

# Storage Engine, Replication Channels Down in PLDB

Ericsson Centralized User Database

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## OPERATING INSTRUCTION

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# 1 Overview

This document provides the description and troubleshooting steps to take for the Storage Engine, Replication Channels Down in PLDB alarm.

## 1.1 Description

This alarm is raised when replication channels fail in a Processing Layer Database (PLDB) Storage Engine.

The alarm attributes are listed and explained in Table 1:

*Table 1 Alarm Attributes*

Attribute Name	Attribute Value
Auto Cease	Yes
Module	STORAGE-ENGINE
Error Code	3
Timestamp First	Date and time when the alarm was raised for the first time.
Repeated Counter	Number which indicates how many times the alarm was raised.
Timestamp Last	Date and time of the most recent alarm raised.
Resource ID	.1.3.6.1.4.1.193.169.1.1.3
Alarm Model Description	Replication channels down, Storage Engine.
Alarm Active Description	Storage Engine (PLDB): replication channels are down.
ITU Alarm Event Type	communicationsAlarm (2)
ITU Alarm Probable Cause	communicationsSubsystemFailure (505)
ITU Alarm Perceived Severity	(4) - Major
Originating Source IP	Node ID where the alarm was raised.
Sequence Number	Number which indicates the order in which alarms were raised.

For further information about attribute descriptions, refer to *CUDB Node Fault Management Configuration Guide*, Reference [1].

The possible causes of the alarm are as follows:

- Local slave replica has no network connection to master replica.
- Local slave replication servers are down or unreachable.
- Remote master replication server has been restarted.



- Mastership has changed.
- There is a mismatch between the local and the remote replication information.
- Slave replica servers have no replication information about remote master replica server.

## 1.2 Prerequisites

This section lists the prerequisites required for the procedure described in Section 2 on page 3.

### 1.2.1 Documents

Refer to *CUDB Node Fault Management Configuration Guide*, Reference [1] and *CUDB Node Logging Events*, Reference [2] for further information.

### 1.2.2 Tools

Not applicable.

### 1.2.3 Conditions

Not applicable.



## 2 Procedure

If the alarm is not cleared automatically in a short period of time, perform the following steps:

1. Check the log in the faulty node. Refer to *CUDB Node Logging Events*, Reference [2] for further information.
2. Check network connections. If any failure is found, fix it and the alarm should disappear. In a negative case, follow with the next step.
3. Check if the *Storage Engine, Unable to Synchronize Cluster in PLDB, Major* alarm is raised. If yes, follow the procedure in *Storage Engine, Unable to Synchronize Cluster in PLDB, Major*, Reference [3].
4. If the alarm does not cease, consult the next level of maintenance support. Further actions are outside the scope of this Operating Instruction.







## Glossary

For the terms, definitions, acronyms, and abbreviations used in this document, refer to *CUDB Glossary of Terms and Acronyms*, Reference [4].





## Reference List

### **CUDB Documents**

- [1] *CUDB Node Fault Management Configuration Guide*
- [2] *CUDB Node Logging Events*
- [3] *Storage Engine, Unable to Synchronize Cluster in PLDB, Major*
- [4] *CUDB Glossary of Terms and Acronyms*