

SS7 CAF SCTP IP Path is Down

Call Session Control Function

OPERATING INSTRUCTIONS

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1 Alarm Description

This is an alarm of severity WARNING.

The alarm is issued when an SCTP path is unavailable.

Table 1 SCTP IP Path is Down Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
<ul style="list-style-type: none"> An SCTP IP path became inactive, unavailable, or unreachable. Network disturbances. 	SCTP IP path became unavailable.	<ul style="list-style-type: none"> Path is inactive, unavailable, or unreachable. Network problems. 	Network	<p>Normally this is a non-fatal alarm; SCTP uses other paths in the association for communicating with the remote peer.</p> <p>Follow the procedure in Section 2 on page 2 if the alarm is raised for more than an hour without any known network disturbances.</p>

Table 2 SCTP IP Path is Down Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	1586601228
Managed Object Class	Not Applicable
Source	RemoteAddress=<*>,LocalAddress=<*>,FEID_Association=<*>,AssociationID=<*>,Sctp.InstanceID=<*>
Specific Problem	SCTP IP Path is Down
Perceived Severity	SEVERITY_WARNING



2 Procedure

2.1 Handle Alarm SCTP IP Path is Down

Prerequisites

- No documents are referenced.
- No tools are required.
- The following condition must apply:
 - The alarm is raised for more than an hour.

Steps

1. Make sure that there are no disturbances in the network.
2. Enable trace on SCTP:

Note: SCTP tracing is not recommended during hours of high traffic.

- a. Log on to the controller node.
- b. Start the Signalling Manager CLI:

```
SC-1:~ # dsc-connect-signalling-mgr
```



```
cli> connect;
```


EXECUTED
- c. Enable SCTP trace:

```
cli> STTON;
```


SCTP-Trace On Successful.
EXECUTED
- d. Keep the trace activated for 5 minutes.
- e. Disable SCTP trace:

```
cli> STTOF;
```


SCTP-Trace Off Successful.
EXECUTED

3. Collect the `ss7trace.log` located in `/opt/sign/log`.



Also collect the current configuration that is located in folder `/opt/sign/etc`.
Collect the file `active.om.cim` and all the files with the extension `*.cnf`.

4. Contact the next level of support and provide the files collected in Step 3.