

SS7 CAF Start Process Failed

Call Session Control Function

OPERATING INSTRUCTIONS

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SS7 CAF Start Process Failed



1 Alarm Description

This is an alarm of severity MAJOR.

The alarm is raised when an attempt to start a process failed.

Table 1 SS7 CAF Start Process Failed Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
<ul style="list-style-type: none">• Wrong permissions• Config reading failed	An attempt to start a process failed.	<ul style="list-style-type: none">• First start of the stack• Heavy load	Internal cluster network	<p>Normally this is a non-fatal alarm; the ECM automatically makes new attempts to start the process.</p> <p>If the alarm is raised more than 5 times within 5 minutes or is persistent for 5 minutes, follow the procedure in Section 2 on page 2.</p>

Table 2 SS7 CAF Start Process Failed Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	1586561539
Managed Object Class	Not Applicable
Source	3GPPSystemComponents.Name=System Components,Ecm.Name=<*>,Host.Address=<*>,ClassID=<*>,InstanceType=<*>,Process.InstanceID=<*>
Specific Problem	Start Process Failed
Perceived Severity	SEVERITY_MAJOR



2 Procedure

2.1 Handle Alarm SS7 CAF Start Process Failed

Prerequisites

- No documents are referenced.
- No tools are required.
- The following condition must apply:
 - The alarm is raised multiple times or is persistent.

Steps

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

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

2. Contact next level of support and provide the files collected in Step 1 .