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Preface

This document describes the alarms that may be raised during the running of Oracle Communications Services Gatekeeper and What to Do to resolve them.

Audience

This book is intended for support engineers and system administrators working with Services Gatekeeper.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Related Documents

For more information, see the following documents in the Services Gatekeeper set:

- *Oracle Communications Services Gatekeeper Application Developer's Guide*
- *Oracle Communications Services Gatekeeper Portal Developer's Guide*
- *Oracle Communications Services Gatekeeper Extension Developer's Guide*
- *Oracle Communications Services Gatekeeper Platform Test Environment User's Guide*
- *Oracle Communications Services Gatekeeper System Administrator's Guide*

1 Handling Alarms

This document enumerates the types of alarms that may be generated in the course of running Oracle Communications Services Gatekeeper and gives the recommended steps for resolving them.

- Interpreting Alarms
- Alarm Numbering Overview

> **Note:** There is a one-to-one correspondence between Services Gatekeeper alarms and the defined SNMP traps. To view the MIB directly, point your MIB browser to the file `BEA-WLNG-MIB` available in the *Domain_home*/**snmp** directory of your installation. Services Gatekeeper does not provide a MIB browser, but most vendors of SNMP utilities do.

Interpreting Alarms

An alarm list stored in the database contains information about alarms. Alarm information retrieved using listeners will have slightly different parameters.

Table 1–1 describes the parameters associated with alarms.

Table 1–1 Alarm Parameters

Information	Description
alarm_id	A unique sequential identifier
source	The name of the software module that raised the alarm and the IP address of the server in which the module runs
timestamp	The time at which the event was triggered (in milliseconds from midnight 1 January 1970)
severity	The alarm's severity level. Valid entries are: ■ 1: warning ■ 2: minor ■ 3: major ■ critical
identifier	The alarm type
alarm_info	Information provided by the software module that raised the alarm

Table 1–1 (Cont.) Alarm Parameters

Information	Description
additional_info	3.0 style alarms only. This field includes: ■ Service Provider ID ■ Application ID ■ Application Instance Group ID (account login) ■ Other information depending on context

For more information, see "Events, Alarms, and Charging" in *Services Gatekeeper Communication Service Reference Guide*, another document in this set.

Alarm Numbering Overview

Alarms are grouped into two large sets: those raised by 2.2 style mechanisms and those raised by 3.0 style mechanisms. For more information on the differences between them, see the section on events, alarms, and charging in *Services Gatekeeper Communication Service Reference Guide*. Descriptions of each alarm and steps to take to resolve them can be found in these chapters:

- Resolving 2.2 Style Alarms
- Resolving 3.0 and Higher Style Alarms

2.2 Style (Legacy) Alarms

The numbers correspond to the new style sequential `alarm_id`. The old 2.2 style identifiers continue to exist in the `alarm.xml` file as attributes in `key` "AlarmIdentifier22" `value` "*old_number*" pairs.

Protocol Plug-in

102700-102704 plug-in OSA access

Policy

102800-102825 Policy

SLEE

103900-103902 - SLEE charging

104000-104001 - SLEE EDR (listeners)

104100 - SLEE statistics

3.0 Style (Current) Alarms

110000-110008 Corba

110100-110105 Java management (JMX)

110500-110504 Plug-in manager

110600-110618, 110680 Short messaging: SMPP plug-in

110901-110922 Presence SIP plug-in

111000-111006 Budget service

111100-111104 Storage service

111202-111209 MLP plug-in

111700-111718 MM7 plug-in

113300 Subscriber-centric policy interceptor

113400-113404 CDR to Diameter

113500-113504 Credit control interceptor

113601-11360 Geo-redundancy service

113701-113702 Geo-storage service

118100-118102 Heartbeater

119000-119017 Third Party Call - MPCC Parlay plug-in

120100- 120111 Call Notification plug-in

121000-121067 Audio Call - Parlay plug-in

130100- 130105 Subscriber Profile LDAP plug-in

131001- 131009 Third Party Call - INAP plug-in

132100- 1321005 EWS Push Message - PAP plug-in

400200-400207 Native UCP Protocol Server Service

400300-400312 Native UCP SMS plug-in

400400-400407 Terminal Status - MAP plug-in

400500-400513 SMPP Server Service

400600400617 Native SMPP

401050-401053 Native MM7 plug-in

981001-981011 Email service plug-in

199900 Default

98000001-98000009 QoS plug-in

2

Resolving 2.2 Style Alarms

The following sections describe 2.2 style alarms that are processed by the 3.0 alarm-handling mechanisms and what can be done to respond to them. The first digit indicates the 3.0 alarm ID, whereas the second digit indicates the previously assigned 2.2 style ID. These alarms are belong to backwards compatible services, and contain slightly different information than 3.0 style alarms.

103827/1034 SLEE: Transaction Limit Violated

The number of transactions has exceeded a limit defined using Oracle Communications Services Gatekeeper management procedures. The alarm contains information on busy hour start time and end time -including date-, average busy-hour transactions per second and the defined limit.

Severity

Major

What to Do

Informational only.

103833/1035 SLEE: Transaction Limit Reached 95% of the Allowed Value

The number of transactions has exceeded 95% of limit defined by Oracle Communications Services Gatekeeper management procedures.

Severity

Minor

What to Do

Informational only.

103900/1100 SLEE Charging: Charging Data Storage Failed

The SLEE charging service has failed to write charging data to the database.

Possible reasons:

- The database is not running
- There is a network communication problem between the SLEE and the databases.

Severity

Minor

What to Do

Check the database.

103901/1101 SLEE Charging: Charging Service Initialization Failed

The alarm is raised if the charging service is activated before the database. That is, at installation or system restart, the database has to be started before Oracle Communications Services Gatekeeper.

Severity

Minor

What to Do

Start the database before Services Gatekeeper at system installation or restart.

103902/1102 SLEE Charging: Charging Table Creation Failed

An error occurred when trying to create the charging table in the database. The error occurs if the charging service is started before the database. That is, at installation or system restart, the database has to be started before Oracle Communications Services Gatekeeper

Severity

Critical

What to Do

Start database before Services Gatekeeper at system installation or restart.

104000/1600 SLEE EDR Service: 2.2 Listener Execution Time Exceeded

A 2.2 style EDR listener has exceeded the maximum notify execution time when receiving a batch of EDRs.

Severity

Critical

What to Do

Make sure the 2.2 EDR listeners keep the notify execution time as short as possible.

104001/1601 SLEE EDR Service: 2.2 Style EDR Listener Removed

A 2.2 style EDR listener has been removed because it has exceeded the maximum notify execution time too many times.

Severity

Critical

What to Do

Make sure the EDR listeners keep the notify execution time as short as possible

104100/7001 SLEE Statistics: Failed to Store Statistics Data

Failed to store statistics data.

Severity

Minor

What to Do

Check the status of the database and check if the disk is full.

102700/22000 Plug-in OSA Access: OSA Gateway Authentication Failed

The OSA access plug-in failed to authenticate with the OSA gateway.

Severity

Major

What to Do

Verify the OSA gateway connection data with the OSA gateway operator. Verify that the user certificate is still valid. For more information, see *Services Gatekeeper System Administrator's Guide*.

102701/22001 Plug-in OSA Access: OSA Gateway Service Manager Unreachable

The OSA manager object obtained from the OSA gateway is considered dead. Might be a network problem.

Severity

Major

What to Do

The OSA gateway plug-in will automatically try to authenticate the OSA gateway at next service request.

102702/22002 Plug-in OSA Access: OSA Gateway Unreachable

The OSA access plug-in could not reach any of the connected OSA gateways (OSA frameworks) defined. Might be a network problem.

Severity

Major

What to Do

Verify the network connection.

102703/22003 Plug-in OSA Access: No Mapping Available

The application requesting a service from the OSA gateway does not have a valid mapping towards the requested OSA service.

Severity

Major

What to Do

Verify the current mapping. If no mapping exists, create a mapping according to the information in Managing Accounts and SLAs.

102704/22004 Plug-in OSA Access: Internal Error When Handling Event

An unexpected internal error has occurred.

Severity

Major

What to Do

Contact Oracle Support

102800/3002 Policy Service: Parsing of Service-Specific Rule File Failed

The rule engine cannot parse the service-specific rule file.

Severity

Major

What to Do

Verify that the rule file exists and that the path to the rule is correct.

Verify that the syntax in the rule file is correct. See the log file for the policy service (`policy.log`) for information on the error.

3003 Policy Service: Various Policy Denials

A number of different conditions can produce this alarm. The additional_info field describes specifically what the problem is, but in each case a request has been denied because the request attempts to use a method for which it is not authorized or has included a value for a request parameter is that not acceptable or because the relevant SLA cannot be found or is out of date.

Severity

Major

What to Do

Make sure the relevant SLA is available and loaded and that it is up to date.

102802/3005 Policy Service: Request Denied

The policy service denied a service request.

Severity

Minor

What to Do

Informational only.

102803/3006 Policy Service: Runtime Exception in Policy Rule

The policy service encountered a run-time exception.

Severity

Major

What to Do

Contact Oracle Support.

102804/3007 Service Provider Group SLA Added

The operator has added a Service Provider Group SLA.

Severity

Minor

What to Do

Informational only.

102806/3009 Service Provider Group SLA Updated

The operator has updated a Service Provider Group SLA.

Severity

Minor

What to Do

Informational only.

102810/3013 Policy Service: Node SP SLA Added

The operator has added a Node Service Provider SLA.

Severity

Major

What to Do

Informational only.

102811/3014 Policy Service: Node SP SLA Deleted

The operator has deleted a Node Service Provider SLA.

Severity

Major

What to Do

Informational only.

102812/3015 Policy Service: Node SP SLA Updated

The operator has updated a Node Service Provider SLA

Severity

Major

What to Do

Informational only.

102813/3016 Policy Service: Node SLA Added

The operator has added a Node SLA

Severity

Major

What to Do

Informational only.

102814/3017 Policy Service: Node SLA Deleted

The operator has deleted a Node SLA

Severity

Major

What to Do

Informational only.

102815/3018 Policy Service: Node SLA Updated When Raised by Policy

Indicates a failure to find a transaction number when raised by ESPA messaging. When raised by Policy, operator has updated Node SLA. When raised by ESPA messaging it means that there was an error processing the result of a previously sent message. Information regarding the request and CDRs may not be available.

Severity

Major

What to Do

If the condition (ESPA_messaging) repeats frequently contact Oracle support.

102816/3019 Policy Service: Application Rules Updated

The operator has updated Application rules.

Severity

Major

What to Do

Informational only.

102817/3020 Policy Service: Node Rules Updated

The operator has updated Node rules.

Severity

Major

What to Do

Informational only.

102818/3021 Policy Service: Service Provider Rules Updated

The operator has updated the Service Provider rules.

Severity

Major

What to Do

Informational only.

102819/3022 Policy Service: Application Rules Deleted

The operator has deleted Application rules.

Severity

Major

What to Do

Informational only.

102820/3023 Policy Service: Node Rules Deleted

The operator has deleted Node rules.

Severity

Major

What to Do

Informational only.

102821/3024 Policy Service: Service Provider Rules Deleted

The operator has deleted Service Provider rules.

Severity

Major

What to Do

Informational only.

102822/3025 Policy Service: Service Provider/Application Quota Limit Exceeded

Quota limit defined in SLA has been exceeded by a specific service provider or application.

Severity

Major

What to Do

Contact service provider to reduce traffic or increase the limits.

102823/3026 Policy Service: Service Provider/Application Request Limit Exceeded

Request limit defined in SLA has been exceeded by a specific service provider or application.

Severity

Major

What to Do

Contact service provider to reduce traffic or increase the limits.

102824/3027 Policy Service: Global/SP NODE Request Limit Exceeded

Request limit defined in Node SLAs has been exceeded by a specific service provider or application.

Severity

Major

What to Do

Contact service provider to reduce traffic or increase the limits.

102825/3028 Policy Service: Global or SP Node Service Contract is Missing or Out of Date

Node SLA is missing or out of date.

Severity

Major

What to Do

Update the SLA.

3

Resolving 3.0 and Higher Style Alarms

The following sections describe 3.0 and higher style alarms that are processed by the current alarm-handling mechanisms and what can be done to respond to them. Unlike the 2.2 style alarms, these alarms have only a single ID. These alarms occur in relation to standard communication and container services, and contain slightly different information than 2.2 style alarms.

102801 Alarm Raised from Policy Rule File

An alarm was raised from the policy rule file.

Severity

Major

What to Do

See log for stacktrace.

102826 Policy Service: Application Does Not Exist or Is Not Active

The application does not exist, or is in state inactive.

Severity

Major

What to Do

Create to application instance if it does not exist. Active the application in it is in state inactive.

102827 Policy Service: Unable to Get Service Provider and Application Information

The service provider or application could not be resolved.

Severity

Major

What to Do

Make sure that the service provider and application account exists.

102828 Policy Service: Service Provider or App Request Limit Exceeded for Service Type

The request rate is higher than the rate stated in the Service Level Agreement for the service type.

Severity

Major

What to Do

Notify the service provider or update the SLA.

102829 Policy Service: Service Provider or Application Quota Limit Exceeded for Service Type

The quota for the service type stated in the Service Level Agreement is exceeded.

Severity

Major

What to Do

Notify the service provider or update the SLA.

102830 Policy Service: All Properties Denied

Properties passed in by an application are not allowed.

Severity

Major

What to Do

Notify the service provider of the application behavior.

102831 Policy Service: Parameter Value Is Not Allowed

The value of a parameter passed in by an application is not allowed.

Severity

Minor

What to Do

Notify the service provider of the application behavior or update the SLA to allow the parameter value.

102832 Policy Service: Request Info Is Empty

The RequestInfo object is empty. Cannot proceed with the request.

Severity

Major

What to Do

Check the logs.

102833 Policy Service: Accessing Method Is Not Allowed

An application tried to use a method that is not allowed according to the SLA.

Severity

Minor

What to Do

Notify the service provider or update the SLA.

102834 Policy Service: Accessing Method Is Not Allowed

An application tried to use a method that is not allowed according to the SLA.

Severity

Major

What to Do

Notify the service provider or update the SLA.

102835 Policy Service: Exception Thrown Calling Correlator

A service correlator threw an exception when it was invoked.

Severity

Critical

What to Do

Examine the log files.

102836 Policy Service: Exception Thrown Calling Factory

The RequestFactory threw an exception when it was invoked.

Severity

Critical

What to Do

Examine the log files.

102837 Policy Service: No Global or Service Provider Node SLA Found

Could not find a global node or service provider node SLA.

Severity

Major

What to Do

Update the node SLA.

102838 Policy Service: Application or Service Provider Group Service Contract Is Out of Date

The service contract in the SLA for the service provider group or application group has expired.

Severity

Major

What to Do

Update the SLA.

102839 Policy Service: Group Service Type Contract Is Out of Date

The application or service provider group service type contract is out of date. The service contract for the service type in the SLA for the service provider group or application group has expired.

Severity

Major

What to Do

Update the SLA.

102840 Policy Service: No Service Contract Found

The service contract for the service type in the SLA for the service provider group or application group could not be found.

Severity

Major

What to Do

Update the SLA.

102841 Subscriber Restrict All

Subscriber SLA defines to deny all request for/from the subscribe.

Severity

Major

What to Do

No actions required.

102842 Subscriber Quota or Rate Limit Reached

The subscriber quota or rate limit has been reached.

Severity

Major

What to Do

No action required.

102843 Application Is Not Logged In

The application is not logged in.

Severity

Major

What to Do

Log into application.

102844 Policy Service: Group Composed Service Contract is Out of Date

The application or service provider group composed service contract has expired.

Severity

Major

What to Do

Update the SLA.

102845 Policy Service: Service Provider/Application Request Limit Exceeded

The request rate is higher than the rate specified in the composed service contract.

Severity

Major

What to Do

Notify the service provider or update the SLA.

102846 Policy Service: Service Provider/Application Quota Limit Exceeded

The quota for the composed service contract has been exceeded.

Severity

Major

What to Do

Notify the service provider or update the SLA.

110000 Corba: Servant Is Already Active

Internal exception thrown when performing a Corba operation.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110001 Corba: Servant Is Not Active

Internal exception thrown when performing a Corba operation.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110002 Corba: Wrong Policy

Internal exception thrown when performing a Corba operation.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110003 Corba: Object is Already Active

Internal exception thrown when performing a Corba operation.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110004 Corba: Object Is Not Active

Internal exception thrown when performing a Corba operation.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110005 Corba: Invalid Policy

Internal exception thrown when performing a Corba operation.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110006 Corba: Adapter Already Exists

Internal exception thrown when performing a Corba operation.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110007 Corba: Generic CORBA Exception

Internal exception thrown when performing a Corba operation.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110008 Corba: Exception When Handling POA

Internal exception thrown when performing a Corba operation.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110100 JMX: NotCompliantMBeanException

Internal exception thrown when an MBean does not comply to the MBean specification.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110101 JMX: MalformedObjectNameException

Internal exception thrown when an MBean Object Name is malformed.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110102 JMX: MBeanRegistrationException

Internal exception thrown when an MBean fails to register.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110103 JMX: InstanceAlreadyExistsException

Internal exception thrown when an instance of an MBean already exists.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110104 JMX: InstanceNotFoundException

Internal exception thrown when a requested instance of an MBean does not exist.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110105 JMX: Default Management Error

Internal exception thrown when a management error severity fault happens.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110500 Plug-in Manager: Policy Denied Exception in Plug-in Manager

Either the Plug-in Manager rejected an application initiated request towards a plug-in because a policy rule rejected that request or the Plug-in Manager rejected the registration of the plug-in if the plug-in is not supported.

Severity

Minor

What to Do

If the exception says that the plug-in is not supported, make sure that the plug-in JAR has been woven by aspects. Otherwise, check the SLA to make sure it allows the request.

110501 Plug-in Manager: A Plug-in with the Same ID Is Already Registered

A plug-in tries to register itself in the plug-in manager but one with that ID has already been registered.

Severity

Minor

What to Do

Contact Oracle with the appropriate log file.

110502 Plug-in Manager: There is No Plug-in Available for this Request

No plug-in appropriate for this request can be found.

Severity

Minor

What to Do

Check that the plug-in is correctly deployed and running. Also make sure that a route exists to this plug-in.

110503 Plug-in Manager: There is No Plug-in Corresponding to this ID

The Plug-in Manager is asked to return a plug-in corresponding to this ID but none can be found.

Severity

Minor

What to Do

Contact Oracle with the appropriate log file.

110504 Plug-in Manager: Plug-in Manager Generic Exception

An internal error occurred in the Plug-in Manager causing a generic exception thrown from the Plug-in Manager. The exception message explains the error.

Severity

Minor

What to Do

Send any log with stack trace to Oracle.

110600 Plug-in SMS SMPP: Too Many Destination Addresses in Request

The number of destination addresses for the message exceeded the SMPP maximum (254).

Severity

Minor

What to Do

Have the service provider send multi-destination messages in 254 unit groups.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110601 Plug-in SMS SMPP: SMPP Message Send Failure

An error occurred when a short message was sent to the SMSC.

Severity

Minor

What to Do

Check the connection between Services Gatekeeper and the SMSC in the SMPP Server Service.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110602 Plug-in SMS SMPP: Unable to Notify SMS Reception

Services Gatekeeper was unable to notify the application of a network-initiated message.

Severity

Minor

What to Do

Check the connection between Services Gatekeeper and the application in the SMPP Server Service. Make sure that the endpoint URL of the notification is correct.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110603 Plug-in SMS SMPP: No Matching Notification for Received SMS

Services Gatekeeper received a network-initiated message for which there was no registered notification.

Severity

Minor

What to Do

Informational only.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110604 Plug-in SMS SMPP: Unable to Notify Delivery Status

Services Gatekeeper was unable to notify the application of a network message delivery status.

Severity

Minor

What to Do

Check the connection between Services Gatekeeper and the application in the SMPP Server Service. Make sure that the endpoint URL of the notification is correct.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110605 Plug-in SMS SMPP: Unable to Retrieve the Notification Service

Unable to create the needed service for calls from Services Gatekeeper to the application.

Severity

Major

What to Do

Check the exception stack trace in the log.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110613 Plug-in SMS SMPP: Partial Failure of Submit Multi Request

Some of the multiple destinations to which the message was sent have failed to be delivered. This alarm is sent for each message failure.

Severity

Minor

What to Do

Check the SMSC logs.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110615 Plug-in SMS SMPP: Segments Are Missing from the Message

Services Gatekeeper has detected that segments from this message are missing.

Severity

Warning

What to Do

Check the logs.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110619 Plug-in SMS SMPP: Illegal XParameter Value

An illegal XParameter was passed.

Severity

Minor

What to Do

Check the SOAP headers.

Note: This alarm may be triggered by either the SMS communication service or the binary SMS communication service.

110680 Plug-in SMS SMPP (Binary SMS): Too Many Segments

Either there is a client error or the binary content is too large for Services Gatekeeper to handle.

Severity

Major

What to Do

Check the size of the binary content.

110901 Plug-in Presence SIP: Failed to Handle a SIP NOTIFY Message

An internal error has occurred while the Presence SIP plug-in was trying to send a notification to the client about the decision on a pending subscription or the status change of the presentity.

Severity

Warning

What to Do

Provide logs with exception stack trace to Oracle.

110902 Plug-in Presence SIP: Failed to Invoke Client Operation: notifySubscription

The Presence SIP plug-in was not able to notify the client about the decision on a pending subscription. No further notification will be attempted.

Severity

Warning

What to Do

The client may try to get presentity information by invoking getUserPresence() and startPresenceNotification(): either operation will fail if the subscription was not authorized. Verify the client is running at the endpoint specified in the subscription to receive future notifications for new subscriptions.

110904 Plug-in Presence SIP: Failed to Invoke Client Operation: makeStatusChangedCallback

An error occurred when the Presence SIP plug-in was trying to notify the client about the status change of the presentity. No further notification will be sent on the current status change.

Severity

Warning

What to Do

Verify the client is running at the endpoint specified to receive future notifications.

110907 Plug-in Presence SIP: Failed to Invoke subscribePresence

An error occurred while the Presence SIP plug-in was processing a subscribePresence request.

Possible causes are:

- the subscription already exists
- no SIP-URI mapping has been configured for the application instance group
- internal errors such as storage service errors or connectivity issues with OCCAS

Severity

Warning

What to Do

Verify the following Presence SIP plug-in configurations in the Administration Console:

- SIPNodeUrl, SipNodeUsername and SIPNodePassword
- SIP URL mapping

Make sure OCCAS is running and in good condition.

110908 Plug-in Presence SIP: Failed to Invoke getUserPresence

An error occurred while the Presence SIP plug-in was processing a getUserPresence request. Possible causes are:

- a subscription has not been submitted or approved
- a policy violation occurred when trying to retrieve unauthorized presence attributes
- an internal error such as a storage service error occurred

Severity

Warning

What to Do

Verify the client is running at the endpoint specified in the subscription; resubmit the current request after the authorization notification has been received.

110909 Plug-in Presence SIP: Failed to Invoke startPresenceNotification

An error occurred while the Presence SIP plug-in was processing a startPresenceNotification request. Possible causes are:

- a presence subscription has not been submitted or approved
- a start notification request with the same correlator already exists
- a start notification request for the specified presentity has already been submitted by the same application instance group
- an internal error such as a storage service error has occurred

Severity

Warning

What to Do

Verify the client is running at the endpoint specified in the subscription; resubmit the current request after the authorization notification has been received.

110910 Plug-in Presence SIP: Failed to Invoke endPresenceNotification

An error occurred while the Presence SIP plug-in was processing a startPresenceNotification() request. Possible causes are:

- a startPresenceNotification has not been submitted by the client
- internal errors such as storage service errors

Severity

Warning

What to Do

Verify the database is running. Try to restart Services Gatekeeper. Provide logs with exception stack trace to Oracle.

110918 Plug-in Presence SIP: Failed to Start

An internal error occurred when the Presence SIP plug-in was started. It will not function properly unless the underlying problems are corrected.

Severity

Warning

What to Do

Try to restart Services Gatekeeper. Provide logs with exception stack trace to Oracle.

110922 Plug-in Presence SIP: Failed to Perform OAM Operation

An Oracle Access Manager operation error has occurred. This is most likely due to storage service errors.

Severity

Warning

What to Do

Verify the database is running. Try to restart Services Gatekeeper. Provide logs with exception stack trace to Oracle.

111000 Budget Service: Configuration Mismatch between Sites

The budget service discovered a site configuration mismatch between geo-redundant sites.

Severity

Major

What to Do

Verify that the list of geo-redundant sites in GeoRedundantService and GeoMasterSiteId settings in GeoStorageService is identical on all geo-redundant sites of Services Gatekeeper.

111001 Budget Service: Shutting Down Duplicate Budget Service Master

Duplicate geo-redundancy masters were detected. The situation has been corrected.

Severity

Minor

What to Do

Verify network connectivity between geo-redundant sites. This alarm is likely an indication of a previous network split between sites.

111002 Budget Service: Budget Master Unreachable

Communication with a remote site has failed a configured number of times. The number of failures before this alarm is raised is determined by the remote site reachability alarm threshold setting.

Severity

Major

What to Do

Verify that network connectivity between geo redundant sites is operational and that the remote site is functioning.

111003 Budget Service: New Budget Master Available for Service

A new geo-redundancy master has been elected and activated.

Severity

Minor

What to Do

Verify that there is network connectivity between geo-redundant sites and that the remote site is operational. This alarm could be an indication of a network split or a crash at the remote site.

111004 Budget Service: One of the Remote Sites Is Unreachable

Services Gatekeeper was unable to reach one of the remote geo-redundant sites.

Severity

Major

What to Do

Verify that there is network connectivity between geo-redundant sites and that the remote site is operational. This alarm could be an indication of a network split or a crash at the remote site.

111006 Budget Service: There Is a Budget Configuration Mismatch Between Sites. Please Look in the Log File for More Information

A mismatch in budget configuration between geo-redundant sites has been detected.

Severity

Major

What to Do

Re-sync the slave site manually using the **syncFromGeoMaster** operation. Start the Administration Console from the slave site and navigate to **OCSG** -> *NT_servername* -> **Container Services** -> **GeoStorageService** -> **Operations**, and run **syncFromGeoMaster**.

You can also run the operation using the **GeoStorageServiceMBean**. For information on **GeoStorageServiceMBean**, see the "All Classes" section of *Services Gatekeeper OAM Java API Reference*.

111007 Budget Service: Budget Value is Below 20% of Max Value

The value of the budget is below 20% of the maximum value.

Severity

Minor

What to Do

Inform the service provider that the request limit is closing or update the SLA.

111100 Storage Service: Exception Thrown during Store Database Table Entry Expiration

An error occurred while the storage service was removing expired entries from the store database table.

Severity

Warning

What to Do

Verify that the database is running and provide logs with exception stack trace to Oracle.

111101 Storage Service: Failed to Initialize the Storage Service

An error occurred when the Storage Service was being activated.

Severity

Major

What to Do

Verify that the database is running and provide logs with exception stack traces to Oracle.

111102 Storage Service: Failed to Initialize the Cluster Cache for the Storage Service

An error occurred when the Storage Service was being activated.

Severity

Major

What to Do

Verify that the database is running and that there is network connectivity within the cluster. Provide logs with exception stack traces to Oracle.

111103 Storage Service: Failed Write behind Operations for a Storage Service Store

An error occurred while performing one or more asynchronous writes to the persistent storage. The requested changes may have been lost without the communication service being aware of it.

Severity

Warning

What to Do

Verify that the database is running and provide logs with exception stack traces to Oracle.

111104 Storage Service: Storage Exception

A generic storage exception was thrown in a communication service.

Severity

Minor

What to Do

Provide logs with exception stack traces to Oracle.

111105 Storage Service: Query Result Was Possibly Truncated

The result of a query result was possibly truncated due to maximum query result size limit.

Severity

Warning

What to Do

Provide logs with exception stack traces to Oracle.

111202 Plug-in MLP: Start Failed

The Terminal Location MLP plug-in failed to start.

Severity

Major

What to Do

Check the log for more information.

111203 Plug-in MLP: Stop Failed

The Terminal Location MLP plug-in failed to stop.

Severity

Major

What to Do

Check the log for more information.

111204 Plug-in MLP: Activate Failed

The Terminal Location MLP plug-in was not activated.

Severity

Major

What to Do

Check the log for more information.

111205 Plug-in MLP: Deactivate Failed

The Terminal Location MLP plug-in was not deactivated.

Severity

Major

What to Do

Check the log for more information.

111206 Plug-in MLP: SendLocation Request Failed

The attempt to send a location request failed.

Severity

Major

What to Do

Make sure the MLP server is available. Check the log for more information.

111207 Plug-in MLP: Notify Application that Location Notification Has Ceased Failed

Services Gatekeeper was unable to notify the application that location notification has ceased.

Severity

Major

What to Do

Make sure the AT layer and the notification URL are available. Check the log for more information.

111208 Plug-in MLP: Notify Application of a Location Error Failed

Services Gatekeeper was unable to notify the application that a location error has occurred.

Severity

Major

What to Do

Make sure the AT layer and the notification URL are available. Check the log for more information.

111209 Plug-in MLP: Notify Application of a Location Notification Failed

Services Gatekeeper was unable to notify the application that a location notification has been received.

Severity

Major

What to Do

Make sure the AT layer and the notification URL are available. Check the log for more information.

111700 Plug-in MM7: Failed to Send Multimedia Message

Services Gatekeeper was unable to send a multimedia message to the network.

Severity

Major

What to Do

Check the log for more information. Common problems: missing/invalid required parameters; configuration problems; storage errors.

111701 Plug-in MM7: Failed to Get Multimedia Message Delivery Status

Services Gatekeeper was unable to get delivery status on a multimedia message from the network.

Severity

Major

What to Do

Check the log for more information. Common problems: invalid request identifier; storage errors.

111702 Plug-in MM7: Failed to Poll Received New Multimedia Messages

Services Gatekeeper was unable to send the list of received messages to the application.

Severity

Major

What to Do

Check the log for more information. Common problems: invalid MM7 configuration; storage errors.

111703 Plug-in MM7: Failed to Get a Multimedia Message

Services Gatekeeper was unable to send a requested received multimedia message - including attachment - to the application.

Severity

Major

What to Do

Check the log for more information. Common problems: no attachment found; storage errors.

111704 Plug-in MM7: Failed to Send MM7 Messages to Network

Services Gatekeeper was unable to send an MM7 message to the network.

Severity

Major

What to Do

Check the log for more information. Common problems: MM7 Relay Server not ready or misconfigured.

111705 Plug-in MM7: Failed to Activate the MM7 Plug-in

Services Gatekeeper was unable to activate the MM7 plug-in.

Severity

Warning

What to Do

Check the log for more information. Common problems: Plug-in not ready; plug-in ID duplicated.

111706 Plug-in MM7: Failed to Deactivate the MM7 Plug-in

Services Gatekeeper was unable to deactivate the MM7 plug-in.

Severity

Warning

What to Do

Check the log for more information. Common problems: can't find the plug-in with the ID provided.

111707 Plug-in MM7: Failed to Start the MM7 Plug-in

Services Gatekeeper was unable to start the MM7 plug-in.

Severity

Warning

What to Do

Check the log for more information. Common problems: failed to located WorkContextMap; MBean-related exceptions.

111708 Plug-in MM7: Failed to Stop the MM7 Plug-in

Services Gatekeeper was unable to stop the MM7 plug-in.

Severity

Warning

What to Do

Check the log for more information. Common problem: MBean-related exceptions.

111709 Plug-in MM7: Failed to Notify Message Reception

Services Gatekeeper was unable to notify the application that a message has been received from the network.

Severity

Warning

What to Do

Check the log for more information. Common problems: no matching NotificationInfo; storage errors; unsupported address type; application not available.

111710 Plug-in MM7: Failed to Notify Message Delivery Receipt

Services Gatekeeper was unable to notify the application that a message delivery receipt has been received from the network.

Severity

Major

What to Do

Check the log for more information. Common problems: no matching messageinfo, recipient number not found; application unavailable.

111711 Plug-in MM7: Application is Not Available

Services Gatekeeper was unable to contact the application.

Severity

Warning

What to Do

Check the availability of the application.

111712 Plug-in MM7: Recipient Number Not Found

The delivery acknowledgement does not have a recipient number that matches any of the destination addresses of the sent message. Uncommon.

Severity

Warning

What to Do

Check the log for more information. Common problem: issue between Services Gatekeeper and the MMSC.

111713 Plug-in MM7: No Matching MessageInfo Found

The incoming delivery report did not correlate to a message info. For example: the MMSC sent up a delivery report which Services Gatekeeper has no record of sending.

Severity

Warning

What to Do

Check the log for more information. Common problem: Services Gatekeeper is not configured to request delivery reports but the MMSC is sending them anyway.

111714 Plug-in MM7: Unsupported Address Type

Services Gatekeeper does not support the address type attached to the multimedia message.

Severity

Warning

What to Do

Check the log for more information and check the address type.

111715 Plug-in MM7: Failed to Start Message Notification

Services Gatekeeper is unable to start message notification.

Severity

Major

What to Do

Check the log for more information. Common problems: duplicated correlator IDs; storage errors.

111716 Plug-in MM7: Failed to Stop Message Notification

Services Gatekeeper is unable to stop message notification.

Severity

Major

What to Do

Check the log for more information. Common problems: Correlator ID doesn't exist; storage errors.

111717 Plug-in MM7: No Application Found for a Mobile Originated MMS

The MMSC and Services Gatekeeper are out of sync with respect to notifications. A mobile-originated message has been sent from the network no application has set up a notification to receive it.

Severity

Major

What to Do

Check the log for more information.

111718 Plug-in MM7: MM7 Relay Server Responded with an Error Code

The SubmitResponse returned an error-code.

Severity

Major

What to Do

Look at the logs to see the specific status code and status text.

113300 Subscriber-Centric Policy: Quota Limit Exceeded for Subscriber

The budget quota for a subscriber with `limitExceedOK` set to `true` has been exceeded.

Severity

Minor

What to Do

Informational only.

113400 CDR to Diameter: Failed to Start the CDR to Diameter Module

Services Gatekeeper was unable to start the CDR to Diameter module.

Severity

Major

What to Do

Check the logs for more information.

113401 CDR to Diameter: Failed to Start the CDRDiameter Node

Services Gatekeeper was unable to start the CDRDiameter node.

Severity

Minor

What to Do

Check the logs for more information.Check the configuration of the CDR to Diameter module.

113402 CDR to Diameter: Failed to Shutdown the CDRDiameter Node

Services Gatekeeper failed to shut down the CDRDiameter node.

Severity

Minor

What to Do

Check the logs for more information.

113403 CDR to Diameter: Failed to Send Diameter ACR

A general exception occurred when sending Diameter ACR.

Severity

Minor

What to Do

Check the logs for more information.

113404 CDR to Diameter: Failed to Send Diameter ACR Due to Input/Output

An input/output exception occurred when sending Diameter ACR.

Severity

Minor

What to Do

Check the logs for more information.

113405 CDR to Diameter: Retrieved Error Code from Diameter Response

The Diameter response contained an error.

Severity

Minor

What to Do

Check logs for more information. The Diameter server might have denied request.

113406 CDR to Diameter: No Diameter Connection Available

No connection to the Diameter server is available, even though CDR to Diameter module is set to `enable`.

Severity

Minor

What to Do

Check logs for more information. The Diameter server might be down.

113500 Credit Control Interceptor: Failed to Reserve Amount by Sending INITIAL Diameter CCR

An I/O error occurred during the sending of the INITIAL Diameter CCR.

Severity

Minor

What to Do

Check the logs for more information.

113501 Credit Control Interceptor: Failed to Commit TERMINATE CCR Reservation

An I/O error occurred during the sending of the TERMINATE Diameter CCR.

Severity

Minor

What to Do

Check the logs for more information.

113502 Credit Control Interceptor: Failed to Start the Credit Control Interceptor Module

Services Gatekeeper failed to start the credit control interceptor.

Severity

Major

What to Do

Check the logs for more information.

113503 Credit Control Interceptor: Failed to Start the Diameter Node

The Diameter node failed to start.

Severity

Minor

What to Do

Check the logs for more information. Check the credit control interceptor module's configuration.

113504 Credit Control Interceptor: Failed to Shutdown the Diameter Node

The Diameter node failed to shut down.

Severity

Minor

What to Do

Check the logs for more information.

113601 Geo-Redundancy Service: Site Mismatch

A site configuration mismatch has been detected. Sites present in the site-local configuration are not in the remote site configuration.

Severity

Major

What to Do

Verify that the list of geo-redundant site is identical on all geo-redundant sites of Services Gatekeeper.

113602 Geo-Redundancy Service: Site Mismatch

A site configuration mismatch has been detected. Sites present in the remote site configuration are not in the site-local configuration.

Severity

Major

What to Do

Verify that the list of geo-redundant sites is identical on all geo-redundant sites of Services Gatekeeper.

113701 Geo-Storage Service: Configuration Mismatch

An account configuration mismatch has been detected. Checksums for one or more stores are different.

Severity

Major

What to Do

Re-sync the slave site manually using the `syncFromGeoMaster` operation.

113702 Geo-Storage Service: Failed to Replicate a Configuration Data

The service failed to replicate a configuration update either from master to slave, or from slave to master.

Severity

Major

What to Do

Check the logs for more information.

114201 Plug-in Payment/Diameter: Failed to Connect to Diameter Server

Failed to connect to Diameter server.

Severity

Minor

What to Do

Check configuration of Parlay X 3.0 Payment/Diameter plug-in.

Check the logs for more information.

114202 Failed to Disconnect from the Diameter Server

Failed to disconnect from the diameter server.

Severity

Minor

What to Do

Try to disconnect again.

114203 Failed to Charge Amount

Failed to charge Amount.

Severity

Warning

What to Do

Try to charge amount again.

114204 Failed to Start AmountReservationTransaction

Failed to start transaction.

Severity

Warning

What to Do

Try to start transaction again.

114205 Failed to Update AmountReservationTransaction

Failed to update transaction.

Severity

Warning

What to Do

Try to update transaction again.

114206 Failed to checkTransactionStatus

Failed to check the transaction status.

Severity

Warning

What to Do

Check the Services Gatekeeper logs for reasons.

114207 Failed to listTransaction

Failed to list the transaction.

Severity

Warning

What to Do

Check the Services Gatekeeper logs for reasons.

114208 Failed to Charge

Failed to charge.

Severity

Warning

What to Do

Check the Services Gatekeeper logs for reasons.

114209 Plug-in Payment/Diameter: Failed to Communicate with Diameter Server

Failed to communicate with Diameter server.

Severity

Warning

What to Do

Check configuration of Parlay X 3.0 Payment/Diameter plug-in.

Disconnect Parlay X 3.0 Payment/Diameter plug-in and reconnect.

Check the logs for more information.

115001 An SLA is About to Expire

An SLA is about to expire.

Severity

Warning

What to Do

Check the SLA's valid period.

115002 Problem Encountered during SLA Expiration Check

A problem was encountered during the SLA expiration check.

Severity

Warning

What to Do

Check the SLA's valid period.

118100 Heartbeat Service: Timer Expiration Ignored, as Heartbeater is Sending Pings

Because the heartbeat service is sending pings, the expiration of the timer is ignored.

Severity

Warning

What to Do

Informational only.

118101 Heartbeat Service: Heartbeat is Alive. Set Plug-in Status to Active

The heartbeat service was able to contact the plug-in.

Severity

Warning

What to Do

Informational only.

118102 Heartbeat Service: Heartbeat Failed. Set Plug-in Status to Inactive

The heartbeat service was unable to contact the plug-in.

Severity

Major

What to Do

Informational only.

119000 Plug-in Third Party Call Parlay MPCC: Failed to Start Third Party Call Managed Plug-in

Services Gatekeeper was unable to start the plug-in.

Severity

Major

What to Do

Check logs for more information. Possible issues: Services Gatekeeper was unable to locate the WorkContextMap; MBean-related exceptions.

119001 Plug-in Third Party Call Parlay MPCC: Failed to Stop Third Party Call Managed Plug-in

Services Gatekeeper was unable to stop the plug-in.

Severity

Major

What to Do

Check logs. Possible issues: MBean-related exceptions.

119002 Plug-in Third Party Call Parlay MPCC: Failed to Activate Third Party Call Managed Plug-in

Services Gatekeeper was unable to activate the plug-in.

Severity

Major

What to Do

Check the log for more information. Possible issues: The plug-in is not ready or there is a duplicated Plug-in ID.

119003 Plug-in Third Party Call Parlay MPCC: Failed to Deactivate Third Party Call Managed Plug-in

Services Gatekeeper was unable to deactivate the plug-in.

Severity

Major

What to Do

Check the log for more information. Possible issues: Services Gatekeeper is unable to find a plug-in with the given ID.

119004 Plug-in Third Party Call Parlay MPCC: Failed to Update Call Status upon Receiving a callEnded Event

Services Gatekeeper was unable to update call status.

Severity

Warning

What to Do

Check the log for more information. Make sure the storage service is available.Verify the database is running. Try to restart Services Gatekeeper.

119005 Plug-in Third Party Call Parlay MPCC: Failed to Update Call Status upon Receiving a callLegEnded Event

Services Gatekeeper was unable to update call status.

Severity

Warning

What to Do

Check the log for more information. Make sure the storage service is available.Verify the database is running. Try to restart Services Gatekeeper.

119006 Plug-in Third Party Call Parlay MPCC: Failed to Update Call Status upon Receiving an eventReportRes Event

Services Gatekeeper was unable update call status.

Severity

Warning

What to Do

Check the log for more information. Make sure the storage service is available.Verify the database is running. Try to restart Services Gatekeeper.

119007 Plug-in Third Party Call Parlay MPCC: Failed to Update Call Status upon Receiving a getInfoRes Event

Services Gatekeeper was unable to update call status.

Severity

Warning

What to Do

Check the log for more information. Make sure the storage service is available.Verify the database is running. Try to restart Services Gatekeeper.

119008 Plug-in Third Party Call Parlay MPCC: Failed to Update Call Status When Receiving a getInfoRes Event Upon IpAppCallLeg Interface

Services Gatekeeper was unable to update call status.

Severity

Warning

What to Do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call control manager is not in active state; or the call control call is not in idle or active state.

119009 Plug-in Third Party Call Parlay MPCC: Failed to Invoke IpMultiPartyCall.getInfoReq() on parlayGW

Services Gatekeeper was unable to invoke `IpMultiPartyCall.getInfoReq` on the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call control manager is not in active state.

119010 Plug-in Third Party Call Parlay MPCC: Failed to Invoke IpCallLeg.continueProcessing on Parlay Gateway

Services Gatekeeper was unable to invoke to invoke `IpCallLeg.continueProcessing` on Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call leg doesn't exist in the network; or the call leg is in releasing state.

119011 Plug-in Third Party Call Parlay MPCC: Failed to Invoke IpMultiPartyCall.createAndRouteCallLeg on Parlay Gateway

Services Gatekeeper was unable to invoke `IpMultiPartyCall.createAndRouteCallLegReq` on Parlay gateway.

Severity

Warning

What to Do

Check logs for more information. Possible issues: the Parlay gw is in an abnormal status or unavailable; the call is not in idle or active state; the call control manager is not in active state.

119012 Plug-in Third Party Call Parlay MPCC: Failed to Invoke IpMultiPartyCallControlManager.createCall on parlayGW

Services Gatekeeper was unable to invoke `IpMultiPartyCallControlManager.createCall` on Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call control manager is not in active state.

119013 Plug-in Third Party Call Parlay MPCC: Failed to Invoke IpMultiPartyCall.eventReportReq on Parlay Gateway

Services Gatekeeper was unable to invoke `IpCallLeg.eventReportReq()` on the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call leg does not exist in the network or is in releasing state.

119014 Plug-in Third Party Call Parlay MPCC: Failed to Invoke IpCallLeg.getInfoReq on Parlay Gateway

Services Gatekeeper was unable to invoke `IpCallLeg.getInfoReq()` on Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call leg does not exist in the network or is in releasing state.

119015 Plug-in Third Party Call Parlay MPCC: Failed to Invoke IpMultiPartyCall.release on the Parlay Gateway

Services Gatekeeper was unable to invoke `IpMultiPartyCall.release` on the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call leg does not exist in the network or is in releasing state.

119016 Plug-in Third Party Call Parlay MPCC: Failed to Invoke IpCallLeg.routeReq on the Parlay Gateway

Services Gatekeeper was unable to invoke `IpCallLeg.routeReq` on the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call leg does not exist in the network or is in releasing state.

119017 Plug-in Third Party Call Parlay MPCC: Failed to Invoke IpMultiPartyCall.createCallLeg on the Parlay Gateway

Services Gatekeeper was unable to invoke `IpMultiPartyCall.createCallLeg` on the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Possible issues: the Parlay gateway is unavailable or in an abnormal state; the call does not exist in the network or is in releasing state.

120100 Plug-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to Start Call Notification Managed Plug-in

The Parlay MPCC plug-in for the Parlay X 3.0 Call Notification communication service failed to start.

Severity

Major

What to Do

Check the log for more information.

120101 Plug-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to Activate Call Notification Managed Plug-in

The Parlay MPCC plug-in for the Parlay X 3.0 Call Notification communication service failed to activate.

Severity

Major

What to Do

Check the log for more information.

120102 Plug-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to Stop Call Notification Managed Plug-in

The Parlay MPCC plug-in for the Parlay X 3.0 Call Notification communication service failed to stop.

Severity

Major

What to Do

Check the log for more information.

120103 Plug-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to Deactivate Call Notification Managed Plug-in

The Parlay MPCC plug-in for the Parlay X 3.0 Call Notification communication service failed to deactivate.

Severity

Major

What to Do

Check the log for more information.

120104 Plug-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to Deliver Notification to Application

Services Gatekeeper was unable to deliver a notification to the application.

Severity

Warning

What to Do

Check the log for more information. Make sure the AT layer is available and that the notification URL is correct and available.

120105 Plug-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to Deliver Recorded Message Location to Application

Services Gatekeeper was unable to deliver the location of a recorded message to the application.

Note: The Audio Call communication service does not support Play and Record Interaction for 4.0.

Severity

Warning

What to Do

Not currently implemented.

120106 Plug-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to Deliver Collected Digits to Application

Services Gatekeeper was unable to deliver the digits collected from the end user to the application.

Severity

Warning

What to Do

Check the log for more information. Make sure the AT layer is available and that the notification URL is correct and available.

120107 Plug-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to Delete Notification in the Parlay Gateway

Services Gatekeeper was unable to delete a notification registration in the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager methods to make sure the connection is alive.

120108 Plug-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to Create Notification in the Parlay Gateway

Services Gatekeeper was unable to create a notification registration in the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager methods to make sure the connection is alive.

120109 Plug-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to Set Callback for Call Leg

Services Gatekeeper was unable to set a callback for a call leg in the Parlay Gateway.

Severity

Warning

What to Do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager methods to make sure the connection is alive.

120110 Plug-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to Continue Processing the Call Leg

Services Gatekeeper was unable to invoke `continueProcessing` on the Parlay Gateway.

Severity

Warning

What to Do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager methods to make sure the connection is alive.

120111 Plug-in Parlay X 3.0 Call Notification Parlay MPCC: Failed to Create a Call Leg

Services Gatekeeper was unable to create a call leg for the call session in the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager methods to make sure the connection is alive.

121000 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Start AudioCallManagedPlug-in

Services Gatekeeper was unable to start the plug-in.

Severity

Major

What to Do

Check the log for more information. Possible issues: unable to location WorkContextMap, MBean related exceptions.

121001 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Activate AudioCallManagedPlug-in

Services Gatekeeper was unable to activate the plug-in.

Severity

Major

What to Do

Check the log for more information. Possible issues: MBean related exceptions.

121002 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Stop AudioCallManagedPlug-in

Services Gatekeeper was unable to change the state of the plug-in to active.

Severity

Major

What to Do

Check the log for more information. Possible issues: the plug-in is not ready; there are duplicate plug-in IDs.

121003 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Deactivate AudioCallManagedPlug-in

Services Gatekeeper was unable to change the state of the plug-in to inactive.

Severity

Major

What to Do

Check the log for more information. Possible issues: the plug-in with the ID specified cannot be found.

121030 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Update UI Call Status upon Receiving sendInfoRes

Services Gatekeeper was unable to update the status of the call.

Severity

Warning

What to Do

Check the log for more information. Make sure that the database and the database connection are active.

121031 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Update UI Call Status upon Receiving sendInfoErr

Services Gatekeeper was unable to update the status of the call.

Severity

Warning

What to Do

Check the log for more information. Make sure that the database and the database connection are active.

121032 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Update UI Call Status upon Receiving sendInfoAndCollectRes

Services Gatekeeper was unable to update the status of the call.

Severity

Warning

What to Do

Check the log for more information. Make sure that the database and the database connection are active.

121033 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Update UI Call Status upon Receiving sendInfoAndCollectErr

Services Gatekeeper was unable to update the status of the call.

Severity

Warning

What to Do

Check the log for more information. Make sure that the database and the database connection are active.

121034 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Update UI Call Status upon Receiving attachMediaRes

Services Gatekeeper was unable to update the status of the call.

Severity

Warning

What to Do

Check the log for more information. Make sure that the database and the database connection are active.

121035 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Update UI Call Status upon Receiving attachMediaErr

Services Gatekeeper was unable to update the status of the call.

Severity

Warning

What to Do

Check the log for more information. Make sure that the database and the database connection are active.

121036 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Update UI Call Status upon Receiving detachMediaRes

Services Gatekeeper was unable to update the status of the call.

Severity

Warning

What to Do

Check the log for more information. Make sure that the database and the database connection are active.

121037 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Update UI Call Status upon Receiving detachMediaErr

Services Gatekeeper was unable to update the status of the call.

Severity

Warning

What to Do

Check the log for more information. Make sure that the database and the database connection are active.

121060 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Invoke IpUIManager.createUICall on Parlay Gateway

Services Gatekeeper was unable to invoke a method on the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager methods to make sure the connection is alive. Make sure IpAppUICallRef is not null.

121061 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Invoke IpUICall.sendInfoReq on Parlay Gateway

Services Gatekeeper was unable to invoke a method on the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager methods to make sure the connection is alive. Make sure the UI session is valid.

121062 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Invoke IpUICall.sendInfoAndCollectReq on Parlay Gateway

Services Gatekeeper was unable to invoke a method on the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager methods to make sure the connection is alive. Make sure the UI session is valid. Make sure the criteria are valid.

121063 Plug-in Parlay X 3.0 Audio Call Parlay: Failed to Invoke IpUICall.release on Parlay Gateway

Services Gatekeeper was unable to invoke a method on the Parlay Gateway.

Severity

Warning

What to Do

Check the log for more information. Make sure the gateway is available. Use Oracle Access Manager methods to make sure the connection is alive. Make sure the UI session is valid.

121064 Plug-in Parlay X 3.0 Audio Call Parlay: Received IpAppUI.sendInfoErr Call from Parlay Gateway

Services Gatekeeper was received an error message back from the Parlay Gateway.

Severity

Warning

What to Do

Check the log for more information. Possible issues: the provided information (InfoId, InfoData, or InfoAddress) is invalid; improper response by call participant.

121065 Plug-in Parlay X 3.0 Audio Call Parlay: Received IpAppUI.sendInfoAndCollectErr Call from Parlay Gateway

Services Gatekeeper was received an error message back from the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Possible issues: the provided information (InfoId, InfoData, or InfoAddress) is invalid; improper response by call participant.

121066 Plug-in Parlay X 3.0 Audio Call Parlay: Received IpCallLeg.attachMediaErr Call from Parlay Gateway

Services Gatekeeper was received an error message back from the Parlay gateway.

Severity

Warning

What to Do

Check the log for more information. Possible issues: invalid address or the call was not in a valid state for the requested operation.

121067 Plug-in Parlay X 3.0 Audio Call Parlay: Received IpCallLeg.detachMediaErr Call from Parlay Gateway

Services Gatekeeper was received an error message back from the Parlay Gateway.

Severity

Warning

What to Do

Check the log for more information. Possible issues: invalid address or the call was not in a valid state for the requested operation.

125101 SOAP to SOAP: Reactivation Timer Fired

Reactivation timer fired. Setting plug-in status to active.

Severity

Warning

What to Do

Informational only.

125102 SOAP to SOAP: Reactivation Timer Breached

Reactivation timer breached. Setting plug-in status to inactive.

Severity

Major

What to Do

Check the connection to the network element.

130100 Plug-in Subscriber Profile LDAP: Failed to Start the Subscriber Profile Managed Plug-in

Services Gatekeeper was unable to start the plug-in.

Severity

Major

What to Do

Check the log for more information.

130101 Plug-in Subscriber Profile LDAP: Failed to Activate the Subscriber Profile Managed Plug-in

Services Gatekeeper was unable to activate the plug-in.

Severity

Major

What to Do

Check the log for more information.

130102 Plug-in Subscriber Profile LDAP: Failed to Stop the Subscriber Profile Managed Plug-in

Services Gatekeeper was unable to stop the plug-in.

Severity

Major

What to Do

Check the log for more information.

130103 Plug-in Subscriber Profile LDAP: Failed to Deactivate the Subscriber Profile Managed Plug-in

Services Gatekeeper was unable to deactivate the plug-in.

Severity

Major

What to Do

Check the log for more information.

130104 Plug-in Subscriber Profile LDAP: Method Call "get" Failed

Services Gatekeeper was unable to perform the "get" method call.

Severity

Warning

What to Do

Check the log for more information.

130105 Plug-in Subscriber Profile LDAP: Method Call "getProfile" Failed

Services Gatekeeper was unable to perform the "getProfile" method call.

Severity

Warning

What to Do

Check the log for more information.

131001 TPC INAP Plug-in: Failed to Establish Call

Services Gatekeeper was unable to establish a call session.

Severity

Major

What to Do

Check the log for more information.

131002 TPC INAP Plug-in: Failed to Get Call Information

Services Gatekeeper was unable to retrieve information on a call.

Severity

Major

What to Do

Check the log for more information.

131003 TPC INAP Plug-in: Failed to End Call

Services Gatekeeper was unable to end a call.

Severity

Major

What to Do

Check the log for more information.

131004 TPC INAP Plug-in: Failed to Cancel Call Request

Services Gatekeeper was unable to cancel a call request.

Severity

Major

What to Do

Check the log for more information.

131005 TPC INAP Plug-in: Failed to Initiate Call Attempt for First Participant toward the Network

Services Gatekeeper was unable to initiate a call attempt for the first participant.

Severity

Major

What to Do

Check the log for more information. Check the plug-in connection to the SS7 stack.

131006 TPC INAP Plug-in: Failed to Initiate Call Attempt for Second Participant toward the Network

Services Gatekeeper was unable to initiate a call attempt for the second participant.

Severity

Major

What to Do

Check the log for more information. Check the plug-in connection to the SS7 stack.

131007 TPC INAP Plug-in: Failed to Continue Call Processing towards the Network

Services Gatekeeper was unable to continue call processing.

Severity

Major

What to Do

Check the log for more information. Check the plug-in connection to the SS7 stack.

131008 TPC INAP Plug-in: Failed to Abruptly Terminate an INAP Dialog

Services Gatekeeper was unable to terminate an INAP dialog.

Severity

Major

What to Do

Check the log for more information. Check the plug-in connection to the SS7 stack.

131009 TPC INAP Plug-in: Failed to Release a Call

Services Gatekeeper was unable to release a call session.

Severity

Major

What to Do

Check the log for more information. Check the plug-in connection to the SS7 stack.

132100 EWS Push Message Plug-in: Failed to Activate PushMessagePlug-in Instance

Services Gatekeeper was unable to activate the plug-in instance.

Severity

Major

What to Do

Check the log for more information.

132103 EWS Push Message Plug-in: Failed to Deactivate PushMessagePluginInstance

Services Gatekeeper was unable to deactivate the plug-in instance.

Severity

Major

What to Do

Check the log for more information.

132104 EWS Push Message Plug-in: sendPushMessage Method Failed

Services Gatekeeper was unable to send a push message.

Severity

Major

What to Do

Check the log for more information.

132105 EWS Push Message Plug-in: sendResultNotificationMessage Method Failed

Services Gatekeeper was unable to send a result notification message.

Severity

Major

What to Do

Check the log for more information.

390000: Request rejected by API Firewall

An incoming request violated a firewall policy

Severity

Warning

Attribute Key

State

Value

API-FW

What to do

This is a security alert rather than a Services Gatekeeper problem. The action you take depends on your security policies.

390002 Portal Server: Failed to Connect to Services Gatekeeper

Portal server failed to connect to Services Gatekeeper.

Severity

Major

What to Do

Check the configuration of the Portal server. Check log for more information.

390003 Portal Server: Failed to Connect to the Mail Server

Portal server failed to connect to the email server.

Severity

Warning

What to Do

Check the configuration of the Portal server and the Email server. Check log for more information.

390004 Portal Server: Got Error Response from the Analytics Server

Portal server received an error response from the Analytics server.

Severity

Major

What to Do

Check the following:

- Network connection between the Portal server and the Analytics server
- Address of the Analytics Server in the System Configuration panel of Partner Manager Portal
- Whether the Analytics Server is down.

400200 Native UCP Protocol Server Service [tryBuildPDU]: Data Was Thrown Away Because No Terminating ETX Was Received

UCP has received more than 65536 bytes without an end of text (ETX). The "received bytes" buffer is reset to prevent buffer problems in the event that an ETX is never received.

Severity

Warning

What to Do

Informational; if repeated, contact the application owner.

400201 Native UCP Protocol Server Service [handleAckNackOnServerSide]: Unable to Release TRN for ack/nack Received on a Server Side Connection

UCP has received more than 65536 bytes without an end of text (ETX). The "received bytes" buffer is reset to prevent buffer problems in the event that an ETX is never received.

Severity

Warning

What to Do

Informational; if repeated, contact the application owner.

400202 Native UCP Protocol Server Service [handleAckNackOnClientSide]: Unable to Release TRN for ack/nack Received on a Client Side Connection

UCP is unable to release the TRN for acknowledgment on a client-side connection. This typically means that the request has timed out or that the acknowledgment contained a faulty TRN.

Severity

Warning

What to Do

Informational; if repeated, contact the SMSC support staff.

400203 Native UCP Protocol Server Service [Unable to Send a nack]: Data Was Thrown Away Because No Terminating ETX Was Received

UCP has received more than 65536 bytes without ETX. The "received bytes" buffer is reset to prevent buffer problems in the event that an ETX is never received.

Severity

Warning

What to Do

Informational; examine data collected from the current context in the alarm.

400204 Native UCP Protocol Server Service [sendSessionMgmtAck]: Unable to Send ack on a Session Management, Open Session Operation

UCP is unable to send a session management acknowledgment on a server-side connection.

Severity

Warning

What to Do

Informational; examine data collected from the current context in the alarm.

400205 Native UCP Protocol Server Service [sendHeartbeatAck]: Unable to Send ack on a Heartbeat Request on a Server Side Connection

UCP is unable to send a heartbeat acknowledgment on a server-side connection.

Severity

Warning

What to Do

Informational; examine data collected from the current context in the alarm.

400206 Native UCP Protocol Server Service [deliverServerSideAckNackPDUToPlugin]: Unable to Call the Plug-in North Interface with ack/nack

UCP is unable to forward to the plug-in an acknowledgment received on a server-side connection.

Severity

Warning

What to Do

Informational; examine data collected from the current context in the alarm.

400207 Native UCP Protocol Server Service [deliverClientSideAckNackPDUToPlugin]: Unable to Call the Plug-in South Interface with ack/nack

UCP is unable to forward to the plug-in an acknowledgment received on a server-side connection.

Severity

Warning

What to Do

Informational; examine data collected from the current context in the alarm.

400300 Native UCP SMS Plug-in [handleAckNack]: Exception When Processing an MO ack/nack Request in the Plug-in

Native UCP encountered an exception processing a network-triggered acknowledgment.

Severity

Warning

What to Do

Check alarms from the UCP Protocol Server Service for details.

400301 Native UCP SMS Plug-in [deliverSM]: Exception When Processing an MO Deliver SM Request in the Plug-in

Native UCP encountered an exception processing a network-triggered deliverSM request.

Severity

Warning

What to Do

Check alarms from the UCP Protocol Server Service for details.

400302 Native UCP SMS Plug-in [deliveryNotification]: Exception When Processing an MO Delivery Notification Request in the Plug-in

Native UCP encountered an exception processing a network-triggered deliveryNotification request.

Severity

Warning

What to Do

Check alarms from the UCP Protocol Server Service for details.

400310 Native UCP SMS Plug-in [handleAckNack]: Exception When Processing an MT ack/nack Request in the Plug-in

Native UCP encountered an exception processing an application-initiated acknowledgment.

Severity

Warning

What to Do

Check alarms from the UCP Protocol Server Service for details.

400311 Native UCP SMS Plug-in [submitSM]: Exception When Processing an MT Submit SM in the Plug-in

Native UCP encountered an exception processing an application-initiated submitSM request.

Severity

Warning

What to Do

Check alarms from the UCP Protocol Server Service for details.

400312 Native UCP SMS Plug-in [openSession]: Exception When Processing an MT openSession Request in the Plug-in

Native UCP encountered an exception processing an application-initiated openSession request.

Severity

Warning

What to Do

Check alarms from the UCP Protocol Server Service for details.

400400 Terminal Status/MAP: Not Connected to SS7 Stack

Could not connect to the SS7 stack.

Severity

Major

What to Do

Check the network and try to reinitialize the stack connection using Terminal Server/MAP management operations.

400401 Terminal Status/MAP: Connected to SS7 Stack

The Terminal Status/MAP plug-in has connected to the SS7 stack.

Severity

Warning

What to Do

Does not require action but may contain useful information. This plug-in has connected to at least one backend instance in the SS7 stack. Alarm 400403 may be useful in debugging this problem.

400402 Terminal Status/MAP: Dialog Lost, the Connection towards At Least One of the SS7 Backends May Be Lost

Dialog lost; the connection to at least one of the SS7 stack may be lost.

Severity

Major

What to Do

Confirm that the SS7 stack process and its network connection are up and running.

400403 Terminal Status/MAP: Received Remote User Status from the SS7 Stack

Received remote user status from the SS7 stack.

Severity

Warning

What to Do

Does not require action but may contain useful information. You can use this alarm to discover whether a remote terminal is available, unavailable, or busy. Useful for resolving alarm 400401.

400404 Terminal Status/MAP: Not Possible to Create the ATI Message to the Plug-in

It is not possible to create the `anyTimeInterrogation` message in the Terminal Status/Map plug-in.

Severity

Minor

What to Do

Check the network and try to reinitialize the stack connection using the using Terminal Server/MAP management operations. An exception is also thrown.

400405 Terminal Status/MAP: Not Possible to Create and Send the SS7 API Message

The SS7 network could not create (encode) the message.

Severity

Minor

What to Do

An error occurred while the SS7 network attempted to encode the incoming message into the binary format that SS7 uses.

This could mean that:

- The Terminal Status/MAP plug-in could not bind with the stack or the bind was lost. Make sure that the SS7 stack is running and that the `CpUserId` value, and SS7 host/port/instance are correct.
- The MBean was incorrectly configured. Confirm that it is being created and sent correctly.
- That the SS7 network is throwing internal errors. Confirm that it is functioning correctly.

400406 Terminal Status/MAP: No Answer or a Faulty Message Was Received from the SS7 Stack

No answer (or a faulty answer) received from the SS7 stack.

Severity

Minor

What to Do

This probably indicates a problem with the SS7 stack. Make sure that the GT/SPC/SSN are configured correctly in `NetworkSelection`. Start a SS7 stack trace and check the `ss7trace.log` file for information. See the SS7 documentation for more information.

400407 Terminal Status/MAP: Error in the Connection towards the SS7 Stack

Error in the connection with the SS7 stack.

Severity

Major

What to Do

The connection with all SS7 backend instances has been lost. The Terminal Status/MAP plug-in tries to reconnect.

400410 Terminal Status/SIP: Failed to Send SUBSCRIBE Request

Severity

Major

What to Do

Check the error logs for more information. A network issue may have prevented the SUBSCRIBE request from being sent. For example, the Oracle Communications Converged Application Server, Service Controller server may be down, or the request encountered a SS7 network problem, such as non-functioning Home Location Register.

400411 Terminal Status/SIP: Error in SUBSCRIBE Response

Severity

Major

What to Do

Check the error logs for more information. Confirm that the SUBSCRIBE request headers were all valid.

400412 Terminal Status/SIP: Error in SIP NOTIFY Request

Severity

Major

What to Do

Check the error logs for more information. For example, the Oracle Communications Converged Application Server, Service Controller server may be down, or the request encountered a SS7 network problem, such as non-functioning Home Location Register.

400413 Terminal Status/SIP: Status Notification Delivery Failed

Severity

Major

What to Do

Check the error logs for more information. The application may not be available, or a network issue prevented the delivery.

400414 Terminal Status/SIP: Status End Delivery Failed

Severity

Major

What to Do

Check the error logs for more information. The application may not be available, or a network issue prevented the delivery.

400415 Terminal Status/SIP: Status Error Delivery Failed

Severity

Major

What to Do

Check the error logs for more information. The application may not be available, or a network issue prevented the delivery.

400416 Terminal Status/SIP: Get Status Operation Failed

Severity

Major

What to Do

Check the error logs for more information. A network issue may have prevented the message from being sent. For example, the Oracle Communications Converged Application Server, Service Controller server may be down, or the request encountered a SS7 network problem, such as non-functioning Home Location Register.

400417 Terminal Status/SIP: Get Group Status Operation Failed

Severity

Major

What to Do

Check the error logs for more information. A network issue may have prevented the message from being sent. For example, the Oracle Communications Converged Application Server, Service Controller server may be down, or the request encountered a SS7 network problem, such as non-functioning Home Location Register.

400500 SMPP Server Service: Server Port Started

A server port has started.

Severity

Warning

What to Do

Informational.

400501 SMPP Server Service: Server Port Stopped

A server port has stopped.

Severity

Warning

What to Do

Informational.

400502 SMPP Server Service: Server Connection Established

A server connection has been established.

Severity

Warning

What to Do

Informational.

400503 SMPP Server Service: Server Connection Closed

A server connection has closed.

Severity

Major

What to Do

Check the connections between Services Gatekeeper and the SMSC and applications.

400504 SMPP Server Service: Client Connection Established

A client connection has been established.

Severity

Warning

What to Do

Informational.

400505 SMPP Server Service: Client Connection Closed

A client connection has closed.

Severity

Major

What to Do

Check the connections between Services Gatekeeper and the SMSC and applications.

400506 SMPP Server Service: Client Connection Reset

All client connections to this server service have been reset.

Severity

Warning

What to Do

Informational.

400507 SMPP Server Service: Client Connection Reconnect Failed

A client connection re-connection attempt has failed.

Severity

Major

What to Do

Check the connection between Services Gatekeeper and the SMSC.

400508 SMPP Server Service: ChannelProcessor PeerConnectionIds Empty

ChannelProcessor PeerConnectionIds are empty while connection-based routing is enabled.

The connection will be closed.

Severity

Major

What to Do

Check the connections between Services Gatekeeper and the SMSC and applications.

400509 SMPP Server Service: NorthChannelProcessor PeerPluginInstanceIds Empty

Application-facing ChannelProcessor PeerPluginInstanceIds are empty while connection-based routing is disabled.

The server connection will be closed.

Severity

Major

What to Do

Check the connections between Services Gatekeeper and the SMSC and applications.

400510 SMPP Server Service: PluginInstanceInfo ClientConnectionIds Empty

PluginInstanceInfo ClientConnectionIds are empty while connection-based routing is disabled.

The status of the plug-in instance is UNBIND.

Severity

Major

What to Do

Check the connections between Services Gatekeeper and the SMSC and applications.

400511 SMPP Server Service: PluginInstanceInfo ServerConnectionIds Empty

PluginInstanceInfo ServerConnectionIds are empty while connection-based routing is disabled.

All client connections to the plug-in will be closed.

Severity

Major

What to Do

Check the connections between Services Gatekeeper and the SMSC and applications.

400512 SMPP Server Service: MO Request Failed

Mobile-originated request failed because of an invalid local server connection with MO jumping disabled.

Severity

Minor

What to Do

Check the address range configuration in the ApplicationSpecificSettings. See the "listApplicationSpecificSettings" operation in *Services Gatekeeper System Administrator's Guide*, another document in this set.

Also check the connections between Services Gatekeeper and the SMSC and applications.

400513 SMPP Server Service: MT Request Failed

Mobile-terminated request failed because of an invalid local client connection.

Severity

Minor

What to Do

Check the connections between Services Gatekeeper and the SMSC and applications.

400514 SMPP Server Service: MO Request Failed

Mobile-originated request failed because of an invalid server connection.

(Native SMPP communication service only). Mobile-originated request failed because of an invalid server connection, and the **rejectMOMessagesWithNoAppReceiverConnection** attribute to the **SMPPServerMBean** is set to true.

Severity

Warning

What to Do

Check the connections between Services Gatekeeper and the SMPP application.

400515 No Application Receiver Connection Found; Rejecting DeliverSm with MO SMS

Only applies to the Native SMPP communication service. Mobile-originated request failed because of an invalid server connection, and the **rejectMOMessagesWithNoAppReceiverConnection** attribute to the **SMPPServerMBean** is set to true.

Severity

Warning

What to Do

Check the connections between Services Gatekeeper and the SMPP application.

400600 Native SMPP: Exception When Processing a submitSmResponse in the Plug-in

Exception raised by submitSmResponse operation.

Severity

Warning

What to Do

Check the connection between Services Gatekeeper and the application.

400601 Native SMPP: Exception When Processing a submitMultiResponse in the Plug-in

Exception raised by submitMultiResponse operation.

Severity

Warning

What to Do

Check the connection between Services Gatekeeper and the application.

400602 Native SMPP: Exception When Processing a cancelSmResponse in the Plug-in

Exception raised by cancelSmResponse operation.

Severity

Warning

What to Do

Check the connection between Services Gatekeeper and the application.

400603 Native SMPP: Exception When Processing a querySmResponse in the Plug-in

Exception raised by querySmResponse operation.

Severity

Warning

What to Do

Check the connection between Services Gatekeeper and the application.

400604 Native SMPP: Exception When Processing a replaceSmResponse in the Plug-in

Exception raised by replaceSmResponse operation.

Severity

Warning

What to Do

Check the connection between Services Gatekeeper and the application.

400605 Native SMPP: Exception When Processing a deliverSm for MO

Exception raised by deliverSm for MO operation.

Severity

Warning

What to Do

Check the connection between Services Gatekeeper and the application.

400610 Native SMPP: Exception When Processing a Bind in the Plug-in

Exception raised by bind operation.

Severity

Warning

What to Do

Check the parameters in the bind PDU.

Check the connection between Services Gatekeeper and the SMSC.

Check the SMSC configuration.

400611 Native SMPP: Exception When Processing a submitSm in the Plug-in

Exception raised by submitSm operation.

Severity

Warning

What to Do

Check the connection between Services Gatekeeper and the SMSC.

400612 Native SMPP: Exception When Processing a submitMulti in the Plug-in

Exception raised by submitMulti operation.

Severity

Warning

What to Do

Check the connection between Services Gatekeeper and the SMSC.

400613 Native SMPP: Exception When Processing a cancelSm in the Plug-in

Exception raised by cancelSm operation.

Severity

Warning

What to Do

Check the message id and source address in the database to verify that the message to be canceled exists.

Check the connection between Services Gatekeeper and the SMSC.

400614 Native SMPP: Exception When Processing a querySm in the Plug-in

Exception raised by querySm operation.

Severity

Warning

What to Do

Check the message id and source address in the database to verify that the message to be queried exists.

Check the connection between Services Gatekeeper and the SMSC.

400615 Native SMPP: Exception When Processing a replaceSm in the Plug-in

Exception raised by replaceSm operation.

Severity

Warning

What to Do

Check the message id and source address in the database to verify that the message to be replaced exists.

Check the connection between Services Gatekeeper and the SMSC.

400616 Native SMPP: Exception When Processing a deliverSmResponse for MO in the Plug-in

Exception raised by deliverSmResponse for MO operation.

Severity

Warning

What to Do

Check the connection between Services Gatekeeper and the SMSC.

400617 Native SMPP: Exception When processing a deliverSmResponse for DeliveryReceipt in the Plug-in

Exception raised by delivertSmResponse for Delivery Receipt operation.

Severity

Warning

What to Do

Check the connection between Services Gatekeeper and the SMSC.

401050 Native MM7 Plug-in: Exception Thrown on Submit Request

An exception was thrown when the application attempted to submit a message to the network.

Severity

Warning

What to Do

Check the log for more information.

401051 Native MM7 Plug-in: Exception Thrown When the MMSC Tried to Deliver a Network-triggered Message Using the Incorrect XSD Version

An exception was thrown when the MMSC attempted to deliver a message using the incorrect XSD.

Severity

Warning

What to Do

Check the log for more information.

401052 Native MM7 Plug-in: Exception Thrown When the MMSC Tried to Deliver a Delivery Report Using the Incorrect XSD Version

An exception was thrown when the MMSC attempted to deliver a delivery report using the incorrect XSD.

Severity

Warning

What to Do

Check the log for more information.

401053 Native MM7 Plug-in: Exception Thrown When the MMSC Tried to Deliver a Read Reply Report Using the Incorrect XSD Version

An exception was thrown when the MMSC attempted to deliver a read reply report using the incorrect XSD.

Severity

Warning

What to Do

Check the log for more information.

406010 Audio Call/SIP: Media Server Resource Not Found

The application did not find media to play at the referenced URI. Either the media does not exist, or it exists in a different location.

Severity

Major

What to Do

Create a new media server resource using the Administrator Console.

88800001 Failed to Execute Group Manager APIs

Group management default exception.

Severity

Warning

What to Do

Check logs for more details.

88800002 Failed to Execute Group APIs

Group default exception.

Severity

Warning

What to Do

Check logs for more details.

88800003 Failed to Execute Member APIs

Member default exception.

Severity

Warning

What to Do

Check logs for more details.

981001 Failed to Get Email Message Delivery Status

There was a failure in receiving the delivery status of a message sent to the email server.

Severity

Warning

What to Do

Check the log for more information. Verify the request identifier and check for storage errors.

981002 Failed to Poll Received New Mail

There was a failure to poll to receive the new mail.

Severity

Warning

What to Do

Check the log for more information. Verify the registration identifier and check for storage errors.

981003 Failed to Poll Received Email Content

There was a failure to get the content of mail received.

Severity

Warning

What to Do

Check the log for more information. Verify that there was an attachment and check for storage errors.

981004 Failed to Send Email Messages to Email Server

There was a failure to send messages to the email server.

Severity

Major

What to Do

Check the log for more information. Verify that the email server is ready and correctly configured.

981005 Failed to Deliver Received Email Notification

There was a failure to deliver a notification on the email received.

Severity

Warning

What to Do

Check the log for more information. Verify that the address type is supported and check for storage errors.

981006 Failure to Deliver Email Delivery Receipt

There was a failure to deliver the delivery receipt for an email.

Severity

Warning

What to Do

Check the log for more information. Verify that there is matching message information, the recipient number exists, and the application is available.

981007 Failed to Start Email Message Notification

There was a failure to start email message notification.

Severity

Warning

What to Do

Check the log for more information. Verify that the correlator used to identify the notification is unique and check for storage errors.

981007 Failed to Start Email Message Notification

There was a failure to start email message notification.

Severity

Warning

What to Do

Check the log for more information. Verify that the correlator used to identify the notification is unique and check for storage errors.

981008 Failed to Stop Email Message Notification

There was a failure to stop the notification for an email message.

Severity

Warning

What to Do

Check the log for more information. Verify that the correlator used to identify the notification exists and check for storage errors.

981009 Failed to Connect to Email Server (SMTP)

There was a failure to connect to the email service through SMTP.

Severity

Major

What to Do

Check the log for more information. Verify that the email (SMTP) server is ready and correctly configured.

981010 Failed to Connect to Email Server (IMAP)

There was a failure to connect to the email service through IMAP.

Severity

Major

What to Do

Check the log for more information. Verify that the email (IMAP) server is ready and correctly configured.

199900 Default: Default Exception

A generic exception was thrown in a communication service.

Severity

Minor

What to Do

Provide logs with exception stack traces to Oracle.

981011 Failed to Connect to Email Server(POP3)

There was a failure to connect to the email service through POP3.

Severity

Major

What to Do

Check the log for more information. Verify that the email (POP3) server is ready and correctly configured.

98000001 Failed to Connect to the Diameter Server

There was a failure to connect to the diameter server.

Severity

Minor

What to Do

Try again. Check whether the parameters used to connect to diameter server was set up correctly, like "host," "port," "realm," etc.

98000002 Failed to Apply QoS

There was a failure to apply QoS.

Severity

Warning

What to Do

Try again. Check whether the parameters of the request conform to the requirement of server.

98000003 Failed to Get QoS Status

There was a failure to get QoS status.

Severity

Warning

What to Do

Try again. Check whether the request id returned with apply QoS request had been set correctly.

98000004 Failed to Modify QoS

There was a failure to modify QoS.

Severity

Warning

What to Do

Try again. Check whether the parameters of the request conform to the requirement of server and whether the request id returned with apply QoS request had been set correctly.

98000005 Failed to Remove QoS

There was a failure to remove QoS.

Severity

Warning

What to Do

Try again. Check whether the request id returned with apply QoS request had been set correctly.

98000006 Error on QoS Expire

There was an error on QoS expire.

Severity

Warning

What to Do

No action required.

98000007 Failed to Register QoS Notification

There was a failure to register QoS notification.

Severity

Warning

What to Do

Try again. Make sure the parameters of the request not null, and no duplicate correlator or overlapping criteria.

98000008 Failed to Unregister QoS Notification

There was a failure to unregister QoS notification.

Severity

Warning

What to Do

Try again. Make sure the correlator was not null and was registered.

98000009 Failed to Disconnect to the Diameter Server

There was a failure to disconnect to the diameter server.

Severity

Warning

What to Do

No action required.