Oracle® Communications
Network Charging and Control

Roaming Alarms Guide

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Contents

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 *Service Management System 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 *Service Management System Technical Guide*
- Creating and maintaining the SMS Alarm Relay rule set, see *Service Management System User's Guide*

Roaming Alarms

Alarm	Severity	Text	Cause	Resolution	Service
220000	CRITICAL	USSD: VSSP not available. Cannot performa callback.	No VSSP running or VSSP has crashed.	Refer to application expert. Ensure VSSP has restarted and error message is not re-ocurring. Finally contact support.	MOB_ROAM
220001	CRITICAL	USSD: absBeClientIF not available. Exiting.	No beClient found on startup.	Refer to application expert. Check USSD.cfg and SLEE.cfg to ensure beClient is configured and that interface handles match.	MOB_ROAM
220002	CRITICAL	USSD: TimerIF not available - exiting	No timerIF found on startup.	Refer to application expert. Check USSD.cfg and SLEE.cfg to ensure beClient is configured and that interface handles match.	MOB_ROAM
220003	CRITICAL	USSD: VSSP not available - exiting	No VSSP found on startup.	Refer to application expert. Check USSD.cfg and SLEE.cfg to ensure beClient is configured and that interface handles match.	MOB_ROAM
220004	INFO	USSD: USSD Finished	USSD stopping.	Refer to application expert. Start Roaming applications by running slee.sh.	MOB_ROAM
220005	INFO	USSD: USSD Started	USSD starting.	No resolution.	MOB_ROAM
220006	CRITICAL	USSD: NAP Connection Timed Out	BE has not responded or BE overload.	If problem persists then contact support.	MOB_ROAM
220007	CRITICAL	USSD: LEG A Timed Out	Caller has not answered A leg.	If problem persists then contact network security.	MOB_ROAM

Alarm	Severity	Text	Cause	Resolution	Service
220008	CRITICAL	USSD: ClosedDialogue (): absBeClient/BE dialog closed prematurly	BE has reported error.	If problem persists then contact support.	MOB_ROAM
220009	ERROR	USSD: USSD: NAP timer dialog closed prematurly	BE has reported error.	If problem persists then contact support.	MOB_ROAM
220010	ERROR	USSD: USSD: LEG A wait timer dialog closed prematurly	VSSP has reported error.	If problem persists then contact support.	MOB_ROAM
220011	CRITICAL	USSD: USSD: VSSP dialog closed prematurly	VSSP has reported error.	If problem persists then contact support.	MOB_ROAM
220012	CRITICAL	USSD: USSD: Unknown Dialog Closed	USSD Application error.	If problem persists then contact support.	MOB_ROAM
220013	INFO	TRANS: TRANS: Shutting down now.	Trans application being shutdown.	Refer to application expert. Start Roaming applications by running slee.sh	MOB_ROAM
220014	INFO	TRANS: TRANS: Starting up.	Trans is starting.	No resolution.	MOB_ROAM
220015	INFO	TRANS: TRANS: Using Roaming Flag:%z	Trans is starting.	No resolution.	MOB_ROAM
220016	INFO	TRANS: TRANS: Using ServiceKey:%z	Trans is starting.	No resolution.	MOB_ROAM
220017	ERROR	RAP: IdpTsan (): Received TSAN IDP when service is not ready. Ignoring call.	Traffic presented to machine whilst service is starting.	Refer to application expert. To avoid this message block traffic to machine before restarting Roaming applications next time.	MOB_ROAM
220018	ERROR	RAP: IdpTsan (): Transfer of dialogue to ABS failed for TSAN: %s %d. Sending Release.	CCS was not available.	Refer to application expert. Ensure CCS is running on the machine and that the USSD.cfg and SLEE.cfg match for the CCS service handle. Service will need to be restarted	MOB_ROAM

Alarm	Severity	Text	Cause	Resolution	Service
220019	ERROR	RAP: Unable to allocate new TSAN - no free objects. Releasing call: CLI: %s %d, CALLED:%z	Too many concurrent roaming calls.	Refer to application expert. Increase number of TSANs in network and modify the USSD.cfg accordingly. The service will need to be restarted.	MOB_ROAM
220020	INFO	RAP: HandleDialogEvent (): Recieved Dialog Close on Unknown Dialog. Ignoring.	Overload on machine.	Assuming UNIX/application skills. Use top (see man top) to monitor machine and identify bottleneck.	MOB_ROAM
220021	INFO	RAP: HandleTimer (): TSAN timer expired. TSAN was: %s %d, with CLI: %s %d, and CALLED:%z	Roaming network signalling loss.	Refer problem to application owner. Ensure better QoS with Roaming partners.	MOB_ROAM
220022	INFO	RAP: IdpNotTsan (): TCAP Primitive does not contain a valid Global Title (err1). Sending Release.	Signalling network error.	Refer to singalling expert. Tracing may need to be performed on MSC if alarm persists.	MOB_ROAM
220023	INFO	RAP: IdpTsan (): Illegal Call Attempt to TSAN: %s %d from : %s %d. Expected: %s %d.	Subscriber dialling TSAN directly	Refer to security department. Can block in TSAN range in HLR for direct calling.	MOB_ROAM
220024	NOTICE	RAP: HandleTcapEvent (): Received a TCAP Primitive with OpID: %d, which is not an IDP. Ignoring.	Signalling network error	Refer to singalling expert. Tracing may need to be performed on MSC if alarm persists.	MOB_ROAM
220025	NOTICE	RAP: IdpNotTsan (): Received Non Tsan IDP when service is not ready. Ignoring call.	Traffic presented to machine whilst service is starting	Refer to application expert. Block traffic to machine before restarting Roaming applications next time	MOB_ROAM
220026	INFO	RAP: RAP application is now shutting down.	RAP application being shutdown	Refer to application expert. Start Roaming applications by running slee.sh.	MOB_ROAM
220027	NOTICE	RAP: RAP Application is starting up.	RAP application being started	No resolution.	MOB_ROAM

Alarm	Severity	Text	Cause	Resolution	Service
220028	INFO	RAP: RAP Finished	RAP has finished.	Refer to application expert. Start Roaming applications by running slee.sh.	MOB_ROAM
220029	NOTICE	RAP: RAP Started	RAP has started.	No resolution.	MOB_ROAM
220030	WARNING	RAP: GenerateTimeEvent (1): Failed to open a dialogue to the timerIF. Releasing call.	TimerIF not available	Refer to application expert (Check the following). 1) Ensure timerIF has restarted and error message is not re-ocurring. 2) Restart service if reocurring. Finally contact support.	MOB_ROAM
220031	WARNING	RAP: HandelTimerEvent (): Failed to open a dialogue to the timerIF. Releasing call. TSAN: %s %d CLI: %s %d CLD:%z	TimerIF not available	Refer to application expert (Check the following). 1) Ensure timerIF has restarted and error message is not re-ocurring. 2) Restart service if reocurring. Finally contact support.	MOB_ROAM
220032	WARNING	RAP: WARNING: TSAN in cancelled state or illeagal call attempt - cli: %d	Roaming network signalling contention.	Refer to application expert.	MOB_ROAM
220033	INFO	RAP: INFO: Starting Application %s %d FAILED: Permission denied	The specified application failed to start.	Refer to application expert. Check file permissions of the suspect application.	MOB_ROAM
220034	CRITICAL	RAP: CRITICAL SleeException=%d sleeError.cc@%d:%z	Exception raised from SLEE.	Contact support.	MOB_ROAM
220035	CRITICAL	TRANS: CRITICAL SleeException=%d sleeError.cc@%d:%z	Exception raised from SLEE.	Contact support.	MOB_ROAM
220036	CRITICAL	USSD: CRITICAL SleeException=%d sleeError.cc@%d:%z	Exception raised from SLEE.	Contact support.	MOB_ROAM
220037	CRITICAL	RAP: Failed to create dialog to Timer Interface	timerIF cannot be contacted.	Refer to application expert. Verify process in running.	MOB_ROAM
220038	ERROR	RAP: idp (TSAN) recieved - service not ready	Information Only.	No resolution.	MOB_ROAM

Alarm	Severity	Text	Cause	Resolution	Service
220039	NOTICE	RAP: TSAN in cancelled state or illeagal call attempt - cli:%z	Information Only.	No resolution.	MOB_ROAM
220040	ERROR	RAP: Transfer of Dialog to ABS failed - sending release	Cannot transfer call to CCS.	Contact support.	MOB_ROAM
220041	ERROR	RAP: Illeagal Call Attempt to TSAN: %s %d from %s %d	Internal error.	No resolution.	MOB_ROAM
220042	ERROR	RAP: idp (Non TSAN) recieved - service not ready	Information Only.	No resolution.	MOB_ROAM
220043	ERROR	RAP: TCAP Primitive NULL - No Global Title Err1 - sent release	Incomplete IDP.	Contact support.	MOB_ROAM
220044	ERROR	RAP: TCAP Address NULL - No Global Title Err2 - sent release	Incomplete IDP.	Contact support.	MOB_ROAM
220045	ERROR	RAP: Recieved a INAP message other then IDP - This should never happen....	Internal error.	No resolution.	MOB_ROAM
220046	ERROR	RAP: Recieved Dialog Close on Unknown Dialog	SLEE has ended the dialog.	No resolution.	MOB_ROAM
220047	ERROR	USSD: Oracle Error while reading barred numbers	DB query returned an error.	Refer to ORACLE expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Check the following environment variables and/or configuration files: 2a) ORACLE_SID(environment) 2b) tnsnames.ora(configuration file) 2c) listener.ora(configuration file). 3) Verify that the username and password for the current machine is correct. Finally contact support.	MOB_ROAM

Alarm	Severity	Text	Cause	Resolution	Service
220048	WARNING	USSD: IMSI_X_MSISDN entry not found for IMSI:%z	Missing IMSI to MSISDN mapping.	Refer to application expert. Add missing entry via the SMS screens.	MOB_ROAM
220049	WARNING	USSD: Problem with dialled string - should be detected by HLR	Information Only.	No resolution.	MOB_ROAM
220050	ERROR	USSD: Profile info not found - finishing	Callers profile cannot be found.	Refer to application expert. Verify the account exists and contains a valid customer profile.	MOB_ROAM
220051	CRITICAL	USSD: ccsBeClient not available - exiting	ccsBeClient cannot be contacted.	Refer to application expert. Verify process in running.	MOB_ROAM
220052	WARNING	USSD: Service key not matched, returning error!	Information Only.	No resolution.	MOB_ROAM
220053	CRITICAL	USSD: TimerIF %s %d not available - exiting	timerIF cannot be contacted.	Refer to application expert. Verify process in running.	MOB_ROAM
220054	ERROR	USSD: Got Common Exception:%z	Caught an exception from CCS.	No resolution.	MOB_ROAM
220055	ERROR	USSD: Got Standard Exception:%z	Caught an exception from CCS.	No resolution.	MOB_ROAM
220056	ERROR	USSD: Received a exception from BE:%z	Caught an exception from BE.	No resolution.	MOB_ROAM
220057	ERROR	USSD: Unknown exception from BE	Caught an exception from BE.	No resolution.	MOB_ROAM
220058	WARNING	USSD: No Escape code detected after translation	Information Only.	No resolution.	MOB_ROAM
220059	CRITICAL	USSD: Timer not available - exiting	timerIF cannot be contacted.	Refer to application expert. Verify process in running.	MOB_ROAM
220060	ERROR	USSD: The VSSP closed dialog prematurely	SLEE has ended the dialog.	No resolution.	MOB_ROAM

Alarm	Severity	Text	Cause	Resolution	Service
220061	ERROR	USSD: Transfer to CCS failed - Sending Release to A Leg	Cannot transfer call to CCS.	Contact support.	MOB_ROAM
220062	ERROR	USSD: Call Context not found - send release 2	Cannot find call details in internal call list.	No resolution.	MOB_ROAM
220063	ERROR	USSD: Program Error - 2	Information Only.	No resolution.	MOB_ROAM
220064	ERROR	USSD: Program Error - 3	Information Only.	No resolution.	MOB_ROAM
220065	ERROR	USSD: Program Error - unknown Timer type 1	Internal error.	No resolution.	MOB_ROAM
220066	ERROR	USSD: ClosedDialogue (): BE dialog closed prematurely	SLEE has ended the dialog.	No resolution.	MOB_ROAM
220067	ERROR	USSD: NAP timer dialog closed prematurely	SLEE has ended the dialog.	No resolution.	MOB_ROAM
220068	ERROR	USSD: LEG A wait timer dialog closed prematurely	SLEE has ended the dialog.	No resolution.	MOB_ROAM
220069	ERROR	USSD: VSSP dialog closed prematurely	SLEE has ended the dialog.	No resolution.	MOB_ROAM
220070	ERROR	USSD: Unknown Dialog Closed	SLEE has ended the dialog.	No resolution.	MOB_ROAM
220071	WARNING	USSD: USSD KILLED	User killed the process.	No resolution.	MOB_ROAM

Alarm	Severity	Text	Cause	Resolution	Service
220072	ERROR	USSD: oraConnect returned :%z	Oracle connection refused.	Refer to ORACLE expert first (Check the following). 1) Verify that ORACLE is running through checking the status of the listener(lsnrctl) and restart ORACLE only if necessary. 2) Check the following environment variables and/or configuration files: 2a) ORACLE_SID(environment) 2b) tnsnames.ora(configuration file) 2c) listener.ora(configuration file). 3) Verify that the username and password for the current machine is correct. Finally contact support.	MOB_ROAM
220073	ERROR	USSD: No services have been configured in ussd.cfg. Exiting!	USSD has no defined service keys.	Refer to application expert. Fix ussd.cfg to specify service key entries.	MOB_ROAM
220074	NOTICE	USSD: Call-back service enabled.	Information Only.	No resolution.	MOB_ROAM
220075	ERROR	USSD: Error duplicate service keys for CALLBACK_SK and VOUCHER_RECHARGE_SK found. Exiting!	USSD has been configured with duplicate service keys.	Refer to application expert. Fix ussd.cfg to specify unique service key entries.	MOB_ROAM
220076	ERROR	USSD: Error duplicate service keys for CALLBACK_SK and BALANCE_QUERY_SK found. Exiting!	USSD has been configured with duplicate service keys.	Refer to application expert. Fix ussd.cfg to specify unique service key entries.	MOB_ROAM
220077	NOTICE	USSD: Call-back service disabled.	Information Only.	No resolution.	MOB_ROAM
220078	ERROR	USSD: Error duplicate service keys for BALANCE_QUERY_SK and VOUCHER_RECHARGE_SK found. Exiting!	USSD has been configured with duplicate service keys.	Refer to application expert. Fix ussd.cfg to specify unique service key entries.	MOB_ROAM

Alarm	Severity	Text	Cause	Resolution	Service
220079	NOTICE	USSD: Voucher Recharge service enabled.	Information Only.	No resolution.	MOB_ROAM
220080	NOTICE	USSD: Voucher Recharge service disabled.	Information Only.	No resolution.	MOB_ROAM
220081	NOTICE	USSD: Balance Query service enabled.	Information Only.	No resolution.	MOB_ROAM
220082	NOTICE	USSD: Balance Query service disabled.	Information Only.	No resolution.	MOB_ROAM
220083	ERROR	SLEE: SLEE(%d) CRITICAL: Recieved a INAP message other then IDP - This should never happen....	Unexpected TCAP message received.	If problem persists then contact support.	MOB_ROAM
220084	CRITICAL	SLEE: SLEE(%d) CRITICAL: ClosedDialogue (): absBeClient/BE dialog closed prematurly	BE has reported error.	If problem persists then contact support.	MOB_ROAM
220085	CRITICAL	SLEE: SLEE(%d) CRITICAL: NAP Connection Timed Out	BE has reported error.	If problem persists then contact support.	MOB_ROAM
220086	CRITICAL	SLEE: SLEE(%d) CRITICAL: USSD: VSSP dialog closed prematurly	VSSP has reported error.	If problem persists then contact support.	MOB_ROAM
220087	WARNING	SLEE: SLEE(%d) WARNING: TSAN in cancelled state or illeagal call attempt - cli:%z	Call already in TSAN map.	No action required.	MOB_ROAM
220088	CRITICAL	USSD: CRITICAL SleeEvent::new()=%d sleeEvent.cc@%d: No available events	Error communicating with the SLEE.	Refer to application expert. Increase MAXEVENTS in SLEE.cfg if necessary.	MOB_ROAM
220089	CRITICAL	SLEE: SLEE(%d) NOTICE: LEG A Timed Out	Caller has not answered A leg.	If problem persists then contact network security.	MOB_ROAM