

Storage Engine, Backup Fault In DS

Ericsson Centralized User Database

OPERATING INSTRUCTION

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1 Introduction

This instruction concerns alarm handling for the Storage Engine, Backup Fault In DS alarm.

1.1 Alarm Description

The alarm is issued when a backup procedure fails in a Data Store (DS) Storage Engine during an Ericsson Centralized User Database (CUDB) system backup process or a DS Storage Engine backup process. For further information about the backup procedures, refer to *CUDB Backup and Restore Procedures*, Reference [1].

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
Backup procedure fails.	A backup procedure fails in a DS Storage Engine during a CUDB system backup process or a DS Storage Engine backup process.	No connection to the Storage Engine Management Server.	DS Storage Engine.	No recent backup is available.
		Not possible to recover local information data from the Storage Engine.		
		Not possible to generate data backup for a single cluster due to insufficient space.		
		No connection to the remote CUDB node where the local backup is generated or operated.		

The alarm attributes are listed and explained in Table 2:

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Auto Cease	No
Module	STORAGE-ENGINE
Error Code	5
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.



Attribute Name	Attribute Value
Timestamp Last	Date and time of the most recent alarm raised.
Resource ID	.1.3.6.1.4.1.193.169.1.2.5.<ND>.<DG>
Alarm Model Description	Backup fault, Storage Engine.
Alarm Active Description	Storage Engine (DS-group #<DG>): backup failed in node #<ND>.
ITU Alarm Event Type	processingErrorAlarm (4)
ITU Alarm Probable Cause	softwareProgramError (546)
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.

In Table 2, the indicated variables are as follows:

- <ND> is the CUDB Node Identifier within the system.
- <DG> is the Data Store Unit Group (DSG) this cluster belongs to.

For further information about attribute descriptions, refer to *CUDB Node Fault Management Configuration Guide*, Reference [2].

1.2 Prerequisites

This section provides information on the documents, tools and conditions that apply to the procedure.

1.2.1 Documents

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

- *CUDB System Administrator Guide*, Reference [3], for further information.
- *CUDB Node Fault Management Configuration Guide*, Reference [3], regarding alarm configuration.
- *System Safety Information*, Reference [6]
- *Personal Health and Safety Information*, Reference [7]

1.2.2 Tools

Not applicable.

**1.2.3****Conditions**

Not applicable.





2 Procedure

If the alarm is raised, do the following:

1. Check connections in the system.
2. Check the disk storage space in `/home` in the System Controllers (SCs). If there is not enough space, remove previous backups. If not possible, in this situation the *Operating System, Disk Usage Too High* alarm may be raised. For more information, refer to *Operating System, Disk Usage Too High*, Reference [4] and follow the instructions provided therein.
3. Clear the alarm manually as described in *CUDB Node Fault Management Configuration Guide*, Reference [2].
4. Run the backup again. For further information, refer to *CUDB Backup and Restore Procedures*, Reference [1].
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 [5].





Reference List

CUDB Documents

- [1] *CUDB Backup and Restore Procedures*
- [2] *CUDB Node Fault Management Configuration Guide*
- [3] *CUDB System Administrator Guide*
- [4] *Operating System, Disk Usage Too High*
- [5] *CUDB Glossary of Terms and Acronyms*

Other Ericsson Documents

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