Oracle® Communications
Network Charging and Control

Open Services Development Alarms Guide

Release 6.0.1

April 2017

ORACLE®

Copyright

Contents

Alarm Topic Description

Alarm generation

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

For management of these alarms, refer to *Service Management System Technical Guide*.

Severity levels

This table describes the alarms severity levels.

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

Alarm format

Alarms usually follow this format:

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

Where:

Variable	Description
Mon DD	Month and date the alarm was logged.
24:MM:SS	Time the alarm was logged in 24 hour format.
hostname	Name of the machine on which the alarm was generated.
process name	Name of the process which logged the alarm.
alarmID	ID number of the alarm.
severity	Alarm severity.
process	Name of the process which logged the alarm.
PID	Process ID of the process which logged the alarm.
SEVERITY	Alarm severity.

Alarm text	Alarm text. This may include variables such as node number.
	Note: In some cases the entire alarm text is generated from variables.

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

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

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

Alarm text and variables

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

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

Further information

For more information about:

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

Open Services Development Alarms

Alarm	Severity	Text	Cause	Resolution	Service
1100001	CRITICAL	DEF123osdInterface(%d) CRITICAL: Config File ERROR : exiting %z	Config file cannot be read.	check the config file exists and has read permissions	OSD
1100002	CRITICAL	DEF123osdInterface(%d) CRITICAL: Could not initialise osdInterface	Fatal startup error.	Resolve other reported alarms and restart.	OSD
1100003	CRITICAL	DEF123osdInterface(%d) CRITICAL: Exception %z while initialising osdInterface	Fatal startup error.	Report exception to application expert.	OSD
1100004	CRITICAL	DEF123osdInterface(%d) CRITICAL: osdInterface reload config failed.	Config file cannot be read.	check the config file exists and has read permissions	OSD
1100005	ERROR	DEF123osdInterface(%d) ERROR: Config file reload failed: %z - keeping existing config	Config file cannot be read. Possibly deleted.	check the config file exists and has read permissions	OSD
1100006	WARNING	DEF123osdInterface(%d) WARNING: Received unsupported SLEE eventType %z	Received a non tcap primitive.	Refer to application expert.	OSD
1100007	CRITICAL	DEF123osdInterface(%d) CRITICAL: Caught a SLEE exception in mainZZZ	Restart SLEE and check SLEE logs.	Refer to application expert.	OSD
1100008	CRITICAL	DEF123osdInterface(%d) CRITICAL: Cannot get SLEE API handle.	Fatal startup error.	Report to application expert.	OSD
1100009	CRITICAL	DEF123osdWsdlRegenerator(%d) CRITICAL: Cannot install SIGHUP signal handler %z	Fatal startup error.	Report to application expert.	OSD
1100010	ERROR	DEF123osdWsdlRegenerator(%d) ERROR: Cannot install SIGUSR1 signal handler %z	Fatal startup error.	Report to application expert.	OSD

Alarm	Severity	Text	Cause	Resolution	Service
1100011	CRITICAL	DEF123osdInterface(%d) CRITICAL: Failed to start service - No ManagementEventType	Fatal startup error.	Report to application expert.	OSD
1100012	CRITICAL	DEF123osdInterface(%d) CRITICAL: Failed to start service - No TcapPrimitiveEventType	Fatal startup error.	Report to application expert.	OSD
1100013	WARNING	DEF123osdInterface(%d) WARNING: Terminated with INTERFACE_END	Received SLEE event.	Will restart through watchdog.	OSD
1100014	WARNING	DEF123osdInterface(%d) WARNING: Terminated with INTERFACE_KILL	Received SLEE event.	Will restart through watchdog.	OSD
1100018	CRITICAL	DEF123osdInterface(%d) CRITICAL: Cannot install SIGHUP signal handler - %z	Fatal startup error.	Report to application expert.	OSD
1100019	ERROR	DEF123osdInterface(%d) ERROR: Cannot install SIGUSR1 signal handler - %z	Fatal startup error.	Report to application expert.	OSD
1100020	ERROR	DEF123osdInterface(%d) ERROR: osd_readOperationSets failed	Internal Error	Refer to application expert.	OSD
1100022	ERROR	DEF123osdInterface(%d) ERROR: osd_readOperation failed	Internal Error	Refer to application expert.	OSD
1100023	ERROR	DEF123osdInterface(%d) ERROR: osd_readASP failed	Internal Error	Refer to application expert.	OSD
1100024	ERROR	DEF123osdInterface(%d) ERROR: osd_readSOAPPorts failed	Internal Error	Refer to application expert.	OSD
1100025	ERROR	DEF123osdInterface(%d) ERROR: osd_readASPOperationAccesses failed	Internal Error	Refer to application expert.	OSD
1100026	ERROR	DEF123osdInterface(%d) ERROR: Couldnt accept incoming connection: error %z	Internal Error	Refer to application expert.	OSD

Alarm	Severity	Text	Cause	Resolution	Service
1100027	ERROR	DEF123osdInterface(%d) ERROR: Unable to reload SOAP port configuration - continuing with old settings	Possible error in SOAP part of Configuration File.	Check Configuration File.	OSD
1100028	ERROR	DEF123osdInterface(%d) ERROR: Unable to create SSL context	SSL Config problem	Check certs in Certificate Directory	OSD
1100029	ERROR	DEF123osdInterface(%d) ERROR: osd_readProfileTags failed	Internal Error	Refer to application expert.	OSD
1100030	NOTICE	DEF123WsdlGenerator(%d) NOTICE: cannot parse eserv.config file. Using defaults.	Config file cannot be read.	check eserv.config file exists and has read permissions	OSD
1100031	ERROR	DEF123osdInterface(%d) ERROR: Unable to use configured certificate file %z	SSL Config problem	Check certs in Certificate Directory	OSD
1100032	ERROR	DEF123osdInterface(%d) ERROR: Unable to use configured key file %z	SSL Config problem	Check certs in Certificate Directory	OSD
1100033	ERROR	DEF123osdInterface(%d) ERROR: Unable to initialize SSL library: private key does not match the certificate public key	SSL Config problem	Reissue public/private key pair, or received public key from ASP.	OSD
1100035	NOTICE	DEF123osdInterface(%d) NOTICE: Closing connection for %z	Information Only	Normal operation.	OSD
1100036	WARNING	DEF123osdInterface(%d) WARNING: Connection timer of %z seconds, expired for %z . Closing connection.	Timeout	Normal operation. If it happens often refer to application expert.	OSD
1100037	ERROR	DEF123osdInterface(%d) ERROR: Error during Xerces platform initialization: %z	Internal Error	Refer to application expert.	OSD

Alarm	Severity	Text	Cause	Resolution	Service
1100038	ERROR	DEF123osdInterface(%d) ERROR: SLEE exception creating TCAP primitive.	Internal Error	Refer to application expert.	OSD
1100039	ERROR	DEF123osdInterface(%d) ERROR: Cannot create SLEE dialog to unknown service key %z	SLEE configuration problem	Check SLEE Configuration	OSD
1100040	ERROR	DEF123osdInterface(%d) ERROR: SLEE exception sending TCAP primitive.	SLEE configuration problem	Check SLEE Configuration	OSD
1100041	ERROR	DEF123osdInterface(%d) ERROR: SLEE event received on unrecognised SLEE dialog %z	Internal Error	Refer to application expert.	OSD
1100043	ERROR	DEF123osdInterface(%d) ERROR: Unexpected TCAP component type %z received by session %z	Internal Error	Refer to application expert.	OSD
1100044	ERROR	DEF123osdInterface(%d) ERROR: Invalid sequence of TCAP components received by session %z	Internal Error	Refer to application expert.	OSD
1100045	WARNING	DEF123osdInterface(%d) WARNING: The number of simultaneous sessions per ASP mechanism is faulty: counter < 0	Internal Error	Refer to application expert.	OSD
1100046	WARNING	DEF123osdInterface(%d) WARNING: The number of simultaneous sessions per Operation Set mechanism is faulty: counter < 0	Internal Error	Refer to application expert.	OSD
1100049	NOTICE	DEF123osdInterface(%d) NOTICE: osdInterface quiescing, and active sessions now zero - exiting normally	Information Only	Normal operation.	OSD

Alarm	Severity	Text	Cause	Resolution	Service
1100050	NOTICE	DEF123osdInterface(%d) NOTICE: Finished parsing the SOAP envelope: parsing took %z msec	Information Only	Normal operation.	OSD
1100051	NOTICE	DEF123osdInterface(%d) NOTICE: Listen address %z dropped from config - quiescing	Information Only	Normal operation.	OSD
1100052	NOTICE	DEF123osdInterface(%d) NOTICE: Execution commenced.	Information Only	Normal operation.	OSD
1100053	NOTICE	DEF123osdInterface(%d) NOTICE: Startup Successful	Information Only	Normal operation.	OSD
1100054	NOTICE	DEF123osdInterface(%d) NOTICE: Management Event REPORT_REQUEST	Information Only	Normal operation.	OSD
1100055	NOTICE	DEF123osdInterface(%d) NOTICE: Management Event REREAD_CONFIG	Information Only	Normal operation.	OSD
1100056	NOTICE	DEF123osdInterface(%d) NOTICE: Normalisation rules loaded okay	Information Only	Normal operation.	OSD
1100057	NOTICE	DEF123osdInterface(%d) NOTICE: Normalisation rules could not be loaded	Information Only	Normal operation.	OSD
1100058	NOTICE	DEF123osdInterface(%d) NOTICE: Exception loading normalisation rules	Information Only	Normal operation.	OSD
1100060	NOTICE	DEF123osdWsdlRegenerator(%d) NOTICE: UPTIME %z	Wsdl Regeneration Commenced	Normal operation.	OSD
1100061	NOTICE	DEF123osdInterface(%d) NOTICE:ZZZlistener %z	Information Only	Normal operation.	OSD
1100062	NOTICE	DEF123osdInterface(%d) NOTICE: Number of connection listeners active: %z	Information Only	Normal operation.	OSD
1100063	NOTICE	DEF123osdInterface(%d) NOTICE: ASP Report	Information Only	Normal operation.	OSD

Alarm	Severity	Text	Cause	Resolution	Service
1100064	NOTICE	DEF123osdInterface(%d) NOTICE: %z Tx/Sec=ZZZmax %z , Concurrent=ZZZmax=%z	Information Only	Normal operation.	OSD
1100065	NOTICE	DEF123osdInterface(%d) NOTICE: ZZZport ignoredZZZ	Information Only	Normal operation.	OSD
1100070	ERROR	DEF123osdInterface(%d) ERROR: SLEE DIALOG_CLOSED event received for unrecognised SLEE dialog %z	SLEE configuration problem	Check SLEE Configuration	OSD
1100075	ERROR	DEF123osdInterface(%d) ERROR: Unable to create SSL connection	SSL Config problem	Check certs in Certificate Directory	OSD
1100080	NOTICE	DEF123osdWsdlRegenerator(%d) NOTICE: Execution commenced.	Wsdl Regeneration Commenced	Normal operation.	OSD
1100081	NOTICE	DEF123osdWsdlRegenerator(%d) NOTICE: Startup Successful	osdWsdlRegenerator startup successful	Normal operation.	OSD
1100082	ERROR	DEF123osdWsdlRegenerator(%d) NOTICE: ORACLE errorZZZSQL: %z	Oracle error as described.	Refer to application expert.	OSD
1100200	ERROR	DEF123osdMacroNodes(%d) ERROR: failed to initialise macro-node with fast-key %z	Fatal startup error.	Report to application expert.	OSD
1100201	ERROR	DEF123osdMacroNodes(%d) ERROR: failed to register macro-node with fast-key %z	Fatal startup error.	Report to application expert.	OSD
1100501	CRITICAL	DEF123osdWsdlRegenerator(%d) CRITICAL: Config File ERROR : exiting %z	Fatal startup error.	Report to application expert.	OSD
1100502	CRITICAL	DEF123osdWsdlRegenerator(%d) CRITICAL: Could not initialise osdWsdlRegenerator	Fatal startup error.	Report to application expert.	OSD
1100503	CRITICAL	DEF123osdWsdlRegenerator(%d) CRITICAL: Exception %z while initialising osdWsdlRegenerator	Fatal startup error.	Report to application expert.	OSD

Alarm	Severity	Text	Cause	Resolution	Service
1100504	CRITICAL	DEF123osdWsdlRegenerator(%d) CRITICAL: osdWsdlRegenerator reload config failed.	Fatal startup error.	Report to application expert.	OSD
1100520	ERROR	DEF123osdWsdlRegenerator(%d) ERROR: regenerateWsdlFiles failed in read stage	Fatal startup error.	Report to application expert.	OSD
1100521	NOTICE	DEF123osdWsdlRegenerator(%d) NOTICE: Unable to delete WSDL file %z	Information Only	Normal operation.	OSD
1100522	NOTICE	DEF123osdWsdlRegenerator(%d) NOTICE: Unable to regenerate WSDL for operation %z	Information Only	Normal operation.	OSD
1100523	NOTICE	DEF123osdWsdlRegenerator(%d) NOTICE: Unable to regenerate WSDL for operation set %z	Information Only	Normal operation.	OSD
1101001	ERROR	DEF123WsdlGenerator(%d) ERROR: Oracle error %z received trying to retrieve profile for control plan %z	Database Error during Wsdl Generation	Refer to application expert.	OSD
1101002	ERROR	DEF123WsdlGenerator(%d) ERROR: Oracle error %z received trying to retrieve operation %z	Database Error during Wsdl Generation	Refer to application expert.	OSD
1101003	ERROR	DEF123WsdlGenerator(%d) ERROR: No operation record found for operation %z	Error during Wsdl Generation	Refer to application expert.	OSD
1101004	ERROR	DEF123WsdlGenerator(%d) ERROR: Oracle error %z received trying to fetch from ACS_PROFILE_DETAILS	Database Error during Wsdl Generation	Refer to application expert.	OSD
1101005	NOTICE	DEF123WsdlGenerator(%d) NOTICE: cannot open the config file. Using defaults.	Config file cannot be read.	check the config file exists and has read permissions	OSD

Alarm	Severity	Text	Cause	Resolution	Service
1101006	NOTICE	DEF123WsdlGenerator(%d) NOTICE: OSD section not found in the config file. Using defaults.	Config file cannot be read.	check the config file exists and has read permissions	OSD
1101007	ERROR	DEF123WsdlGenerator(%d) ERROR: An OSD control plan must contain an Unconditional Terminate or Unconditional Terminate to Pending TN node. Control planID: %z	Error during Wsdl Generation	Refer to application expert.	OSD
1101008	ERROR	DEF123WsdlGenerator(%d) ERROR: An OSD call plan cannot contain telephony nodes other than Unconditional Terminate, Uncondititional Terminate to Pending TN, Disconnect or Call Initiation. Control planIDZZZ	Error during Wsdl Generation	Refer to application expert.	OSD
1101009	ERROR	DEF123WsdlGenerator(%d) ERROR: Oracle error %z received trying to find UT nodes	Database Error during Wsdl Generation	Refer to application expert.	OSD
1101010	ERROR	DEF123WsdlGenerator(%d) ERROR: Oracle error %z received trying to find telephony nodes	Database Error during Wsdl Generation	Refer to application expert.	OSD
1101011	ERROR	DEF123WsdlGenerator(%d) ERROR: Failed to fetch FN parameters strings for operation name %z	Error during Wsdl Generation	Refer to application expert.	OSD
1101012	ERROR	DEF123WsdlGenerator(%d) ERROR: Oracle error %z received trying to fetch from ACS_FN_PARAMETERS	Database Error during Wsdl Generation	Refer to application expert.	OSD
1101013	ERROR	DEF123WsdlGenerator(%d) ERROR: Oracle error %z received trying to fetch from OSD_MANDATORY_INPUT_PARAMETER	Database Error during Wsdl Generation	Refer to application expert.	OSD

Alarm	Severity	Text	Cause	Resolution	Service
1101014	ERROR	DEF123WsdlGenerator(%d) ERROR: Oracle error %z received trying to update OSD_OPERATION	Database Error during Wsdl Generation	Refer to application expert.	OSD
1101015	ERROR	DEF123WsdlGenerator(%d) ERROR: Oracle error %z received trying to update OSD_OPERATION_SET	Database Error during Wsdl Generation	Refer to application expert.	OSD
1101016	ERROR	DEF123WsdlGenerator(%d) ERROR: Oracle error %z received trying to fetch arrays from ACS_PROFILE_DETAILS	Database Error during Wsdl Generation	Refer to application expert.	OSD
1101017	ERROR	DEF123WsdlGenerator(%d) ERROR: No port list entries found for operation set %z	Error during Wsdl Generation	Refer to application expert.	OSD
1101018	ERROR	DEF123WsdlGenerator(%d) ERROR: Oracle error %z received trying to fetch from OSD_PORT_LIST_ENTRY	Database Error during Wsdl Generation	Refer to application expert.	OSD
1101019	ERROR	DEF123WsdlGenerator(%d) ERROR: Failed to read operation WSDL strings for operation set %z	Error during Wsdl Generation	Refer to application expert.	OSD
1101020	ERROR	DEF123WsdlGenerator(%d) ERROR: Oracle error %z received trying to fetch WSDL from OSD_OPERATION	Database Error during Wsdl Generation	Refer to application expert.	OSD
1101021	ERROR	DEF123WsdlGenerator(%d) ERROR: Failed to write WSDL file %z	Error during Wsdl Generation	Refer to application expert.	OSD