Oracle® Communications Convergent Charging Controller

SMS Email Interface Alarms Guide

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ORACLE®

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Alarm Topic Description

Alarm generation

Alarms on each configured node are written to the syslog and are then captured by the smsAlarmDaemon for entry in the SMF database.

For management of these alarms, refer to *SMS Technical Guide*.

Severity levels

This table describes the alarms severity levels.

Level	Abbr	Description
Critical	C	These alarms are raised when the application has encountered an error which indicates that the system is unable to function.
Error	E	These alarms indicate the application has encountered a serious problem completing a necessary task and could not complete the task.
Warning	W	Warnings are raised to indicate the application encountered a problem completing a non-mission critical task.
Notice	N	Notices are raised to indicate that the application has completed a task successfully.

Alarm format

Alarms usually follow this format:

```
Mon DD 24:MM:SS hostname process name: [ID alarmID user.severity] process(PID)
SEVERITY: Alarm text with possible variables
```

Where:

Variable	Description
Mon DD	Month and date the alarm was logged.
24:MM:SS	Time the alarm was logged in 24 hour format.
hostname	Name of the machine on which the alarm was generated.
process name	Name of the process which logged the alarm.
alarmID	ID number of the alarm.
severity	Alarm severity.
process	Name of the process which logged the alarm.
PID	Process ID of the process which logged the alarm.
SEVERITY	Alarm severity.
Alarm text	Alarm text. This may include variables such as node number. **Note:** In some cases the entire alarm text is generated from variables.

Note: Some alarms from some subsystems may have a different format.

Example: This text shows an smsMaster alarm about pending update queues.

```
Mar 30 13:34:54 prodsmp1 smsMaster: [ID 953149 user.warning] smsMaster(17833)
WARNING: Pending queue now above 15 (Worst Node 317)
```

Alarm text and variables

The %d and %s symbols represent variables within the alarm text. These values are generated by the subsystem and added to the message when the alarm is raised.

Usually the %d is a number and the %s is text in the context of the message to complete the alarm message. Occasionally other % symbols are also used (for example, %u) for different variables.

Further information

For more information about:

- The SMS Alarms subsystem, see *SMS Technical Guide*
- Creating and maintaining the SMS Alarm Relay rule set, see *SMS User's Guide*

SMS Email Interface Alarms

Alarm	Severity	Text	Cause	Resolution	Service
780000	ERROR	\{780000\}	Internal software error leading to invalid message flow.	Contact support	sei
780001	ERROR	\{780001\}	Internal software error caused SEI to receive a result from an unknown transaction.	Contact support	sei
780002	ERROR	\{780002\}	Received invalid result code from MM in response to Email to SMS transaction.	Check xmsTrigger error log. Ensure xmsTrigger error code mappings are configured correctly. Contact support.	sei
780003	ERROR	\{780003\}	The SEI.sei.sms.NewLine parameter is configured incorrectly.	Correct the cnnfigured parameter	sei
780004	CRITICAL	\{780004\}	An internal software error left the system in an unstable state.	Contact support	sei
780005	NOTICE	\{780005\}	The address on disk of the address mapping file is logged on startup.	Normal operation. No action required.	sei
780006	NOTICE	\{780006\}	The status of the address mapping file being created is logged.	Normal operation. No action required.	sei
780007	NOTICE	\{780007\}	The address mapping file was successfully created or expanded.	Normal operation. No action required.	sei
780008	ERROR	\{780008\}	The address mfile was unable to be accessed, and needed to be recreated.	If error persists check disk status.	sei

Alarm	Severity	Text	Cause	Resolution	Service
780009	ERROR	\{780009\}	SEI was unable to move the old mfile to the archive directory.	Check permissions and status of mfile destination path and check disk status.	sei
780010	ERROR	\{780010\}	SEI was unable to remove the old mfile from the given directory.	Check permissions and status of mfile destination path and check disk status.	sei
780011	NOTICE	\{780011\}	The old mfile at the given path was moved out of the way.	Normal operation. No action required.	sei
780012	WARNING	\{780012\}	The retry times list must not contain duplicate entries.	Correct the offending entry.	sei
780013	WARNING	\{780013\}	The retry times list must not contain entries of 0	Correct the offending entry.	sei
780014	ERROR	\{780014\}	Unable to access file.	Check system logs.	sei
780015	ERROR	\{780015\}	A file has an invalid creation time.	Check system logs.	sei
780016	ERROR	\{780016\}	A file has an invalid modification time.	Check system logs.	sei
780017	ERROR	\{780017\}	Failed to send a stored email file.	Check network connectivity and other error logs. Contact support.	sei
780018	ERROR	\{780018\}	Failed to remove a file on disk.	Check system logs. Contact support.	sei
780019	ERROR	\{780019\}	Failed to move a file on disk.	Check system logs. Contact support.	sei
780020	ERROR	\{780020\}	Internal software error	Contact support.	sei
780021	ERROR	\{780021\}	Failed to remove a file on disk.	Check system logs. Contact support.	sei
780022	ERROR	\{780022\}	Internal software error	Contact support.	sei
780023	ERROR	\{780023\}	Internal software error	Contact support.	sei

Alarm	Severity	Text	Cause	Resolution	Service
780024	ERROR	\{780024\}	Internal software error caused by corrupt message in SEI.	Contact support	sei
780027	ERROR	\{780027\}	A temporary error response from an outbound email was received but no existing SMS transaction was associated with it.	Check xmsTrigger log for errors. Contact support.	sei
780028	ERROR	\{780028\}	A temporary error response from an outbound email was received but no existing SMS transaction was associated with it.	Check xmsTrigger log for errors. Contact support.	sei
780029	CRITICAL	\{780029\}	An internal software error left the system in an unstable state.	Contact support	sei
780030	CRITICAL	\{780030\}	An unhandled error was detected by SEI.	Contact support	sei
780031	ERROR	\{780031\}	Internal software error	Contact support	sei
780032	ERROR	\{780032\}	Internal software error	Contact support	sei
780033	ERROR	\{780033\}	Internal software error	Contact support	sei
780034	ERROR	\{780034\}	SEI was unable to find an MX record for the destination email domain.	Check DNS server status. Check for incorrectly configured email address.	sei
780035	ERROR	\{780035\}	SEI received an invalid response from the DNS server.	Check DNS server status. Check network connectivity.	sei
780043	ERROR	\{780043\}	SEI was unable to finalize the incoming connection.	Check network subsystem status. Check network configuration.	sei
780044	ERROR	\{780044\}	Internal softwre error	Contact support.	sei