

Storage Engine, Backup Notification Failure To Provisioning Gateway

Ericsson Centralized User Database

OPERATING INSTRUCTION

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1 Overview

1.1 Description

The alarm is issued when the Ericsson Centralized User Database (CUDB) tries to send a notification about a started or finished backup procedure to the Provisioning Gateway (PG), but the sending fails.

The alarm attributes are listed and explained in Table 1:

Table 1 Alarm Attributes

Attribute Name	Attribute Value
Auto Cease	No
Module	STORAGE-ENGINE
Error Code	16
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	.1.3.6.1.4.1.193.169.1.3.1
Alarm Model Description	Backup Notification to PG Failed, Storage Engine.
Alarm Active Description	Storage Engine: Notification to PG Failed.
ITU Alarm Event Type	communicationsAlarm (2)
ITU Alarm Probable Cause	communicationsSubsystemFailure (505)
ITU Alarm Perceived Severity	(4) - Major
Originating Source IP	Node IP 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:

- Wrong PG server definition.
- Network connection problems.



1.2 Prerequisites

1.2.1 Documents

Refer to *CUDB System Administrator Guide*, Reference [2] for further information.

1.2.2 Tools

Not applicable.

1.2.3 Conditions

Not applicable.



2 Procedure

Perform the following steps:

1. Check the PG server definition, refer to *CUDB System Administrator Guide*, Reference [2] for information about PG node configuration. In case of wrong configuration, configure again in a proper way.
2. Check the network connections and fix them. The network connection failures are out of these scope of this Operation Instruction.
3. If one of the previous problems has been fixed, clear the alarm manually according to the procedure detailed in *CUDB Node Fault Management Configuration Guide*, Reference [1].
4. Manually notify the PG to resume the provisioning process by executing the following command:

`cudbResumeProvisioningNotification`

5. If the alarm is raised again, 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 [3].





Reference List

CUDB Documents

- [1] *CUDB Node Fault Management Configuration Guide*
- [2] *CUDB System Administrator Guide*
- [3] *CUDB Glossary of Terms and Acronyms*