

COM SA, AMF Component Cleanup Failed

COM Support Agents

OPERATING INSTRUCTIONS

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COM SA, AMF Component Cleanup Failed



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is a primary alarm. The alarm is issued by a service of the Core Middleware (Core MW) component, which is not modeled as a Managed Object (MO).

The alarm is issued when the AMF cannot successfully clean up a software component in the Managed Element (ME). The AMF performs a cleanup operation to free the resources allocated by a software component in the ME. The AMF assumes that the software component can be in an erroneous state in which it cannot actively perform any cleanup operation itself.

The possible alarm causes and fault locations are explained in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
The cleanup function of the component is defect.	The component the AMF tries to clean up does not acknowledge its successful cleanup in time.	The component is defect.	The component that fails to be cleaned up.	The service the component provides is degraded or lost. The failing component is permanently taken out of operation. The fault can also cause a service disruption because of redundancy model constraints prohibiting the AMF to fail over the service to the standby software component.
The High Availability (HA) configuration for the component is incorrect.	The AMF configuration of the component is not correct, for example, defines an incorrect cleanup command or too short time for cleaning up.	The AMF configuration for the component is defect.	The configuration of the component that fails to be cleaned up.	

Note: The alarm can appear as a result of software upgrade.

The alarm attributes are listed and explained in Table 2.



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	18568
Minor Type	131075
Source ⁽¹⁾	safApp=<*>, safSg=<*>, safSu=<*>, safComp=<*>
Specific Problem	COM SA, AMF Component Cleanup Failed
Event Type	processingErrorAlarm (4)
Probable Cause	x736UnspecifiedReason (418)
Additional Text	Cleanup of Component <LDAP DN of component> failed
Perceived Severity	major (4)

(1) As sent by Core MW in NTF alarm notification. It is changed when converted to FM model alarm.

1.2 Prerequisites

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

- System Safety Information
- Personal Health and Safety Information
- COM Management Guide



2 Procedure

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

For information on commands, provided by Core MW for handling Alarm Actions, refer to [Core MW Management Guide](#).

2.1 Actions for All Causes

To cease the alarm:

1. Consult the next level of maintenance support for an analysis of the root cause to the component cleanup failure.
2. When the cause has been identified and relevant corrective measures have been taken, cease the alarm:

`cmw-alarm-clear cleanup <Managed Object>`

Here <Managed Object> is the DN of alarming object and given by the field source in the alarm.

3. Restart the software correctly:

`cmw-node-reboot <hostname>`

Here <hostname> is the hostname of the computer hosting the component for which cleanup failed.

4. Confirm that the alarm does not reappear.

If the alarm remains, consult the next level of maintenance support. Further actions are outside the scope of this instruction.