

Operating System, Server Configuration Backup Fault

Ericsson Centralized User Database

OPERATING INSTRUCTION

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Contents

1	Introduction	1
1.1	Alarm Description	1
1.2	Prerequisites	3
2	Procedure	5
2.1	Actions for "applyConfig action is ongoing"	5
2.2	Actions for "There are pending configuration changes"	5
2.3	Actions for "Backup with the same name already exists"	5
2.4	Actions for "Internal fault"	6
	Glossary	7
	Reference List	9





1 Introduction

1.1 Alarm Description

The alarm is issued when the software and configuration backup in an Ericsson Centralized User Database (CUDB) node has failed.

The possible alarm causes and the corresponding fault reasons, fault locations, and impacts are described in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
"applyConfig action is ongoing."	Software backup cannot be performed while applyConfig is running.	applyConfig action is ongoing. For further information, refer to the applyConfig section of <i>CUDB Node Configuration Data Model Description</i> , Reference [2].	The CUDB node where the command was executed.	Software and configuration backup not performed.
"Backup with the same name already exists."	Software backup cannot be performed while using a backup folder name already in use.	Name used for software backup already exists.	The CUDB node where the command was executed.	Software and configuration backup not performed.



Alarm Cause	Description	Fault Reason	Fault Location	Impact
"There are pending configuration changes."	Software backup cannot be performed if changes in node configuration have not been applied.	There are pending configuration changes. For further information, refer to the Performing Software and Configuration Restore section of <i>CUDB Backup and Restore Procedures</i> , Reference [3].	The CUDB node where the command was executed.	Software and configuration backup not performed.
"Internal fault."	An internal fault is preventing the execution of the command.	There is a problem on the software platform level.	The CUDB node where the command was executed.	Software and configuration backup not performed.
		There is a problem with the configuration consistency in the node.		

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Auto Cease	Yes
Module	OPERATING-SYSTEM
Error Code	1
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	.1.3.6.1.4.1.193.169.5.1
Alarm Model Description	Server configuration backup fault, Operating System.



Attribute Name	Attribute Value
Alarm Active Description	Operating System: server configuration backup failed @<IP> <fault description>
ITU Alarm Event Type	processingErrorAlarm (4)
ITU Alarm Probable Cause	applicationSubsystemFailure (158)
ITU Alarm Perceived Severity	(5) - Minor
Originating source IP	Node IP where the alarm was raised.
Sequence Number	Number which indicates the order in which the alarms are raised.

In Table 2, the indicated variables are as follows:

- <IP> is the Internet Protocol (IP) address of the blade or VM where the backup operation was ordered.
- <fault description> is the description of the cause for raising the alarm.
- The possible values are the following:
 - “applyConfig action is ongoing.”
 - “There are pending configuration changes.”
 - “Backup with the same name already exists.”
 - “Internal fault.”

For further information about attribute descriptions, refer to the *Alarm Format and Description* section of *CUDB Node Fault Management Configuration Guide*, Reference [1].

1.2 Prerequisites

1.2.1 Documents

Before starting this procedure, ensure that you have read the following documents:

- *CUDB Node Fault Management Configuration Guide*, Reference [1]
- *System Safety Information*, Reference [5]
- *Personal Health and Safety Information*, Reference [6]

1.2.2 Tools

Not applicable.



1.2.3

Conditions

Not applicable.



2 Procedure

This section describes the procedure to follow when this alarm is raised.

2.1 Actions for "applyConfig action is ongoing"

If the alarm is raised, do the following:

1. Check the status of the `applyConfig` administrative action. Refer to the *applyConfig* section of *CUDB Node Configuration Data Model Description*, Reference [2] for more information.
2. Wait until the value of the `state` attribute of `applyConfigStatus` is `FINISHED`.
3. Perform the backup again.
4. If the alarm does not cease automatically, call the next level of support.

2.2 Actions for "There are pending configuration changes"

If the alarm is raised, do the following:

1. Apply the changes by executing the `applyConfig` administrative operation. Wait until it is finished.
2. Perform the backup again.
3. If the alarm does not cease automatically, call the next level of support.

2.3 Actions for "Backup with the same name already exists"

If the alarm is raised, do the following:

1. Check if a backup file with the same name already exists:

Go to backup directory with `cd /cluster/home/cudb/swbackup`, enter `ls` or `ls` command for display content of directory, and check if that backup with the same name already exists.

2. Perform the backup again using a name that is not already in use.
3. If the alarm does not cease automatically, call the next level of support.



2.4 Actions for "Internal fault"

If the alarm is raised, do the following:

1. Perform the backup again.
2. If the alarm does not cease automatically, call the next level of support.



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 Configuration Data Model Description*
- [3] *CUDB Backup and Restore Procedures*
- [4] *CUDB Glossary of Terms and Acronyms*

Other Ericsson Documents

- [5] *System Safety Information*
- [6] *Personal Health and Safety Information*