Type	10
Specific Problem	3466014
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TRANS_U_REJ_QFULL**Table 3185** TRANS_U_REJ_QFULL details

Name	Value/Description
Event Identifier	TRANS_U_REJ_QFULL
Event Type	10
Specific Problem	3466016
Message Text	
Additional Information	
Corrective Action	Contact your local Comverse Support team.
Remark	

TSS_Q_LATENCY

Table 3186 TSS_Q_LATENCY details

Name	Value/Description
Event Identifier	TSS_Q_LATENCY
Event Type	10
Specific Problem	3467709
Message Text	
Additional Information	When record number in TSS_TRANSACTION is greater than threshold
Corrective Action	Check if record number in TSS_TRANSACTION is greater than threshold
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 3187 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	3468412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Security Server (SECSEV) Alarm Details**ALERT_FS_<filesystem>**

The ALERT_FS_<filesystem> is a standard alarm that is used for all filesystem alarms. When this alarm is triggered it means that the identified filesystem has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3188 ALERT_FS_<filesystem> details

Name	Value/Description
Event Identifier	ALERT_FS_<filesystem>
Event Type	10

Table 3188 ALERT_FS_<filesystem> details

Name	Value/Description
Specific Problem	1919211
Message Text	File System(s) Used Space has exceeded warning or critical threshold.
Additional Information	<filesystem name>, Utilization
Corrective Action	Normally, most of our filesystems have automated cleanup routines, if there is still an issue with the filesystem, analysis must be performed to determine what is the root cause of the space being used (i.e. logs, cores, etc.). The user must then remove the offending files.
Remark	

ALERT_IAP_UNREACHABLE

The ALERT_IAP_UNREACHABLE alarm is triggered when there is no heartbeat communication to the Alarm Processor.

NOTE: ComverseONE solutions will not use Alarm Processor.

Table 3189 ALERT_IAP_UNREACHABLE details

Name	Value/Description
Event Identifier	ALERT_IAP_UNREACHABLE
Event Type	2
Specific Problem	1919303
Message Text	Alarm Process connection failure
Additional Information	
Corrective Action	Check communication to the Alarm Processor.
Remark	

ALERT_JOB_<jobid>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 3190 ALERT_JOB_<jobid> details

Name	Value/Description
Event Identifier	ALERT_JOB_<jobid>
Event Type	10
Specific Problem	1919411

Table 3190 ALERT_JOB_<jobid> details

Name	Value/Description
Message Text	Job Failures.
Additional Information	<jobname>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 3191 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	1919311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_TEST_<name>

The ALERT_TEST_<name> alarm is just used for debug and testing purpose. This alarm is not used in production.

Table 3192 ALERT_TEST_<name> details

Name	Value/Description
Event Identifier	ALERT_TEST_<name>
Event Type	10
Specific Problem	1919999
Message Text	Test Alarm
Additional Information	
Corrective Action	No corrective action required, this is used for test purpose.

Table 3192 ALERT_TEST_<name> details

Name	Value/Description
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 3193 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	1919511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

APP_PROCESS_<id>

The APP_PROCESS_<id> alarm is triggered when a process in the application group has failed.

Table 3194 APP_PROCESS_<id> details

Name	Value/Description
Event Identifier	APP_PROCESS_<id>
Event Type	10
Specific Problem	1918311
Message Text	Process Failures
Additional Information	
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

FTP_<Operation>_<IP Address>

The FTP_<OPERATION>_<ip address> alarm is triggered when there was a problem with a file transfer to the machine identified by <ip_address>.

Table 3195 FTP_<Operation>_<IP Address> details

Name	Value/Description
Event Identifier	FTP_<Operation>_<IP Address>
Event Type	2
Specific Problem	1917318
Message Text	File Transfer connection failure
Additional Information	
Corrective Action	Check the network connection and/or user credentials.
Remark	

HOST_CPU_LOAD

The HOST_CPU_LOAD alarm is generated when the System CPU Utilization has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3196 HOST_CPU_LOAD details

Name	Value/Description
Event Identifier	HOST_CPU_LOAD
Event Type	10
Specific Problem	1918005
Message Text	Load Average has exceeded warning or critical threshold.
Additional Information	Current Load Average
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most CPU. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_FAN_<number>

The HOST_FAN_<number> alarm is triggered when one of the host fans has failed.

Table 3197 HOST_FAN_<number> details

Name	Value/Description
Event Identifier	HOST_FAN_<number>
Event Type	2
Specific Problem	1917101

Table 3197 HOST_FAN_<number> details

Name	Value/Description
Message Text	Host Fan X is offline
Additional Information	<fan location>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Fan identified by the alarm information.
Remark	

HOST_MEMORY_USE

The HOST_MEMORY_USE alarm is generated when the System Memory Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3198 HOST_MEMORY_USE details

Name	Value/Description
Event Identifier	HOST_MEMORY_USE
Event Type	10
Specific Problem	1918111
Message Text	Memory Utilization has exceeded warning or critical threshold.
Additional Information	Current Memory Utilization
Corrective Action	Analysis needs to be performed (using vmstat, top, etc.) to determine what processes are taking the most system memory. Once the process(es) are identified, actions need to be taken to correct the processes cpu consumption (i.e. restarting, disabling, etc.)
Remark	

HOST_PROCESS_<id>

The HOST_PROCESS_<id> alarm is triggered when a process in the HOST group has failed.

Table 3199 HOST_PROCESS_<id> details

Name	Value/Description
Event Identifier	HOST_PROCESS_<id>
Event Type	10
Specific Problem	1918311
Message Text	Process Failures
Additional Information	

Table 3199 HOST_PROCESS_<id> details

Name	Value/Description
Corrective Action	Check the process that is identified by this alarm. Restart the process if required.
Remark	

HOST_PS_<number>

The HOST_PS_<number> alarm is triggered when one of the host power supplies has failed.

Table 3200 HOST_PS_<number> details

Name	Value/Description
Event Identifier	HOST_PS_<number>
Event Type	2
Specific Problem	1917001
Message Text	Host Power Supply X is offline
Additional Information	<psid>,<hwid>,<backplane>,<cabinet>,<cage>
Corrective Action	Check/Replace the Host Power Supply identified by the alarm information.
Remark	

HOST_SWAP_USE

The HOST_SWAP_USE alarm is generated when the Swap Usage has reached a pre-defined threshold. Depending on the thresholds defined will determine the severity of the alarm.

Table 3201 HOST_SWAP_USE details

Name	Value/Description
Event Identifier	HOST_SWAP_USE
Event Type	10
Specific Problem	1918112
Message Text	Used Swap Space has exceeded warning or critical threshold.
Additional Information	Current and Available Swap Space
Corrective Action	Analysis needs to be performed to determine what processes are taking the majority of swap space. Once the process(es) are identified, actions need to be taken to correct the processes swap consumption (i.e. restarting, disabling, etc.)
Remark	

UNKNOWN_UPM_STATUS

This alarm is triggered when the UPA is not able receive any response from the UPM after sending the startup message on coming up.

Table 3202 UNKNOWN_UPM_STATUS details

Name	Value/Description
Event Identifier	UNKNOWN_UPM_STATUS
Event Type	10
Specific Problem	1918412
Message Text	UPM Status could not be determined
Additional Information	
Corrective Action	Check the UPM state
Remark	

Network Component Alarms

The following sections will outline for each Comverse ONE network component all the supported alarms for that component. The tables in every section represent the alarming details for a given alarm. These reference tables are meant to be used by support personnel for the purpose of understanding the alarms in the Comverse ONE system, and to provide recommended corrective actions for each alarm.

Cajun Device (CAJUN) Alarm Details

ALERT_JOB_<id>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 3203 ALERT_JOB_<id> details

Name	Value/Description
Event Identifier	ALERT_JOB_<id>
Event Type	10
Specific Problem	2819411
Message Text	Job Failures.
Additional Information	<job name>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 3204 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	2819311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 3205 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	2819511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

NETWORK_FAN_<id>

The NETWORK_FAN_<id> alarm is triggered when the Monitor has determined a problem with the FAN.

Table 3206 NETWORK_FAN_<id> details

Name	Value/Description
Event Identifier	NETWORK_FAN_<id>
Event Type	10
Specific Problem	2810091
Message Text	Fan Failure Alerts.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

NETWORK_LINK_<id>

The NETWORK_LINK_<id> alarm is triggered when the Monitor has determined a problem in Port parameters.

Table 3207 NETWORK_LINK_<id> details

Name	Value/Description
Event Identifier	NETWORK_LINK_<id>
Event Type	10
Specific Problem	2810602
Message Text	Interface Failure Alerts.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

NETWORK_PORT_<id>

The NETWORK_PORT_<id> alarm is triggered when the Monitor has determined a problem in Link failures.

Table 3208 NETWORK_PORT_<id> details

Name	Value/Description
Event Identifier	NETWORK_PORT_<id>
Event Type	10
Specific Problem	2817504
Message Text	Network Port Alerts

Table 3208 NETWORK_PORT_<id> details

Name	Value/Description
Additional Information	
Corrective Action	Check that port has not been disabled. Check that LED on port is green. If problem persists HW replacement may be required.
Remark	

NETWORK_PS_<id>

The NETWORK_PS_<id> alarm is triggered when the Monitor has determined a problem in Power Supply.

Table 3209 NETWORK_PS_<id> details

Name	Value/Description
Event Identifier	NETWORK_PS_<id>
Event Type	10
Specific Problem	2810079
Message Text	Power Supply Failure Alerts.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

NETWORK_QOS_<id>

The NETWORK_QOS_<id> alarm is triggered when the Monitor has determined a problem in QOS Settings.

Table 3210 NETWORK_QOS_<id> details

Name	Value/Description
Event Identifier	NETWORK_QOS_<id>
Event Type	10
Specific Problem	2817502
Message Text	Network QOS Alerts
Additional Information	
Corrective Action	Check network configuration, this may indicate port duplex mis-match.
Remark	

Cisco Device (CISCO) Alarm Details

ALERT_JOB_<id>

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 3211 ALERT_JOB_<id> details

Name	Value/Description
Event Identifier	ALERT_JOB_<id>
Event Type	10
Specific Problem	2829411
Message Text	Job Failures.
Additional Information	<job name>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 3212 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	2829311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 3213 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	2829511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

NETWORK_FAN_<id>

The NETWORK_FAN_<id> alarm is triggered when the Monitor has determined a problem with the FAN.

Table 3214 NETWORK_FAN_<id> details

Name	Value/Description
Event Identifier	NETWORK_FAN_<id>
Event Type	10
Specific Problem	2820015
Message Text	Fan Failure Alerts.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

NETWORK_LINK_<id>

The NETWORK_LINK_<id> alarm is triggered when the Monitor has determined a problem in Port parameters.

Table 3215 NETWORK_LINK_<id> details

Name	Value/Description
Event Identifier	NETWORK_LINK_<id>
Event Type	10
Specific Problem	2820033
Message Text	Interface Failure Alerts.

Table 3215 NETWORK_LINK_<id> details

Name	Value/Description
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

NETWORK_PORT_<id>

The NETWORK_PORT_<id> alarm is triggered when the Monitor has determined a problem in Link failures.

Table 3216 NETWORK_PORT_<id> details

Name	Value/Description
Event Identifier	NETWORK_PORT_<id>
Event Type	10
Specific Problem	2827504
Message Text	Network Port Alerts
Additional Information	
Corrective Action	Check that port has not been disabled. Check that LED on port is green. If problem persists HW replacement may be required.
Remark	

NETWORK_PS_<id>

The NETWORK_PS_<id> alarm is triggered when the Monitor has determined a problem in Power Supply.

Table 3217 NETWORK_PS_<id> details

Name	Value/Description
Event Identifier	NETWORK_PS_<id>
Event Type	10
Specific Problem	2820009
Message Text	Power Supply Failure Alerts.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

NETWORK_QOS_<id>

The NETWORK_QOS_<id> alarm is triggered when the Monitor has determined a problem in QOS Settings.

Table 3218 NETWORK_QOS_<id> details

Name	Value/Description
Event Identifier	NETWORK_QOS_<id>
Event Type	10
Specific Problem	2827502
Message Text	Network QOS Alerts
Additional Information	
Corrective Action	Check network configuration, this may indicate port duplex mis-match.
Remark	

IBM Chassis (IBM) Alarm Details**IBM_CHASSIS_BLADE**

The ALERT_IBM_BLADE alarm is triggered when the Monitor has determined a problem in the Blade.

Table 3219 IBM_CHASSIS_BLADE details

Name	Value/Description
Event Identifier	IBM_CHASSIS_BLADE
Event Type	10
Specific Problem	2810079
Message Text	Blades Failure Alerts
Additional Information	
Corrective Action	Check/verify the Blade
Remark	

IBM_CHASSIS_BLOWER

TheALERT_IBM_BLOWER alarm is triggered when the Monitor has determined a problem in Blower.

Table 3220 IBM_CHASSIS_BLOWER details

Name	Value/Description
Event Identifier	IBM_CHASSIS_BLOWER
Event Type	10
Specific Problem	2817504
Message Text	Blower Failure Alerts
Additional Information	
Corrective Action	Check/verify the blower
Remark	

IBM_CHASSIS_MM

The ALERT_IBM_MM alarm is triggered when the Monitor has determined a problem with the Management Module.

Table 3221 IBM_CHASSIS_MM details

Name	Value/Description
Event Identifier	IBM_CHASSIS_MM
Event Type	10
Specific Problem	2810091
Message Text	Management Module Failure Alerts
Additional Information	
Corrective Action	Check/verify the Management Module
Remark	

IBM_CHASSIS_POWER

The ALERT_IBM_POWER alarm is triggered when the Monitor has determined a problem in the power supply..

Table 3222 IBM_CHASSIS_POWER details

Name	Value/Description
Event Identifier	IBM_CHASSIS_POWER
Event Type	10
Specific Problem	2810602
Message Text	Power Failure Alerts

Table 3222 IBM_CHASSIS_POWER details

Name	Value/Description
Additional Information	
Corrective Action	Check/verify the power failure
Remark	

IBM_CHASSIS_SWITCH

The ALERT_IBM_SWITCH alarm is triggered when the Monitor has determined a problem in the switch.

Table 3223 IBM_CHASSIS_SWITCH details

Name	Value/Description
Event Identifier	IBM_CHASSIS_SWITCH
Event Type	10
Specific Problem	2817502
Message Text	Switch Failure Alerts
Additional Information	
Corrective Action	Check/verify the switch
Remark	

IBM_CH_<component>_<hexcode>

The ALERT_IBM_BLADE alarm is triggered when the Monitor has determined a problem in the Blade.

Table 3224 IBM_CH_<component>_<hexcode> details

Name	Value/Description
Event Identifier	IBM_CH_<component>_<hexcode>
Event Type	10
Specific Problem	2810505
Message Text	Generic Chassis Failure Alerts
Additional Information	
Corrective Action	Check/verify the Blade
Remark	

IBM_SWITCH_<component>

The ALERT_IBM_SWITCH alarm is triggered when the Monitor has determined a problem in the switch.

Table 3225 IBM_SWITCH_<component> details

Name	Value/Description
Event Identifier	IBM_SWITCH_<component>
Event Type	10
Specific Problem	2810506
Message Text	Generic Ethernet Switch Failure Alerts
Additional Information	
Corrective Action	Check/verify the switch
Remark	

Load Balancing Agent (LBA) Alarm Details**ALERT_JOB_<id>**

The ALERT_JOB_<jobid> is a standard alarm that is used for all Jobs. When this alarm is triggered it means that the identified job has a failure condition.

Table 3226 ALERT_JOB_<id> details

Name	Value/Description
Event Identifier	ALERT_JOB_<id>
Event Type	10
Specific Problem	2899411
Message Text	Job Failures.
Additional Information	<job name>, <error message>
Corrective Action	Check the job that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_MON_<id>

The ALERT_MON_<id> is a standard alarm that is used for all Monitors. When this alarm is triggered it means that the identified monitor has determined a problem.

Table 3227 ALERT_MON_<id> details

Name	Value/Description
Event Identifier	ALERT_MON_<id>
Event Type	10
Specific Problem	2899311
Message Text	Monitor Alerts.
Additional Information	
Corrective Action	Check the monitor that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

ALERT_WKF_<id>

The ALERT_WKF_<id> is a standard alarm that is used for all Workflows. When this alarm is triggered it means that the identified workflow has a failure condition.

Table 3228 ALERT_WKF_<id> details

Name	Value/Description
Event Identifier	ALERT_WKF_<id>
Event Type	10
Specific Problem	2899511
Message Text	Workflow Failures.
Additional Information	<workflow name>, <error message>
Corrective Action	Check the workflow that is identified by this alarm. Possible actions is too check the log files to see what errors are reported.
Remark	

NETWORK_FAN_<id>

The NETWORK_FAN_<id> alarm is triggered when the Monitor has determined a problem with the FAN.

Table 3229 NETWORK_FAN_<id> details

Name	Value/Description
Event Identifier	NETWORK_FAN_<id>
Event Type	10
Specific Problem	2897501

Table 3229 NETWORK_FAN_<id> details

Name	Value/Description
Message Text	Fan Failure Alerts.
Additional Information	
Corrective Action	Replacement of the Fan is required
Remark	

NETWORK_LINK_<id>

The NETWORK_LINK_<id> alarm is triggered when the Monitor has determined a problem in Port parameters.

Table 3230 NETWORK_LINK_<id> details

Name	Value/Description
Event Identifier	NETWORK_LINK_<id>
Event Type	10
Specific Problem	2890033
Message Text	Interface Failure Alerts.
Additional Information	
Corrective Action	Check/Replace the Network Interface
Remark	

NETWORK_PORT_<id>

The NETWORK_PORT_<id> alarm is triggered when the Monitor has determined a problem in Link failures.

Table 3231 NETWORK_PORT_<id> details

Name	Value/Description
Event Identifier	NETWORK_PORT_<id>
Event Type	10
Specific Problem	2897504
Message Text	Network Port Alerts
Additional Information	
Corrective Action	Check that port has not been disabled. Check that LED on port is green. If problem persists HW replacement may be required.

Table 3231 NETWORK_PORT_<id> details

Name	Value/Description
Remark	

NETWORK_PS_<id>

The NETWORK_PS_<id> alarm is triggered when the Monitor has determined a problem in Power Supply.

Table 3232 NETWORK_PS_<id> details

Name	Value/Description
Event Identifier	NETWORK_PS_<id>
Event Type	10
Specific Problem	2897500
Message Text	Power Supply Failure Alerts.
Additional Information	
Corrective Action	Replacement of the Power Supply is required
Remark	

NETWORK_QOS_<id>

The NETWORK_QOS_<id> alarm is triggered when the Monitor has determined a problem in QOS Settings.

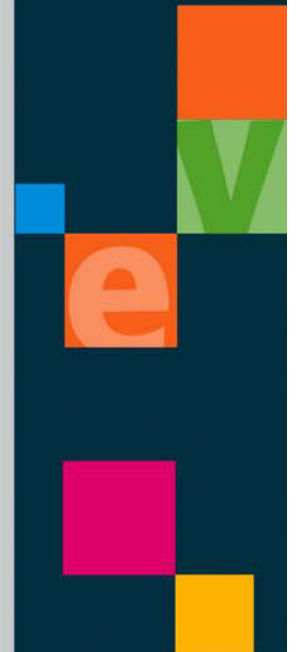
Table 3233 NETWORK_QOS_<id> details

Name	Value/Description
Event Identifier	NETWORK_QOS_<id>
Event Type	10
Specific Problem	2897502
Message Text	Network QOS Alerts
Additional Information	
Corrective Action	Check network configuration, this may indicate port duplex mis-match.
Remark	

Chapter 3

Appendix

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Appendix

Managed Object Class Definition

The following section defines the ComverseONE supported Managed Object Class. Each Managed Object Class has a unique prefix identifier that is used to build the Specific Problem.

Table 3234 Managed Object Class Definition

Name	Prefix	Description
ADMIN	365	Admin/Catalog Database Server
ASU	105	Network Self Care (IVR) Application Server
ASYNC	426	Asynchronous Server
BILLING	346	Billing Database Server
CAJUN	281	Cajun Network Hub/Switch/Router
CISCO	282	Cisco Network Hub/Switch/Router
CMS	105	Comverse Media Server
CSS:APP	460	Comverse Self Service Application Tier
CSS:DB	461	Comverse Self Service Database Tier
CSS:INTEG	341	Comverse Self Service Integration Tier
CSS:WEB	459	Comverse Self Service Web Tier
CVS	441	Central Voucher Server
DGU	269	Diameter Gateway Unit
DMROAM	347	Date Mediation & Roaming Server
FE:ADMIN	362	Frontend Admin
IBM	281	IBM Chassis
INFOR:APP	448	Infor SFA Application Tier
INFOR:DB	449	Infor SFA Database Tier
INFOR:WEB	447	Infor SFA Web Tier
INFOM:APP	457	Infor OM Application Tier
INFOM:DB	458	Infor OM Database Tier
INFOM:WEB	456	Infor OM Web Tier
LBA	289	Load Balancer Agent

Table 3234 Managed Object Class Definition

Name	Prefix	Description
ONRATER	189	Online Rater Unified Rating Engine
OFFRATER	391	Offline Rater Unified Rating Engine
RHT	425	Request Handling & Tracking
RPA	898	Signaling Gateway Unit
SAPI	362	Single (Unified) API Server Request Handling & Tracking (RHT) Server
SDP	187	Rating Database Server
SECSERV	191	Standalone Security Server
SGU	188	Signaling Gateway Unit
SLU	189	Legacy Service Logic Unit Diameter Service Logic Unit
TRVNT:APP	235	Trivnet Application Tier
TRVNT:DB	236	Trivnet Database Tier
TRVNT:WEB	234	Trivnet Web Tier

Probable Cause Code Definition

The following section defines the ComverseONE supported probable cause codes. Probable Cause codes are used to further clarify the alarm condition. The codes that are used by ComverseONE components are defined in the M.3100, X.733, and GSM 12.11 specifications.

M.3100 Probable Cause Codes

Table 3235 M.3100 Probable Cause Codes

Name	Code	Type
Indeterminate	0	Unknown

X.733 Probable Cause Codes

Table 3236 X.733 Probable Cause Codes

Name	Code	Type
Adapter Error	1000001	Equipment
Application Subsystem Error	1000002	Processing
Communication Protocol Error	1000005	Communication

Table 3236 X.733 Probable Cause Codes

Name	Code	Type
Configuration or Customizing Error	1000007	Processing
Corrupt Error	153	Processing
File Error	1000017	Processing
Framing Error	5	Communication
Input/Output Error	1000023	Equipment
LAN Error	1000025	Communication
Leak Detection Error	1000026	Environmental
Out of Memory	1000032	Processing
Performance Degraded	1000034	Quality of Service
Power Problem	58	Equipment
Processor Problem	59	Equipment
Queue size exceeded	1000039	Quality of Service
Response Time Excessive	1000044	Quality of Service
Software Error	1000046	Processing
Software Program Abnormally Terminated	1000047	Processing
Storage Capacity Problem	151	Processing
Temperature Unacceptable	1000050	Environment
Threshold Crossed	1000051	Quality of Service
Timing Problem	66	Equipment
Underlying Resource Unavailable	1000056	Processing
Version Mismatch	1000057	Processing

GSM 12.11 Probable Cause Codes

Table 3237 GSM 12.11 Probable Cause Codes

Name	Code	Type
Clock Synchronization Problem	3000001	Equipment
Disk Problem	3000002	Equipment
Equipment Failure	3000003	Equipment

Table 3237 GSM 12.11 Probable Cause Codes

Name	Code	Type
Line Interface Failure	3000004	Equipment
Link Failure	3000005	Equipment
Loss of Synchronization	3000006	Equipment
Lost Redundancy	3000007	Equipment
Database Inconsistency	3000008	Equipment
Invalid Parameter	3000009	Equipment
Timeout Expired	3000010	Equipment
Fan Failure	3000011	Equipment
Intrusion Detected	3000012	Equipment
Excessive Error Rate	3000013	Equipment
Connection Establishment Error	3000014	Equipment
System Resources Overload	3000015	Equipment
Routing Failure	3000016	Equipment