

Control, Messaging Service Server Down

Ericsson Centralized User Database

Operating Instructions

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Control, Messaging Service Server Down



1 Introduction

This instruction concerns alarm handling for the `Control`, `Messaging Service Server Down` alarm.

1.1 Alarm Description

The alarm is issued when a `Messaging Service` server is down.

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
The System Controller (SC) hosting a <code>Messaging Service</code> server is down.	The SC hosting a <code>Messaging Service</code> server instance is down.	The SC is rebooting or shut down, and cannot provide any service.	The SC holding the <code>Messaging Service</code> server.	Messaging Service server double redundancy is decreased, since the system is running with one less <code>Messaging Service</code> server instance.
A <code>Messaging Service</code> server goes down, or becomes unreachable.	The <code>Messaging Service</code> server process is not running.	The process has been stopped or killed, and cannot be started.	The <code>Messaging Service</code> server process running in the SC.	
A <code>Messaging Service</code> server does not provide any service.	The <code>Messaging Service</code> server process is running, but is unable to provide any service.	The <code>Messaging Service</code> server process is running, but in an unhealthy state.	The <code>Messaging Service</code> server process running in the SC.	

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

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Auto Cease	Yes
Module	CONTROL
Error Code	7
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	1.3.6.1.4.1.193.169.7.7.<IP>
Alarm Model Description	Messaging Service Server down, Control
Alarm Active Description	Control: Messaging Service Server <IP> is down, uuid: <UUID>
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.



Attribute Name	Attribute Value
Sequence Number	Number which indicates the order in which alarms were raised.

In [Table 2](#), the indicated variables are as follows:

- <IP> is the Internet Protocol (IP) address of the Messaging Service server that is down.
- <UUID> is the universally unique identifier of the computing resource (blade or VM). It is blank if it is not possible to figure out its value.

For more information about Messaging Service, refer to [CUDB High Availability](#).

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

This instruction references the following documents:

- [CUDB High Availability](#)
- [CUDB Node Fault Management Configuration Guide](#)
- [CUDB Node Logging Events](#)
- [SAF, CLM Cluster Node Unavailable](#)

1.2.2 Tools

Not applicable.

1.2.3 Conditions

Not applicable.



2 Procedure

In case the alarm is raised, do the following:

Steps

1. Wait for a short time for the alarm to clear. If the alarm clears, no further actions must be taken. If it is not cleared after a short period of time, continue with the next step.
2. If the SC hosting the Messaging Server down is rebooting, wait until the reboot finishes. If the alarm clears, no further actions must be taken.
3. If the SC is permanently down, alarm SAF, CLM Cluster Node Unavailable must be raised. Refer to SAF, CLM Cluster Node Unavailable for further information.
4. If the SC is not down, access the SC hosting the Messaging Server down and try to restart the process manually with the following command:

`cudbManageMsgSrvServer restart`
5. .If the alarm does not cease, contact 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