

# Control, Messaging Service Cluster Down

Ericsson Centralized User Database

Operating Instructions

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Control, Messaging Service Cluster Down



# 1 Introduction

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

## 1.1 Alarm Description

This alarm is issued when the Messaging Service in the CUDB node is considered as not operational.

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
Messaging Service cluster down.	The alarm is raised when the whole Messaging Service cluster is considered as not operational.	<ul style="list-style-type: none"> <li>— The System Controllers (SCs) hosting the Messaging Service servers in the node are down or unreachable.</li> <li>— All Messaging Service servers in the node are down or unreachable.</li> <li>— All Messaging Service server processes are running, but are unable to provide any service.</li> </ul>	Messaging Service servers in the node where the alarm is raised.	The node is not able to provide service. The CUDB system automatically moves all masters to other node to provide service availability.

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	8
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	1.3.6.1.4.1.193.169.7.7.8
Alarm Model Description	Messaging Service Cluster down, Control
Alarm Active Description	Control: Messaging Service Cluster is down
ITU Alarm Event Type	processingErrorAlarm (4)



Attribute Name	Attribute Value
ITU Alarm Probable Cause	softwareProgramError (546)
ITU Alarm Perceived Severity	(3) - Critical
Originating Source IP	Node IP where the alarm was raised.
Sequence Number	Number which indicates the order in which alarms were raised.

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](#)
- [Control, Messaging Service Server Down](#)

### 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. Several alarms `Messaging Service Server Down`, `Control` have been raised. Refer to `Control, Messaging Service Server Down` on how to proceed for every single alarm.
2. 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