

# SS7 CAF ECM Goes Down

Call Session Control Function

OPERATING INSTRUCTIONS

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# 1 Alarm Description

This is an alarm of severity MINOR.

This alarm is issued when ECM detects a failure that it is unable to recover from.

Table 1 SS7 CAF ECM Goes Down Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
<ul style="list-style-type: none"> <li>ECM has run out of memory.</li> <li>ECM has used all its message buffers for sending of internal messages.</li> <li>ECM has detected corrupt internal data structures.</li> </ul>	ECM detected a failure that it is unable to recover from.	<ul style="list-style-type: none"> <li>Running out of memory</li> <li>Corrupted data structure</li> </ul>	Internal cluster network	<p>The ECM process is shut down immediately.</p> <p>The ECM process is automatically restarted by the SS7 CAF AMF process.</p> <p>If the alarm is raised more than 5 times in 5 minutes or is persistent for 5 minutes, follow the procedure in Section 2 on page 2.</p>

Table 2 SS7 CAF ECM Goes Down Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	1586561538
Managed Object Class	Not Applicable
Source	3GPPSystemComponents.Name=<*>, Ecm.Name=<*>, Host.Address=<*>
Specific Problem	ECM Goes Down
Perceived Severity	SEVERITY_MINOR



## 2 Procedure

### 2.1 Handle Alarm ECM Goes Down

#### Prerequisites

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

#### 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 `ecm.log` and `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.