

# Licensing, License Manager Not Available

Ericsson Centralized User Database

Operating Instructions

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Licensing, License Manager Not Available



# 1 Introduction

This instruction concerns alarm handling for the Licensing, License Manager Not Available alarm.

## 1.1 Alarm Description

This alarm is raised in the following situations:

- The CUDB application cannot connect to the License Manager (LM).
- Registration to the LM 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   |
|--|------------------|--|----------------|--|
| CUDB cannot contact or register to the LM. | LM not available | There is a problem with the LM servers (for example server crash(es)). | LM             | Configuration changes subject to licensing will not be accepted. |

The alarm attributes are listed and explained in [Table 2](#).

Table 2 Alarm Attributes

| Attribute Name               | Attribute Value  |
|------------------------------|--|
| Auto Cease                   | No   |
| Module                       | LICENSING  |
| 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 raise.                    |
| Resource ID                  | 1.3.6.1.4.1.193.169.14.2.1                                       |
| Alarm Model Description      | License Management, Licensing                                    |
| Alarm Active Description     | License manager not available                                    |
| ITU Alarm Event Type         | qualityOfServiceAlarm (3)  |
| ITU Alarm Probable Cause     | softwareProgramError (546)                                       |
| ITU Alarm Perceived Severity | Major (4)  |
| Originating source IP        | Node IP where the alarm was raised.                              |
| Sequence Number              | Number which indicates the order in which the alarms are raised. |

The following is the consequence for the node if the alarm is not solved:



- Configuration changes subject to licensing will not be accepted until the fingerprint parameter is correctly set up, and the LM server becomes operational.

For further information about attribute descriptions, refer to [CUDB Node Fault Management Configuration Guide](#).

## 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 Node Fault Management Configuration Guide](#), regarding alarm configuration.
- [System Safety Information](#)
- [Personal Health and Safety Information](#)

### 1.2.2 Tools

Not applicable.

### 1.2.3 Conditions

Not applicable.



## 2 Procedure

### Steps

Do the following:

1. Check if the COM SA, AMF SI Unassigned alarm is raised for the LM. If the alarm is raised, then follow the procedure in COM SA, AMF SI Unassigned. After that, proceed to [Step 2](#).

2. Execute the following command:

```
cudbHaState | grep lm
```

The expected output must be similar to the following example:

```
saAmfSISUHASState."safSu=LmSa-Su-1,safSg=LmSa-Sg,safApp=ERIC-LmSa-App"."safSi=LmSa-Si": active(1)
```

```
saAmfSISUHASState."safSu=LmSa-Su-0,safSg=LmSa-Sg,safApp=ERIC-LmSa-App"."safSi=LmSa-Si": standby(2)
```

If the states listed in the output are not active or standby, then contact the next level of support. If the output is similar to the above example, then continue with the next step.

3. Clear the alarm manually as described in the "Clearing Alarms" section of CUDB Node Fault Management Configuration Guide.



## Glossary

For the terms, definitions, acronyms and abbreviations used in this document, refer to CUDB Glossary of Terms and Acronyms



# Reference List

## **CUDB Documents**

1. CUDB Node Fault Management Configuration Guide
2. CUDB Glossary of Terms and Acronyms

## **Other Ericsson Documents**

1. System Safety Information
2. Personal Health and Safety Information
3. COM SA, AMF SI Unassigned