

Preventive Maintenance, Logchecker Found Error(s)

Ericsson Centralized User Database

Operating Instructions

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1 Introduction

This instruction concerns alarm handling for the Preventive Maintenance, Logchecker Found Error(s) alarm.

1.1 Alarm Description

This alarm is raised when a problem is found during a CUDB Logchecker health check in Ericsson Centralized User Database (CUDB). The alarm severity is calculated by the number and the severity of faults found during the last analysis (that is, multiple minor faults can result in a major alarm). All these faults are weighted by CUDB Logchecker, then the severity of alarm is calculated and set, using the weight as input.

Severity levels of the alarm are as follows:

- Warning
- Minor
- Major
- Critical

The following printouts are possible, depending on severity:

Severity is warning:

Table 1 Warning

Attribute Name	Attribute Value
Auto Cease	Yes
Application Id	PREVENTIVE-MAINTENANCE
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.
Model Description	Logchecker found warning(s), Preventive Maintenance.
Active Resource Id	1.3.6.1.4.1.193.169.100.1
Active Description	Preventive Maintenance: Logchecker has found warning(s).
Alarm Event Type	1 (other)
Probable Cause	1024 (other)
Severity	6 (warning)
Originating source IP	Node IP where the alarm was raised.
Sequence Number	Number which indicates the order in which the alarms are raised.

Severity is minor:



Table 2 Minor

Attribute Name	Attribute Value
Auto Cease	Yes
Application Id	PREVENTIVE-MAINTENANCE
Error Code	2
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.
Model Description	Logchecker found minor error(s), Preventive Maintenance.
Active Resource Id	1.3.6.1.4.1.193.169.100.1
Active Description	Preventive Maintenance: Logchecker has found minor error(s).
Alarm Event Type	1 (other)
Probable Cause	1024 (other)
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.

Severity is major:

Table 3 Major

Attribute Name	Attribute Value
Auto Cease	Yes
Application Id	PREVENTIVE-MAINTENANCE
Error Code	3
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.
Model Description	Logchecker found major error(s), Preventive Maintenance.
Active Resource Id	1.3.6.1.4.1.193.169.100.1
Active Description	Preventive Maintenance: Logchecker has found major error(s).
Alarm Event Type	1 (other)
Probable Cause	1024 (other)
Severity	4 (major)
Originating source IP	Node IP where the alarm was raised.
Sequence Number	Number which indicates the order in which the alarms are raised.

Severity is critical:

Table 4 Critical

Attribute Name	Attribute Value
Auto Cease	Yes
Application Id	PREVENTIVE-MAINTENANCE
Error Code	4
Timestamp First	Date and time when the alarm was raised for the first time.



Attribute Name	Attribute Value
Repeated Counter	Number which indicates how many times the alarm was raised.
Timestamp Last	Date and time of the most recent alarm raise.
Model Description	Logchecker found critical error(s), Preventive Maintenance.
Active Resource Id	1.3.6.1.4.1.193.169.100.1
Active Description	Preventive Maintenance: Logchecker has found critical error(s).
Alarm Event Type	1 (other)
Probable Cause	1024 (other)
Severity	3(critical)
Originating source IP	Node IP where the alarm was raised.
Sequence Number	Number which indicates the order in which the alarms are raised.

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

CUDB Logchecker is an additional software monitoring component on top of the current monitoring processes, that aims to work as a preventive maintenance tool.

CUDB Logchecker runs every 12 hours (refer to [CUDB Logchecker](#) for further information), and the alarm is raised or cleared based on the result of the last 12 hour monitoring period. So it is normal to receive an alarm, if there was a problem or planned maintenance activity in the CUDB system in the last 12 hours.

`cudbGetLogs` script (to collect preventive maintenance logs for log analysis) runs at 00:25 and 12:25, unless it is configured otherwise.

`cudbAnalyser` script (to analyze logs gathered and preprocessed by `cudbGetLogs`) runs at 00:50 and 12:50, unless it is configured otherwise.

If the alarm is raised for no known reason (no new alarm or no fault noticed in Network Management System (NMS) during the last monitoring period), check the detailed log to find out what is the cause of the problem.

If there was a problem or planned maintenance activity in the last 12 hours, and CUDB Logchecker raised an alarm, then the alarm ceases automatically after the next CUDB health check.

Note: If you want to prevent a "false positive" alarm after a planned maintenance, it is recommended to run a manual log collection on all the CUDB nodes.

1.2 Prerequisites

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



1.2.1 Documents

This instruction references the following documents:

- CUDB Logchecker
- CUDB Node Commands and Parameters
- CUDB Node Fault Management Configuration Guide

1.2.2 Tools

Not applicable.

1.2.3 Conditions

Not applicable.



2 Procedure

Investigation of this alarm is needed if there is no valid explanation for the alarm. If there was a maintenance activity, outage, or any other CUDB system related activity during the last monitoring period, the alarm ceases automatically after the next health check.

If the alarm does not cease automatically after the next health check, or the alarm is not explainable with a planned maintenance activity or known problem, perform the following steps:

Steps

1. Log in to the active System Controller (SC) in the CUDB.
2. Print out the detailed result of the last analysis with the following command:

cudbAnalyser --auto-check

For further information about the command, refer to [CUDB Node Commands and Parameters](#).

Result: This command prints out a detailed analysis, which contains the faults found by CUDB Logchecker.



Glossary

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