

SAF, CLM Cluster Node Unavailable

Ericsson Centralized User Database

OPERATING INSTRUCTION

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1 Introduction

This document concerns alarm handling for the SAF, CLM Cluster Node Unavailable alarm.

1.1 Alarm Description

This alarm is related to Service Availability Forum (SAF). Refer to *COM SA, CLM Cluster Node Unavailable*, Reference [4].

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
Communication failure with the reported node.	Failure in the reported node or the communication path.	Unknown.	Unknown.	Cluster capacity, redundancy, or both is reduced.
The High Availability (HA) configuration of the cluster is incorrect.	The Operating System (OS) and middleware layer is incorrectly configured.	Design fault.	Design of the OS layer, or the middleware layer, or both.	Cluster capacity or redundancy is reduced.

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Auto Cease	No
Module	SAF
Error Code	10
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	.1.3.6.1.4.1.193.169.9.10.<length>.<NOI>
Alarm Model Description	CLM Cluster Node Unavailable, SAF
Alarm Active Description	SAF platform: Cluster Node Unavailable@<NON>
ITU Alarm Event Type	equipmentAlarm (5)
ITU Alarm Probable Cause	equipmentMalfunction (514)



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

For further information about attribute descriptions, refer to *CUDB Node Fault Management Configuration Guide*, Reference [1].

In Table 2, the indicated variables are as follows:

- `<NON>` is the Notifying Object Name that indicates where the component that generates the alarm is. For example:

`PL_2_9`

- `<NOI>` is the Notifying Object Identifier. It corresponds to `<NON>` in a dot-separated, ASCII-decimal-encoded, character-per-character format. For example:

`80.76.95.50.95.57` for `PL_2_9`

- `<length>` is the number of characters in `<NON>`, which is equivalent to the number of octets in `<NOI>`. In the previous example, `<length>` is 6.

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*, Reference [1], regarding alarm configuration.
- *System Safety Information*, Reference [5].
- *Personal Health and Safety Information*, Reference [6].

1.2.2 Tools

Not applicable.



1.2.3

Conditions

Not applicable.



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2 Procedure for Native Deployments

In case the alarm is raised on a system deployed on native BSP 8100 hardware, do the following:

1. Follow the instructions specified in *COM SA, CLM Cluster Node Unavailable*, Reference [4].
2. If the alarm remains, consult the next level of maintenance support. Further actions are outside the scope of this Operating Instruction (OPI).



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3 Procedure for Virtualized Deployments

In case the alarm is raised on a system deployed on a virtualized infrastructure, do the following:

1. Follow the instructions specified in *COM SA, CLM Cluster Node Unavailable*, Reference [4].
2. If no application-level problems are detected, check if there are any issues in the cloud infrastructure.
3. In case of an infrastructure maintenance activity involving compute host reinstallation, perform the steps of the “Prepare the VMs for Operation” section in *Virtualized CUDB Virtual Machine Recovery*, Reference [2], once the infrastructure activities are finished.
4. If the alarm remains, consult the next level of maintenance support. Further actions are outside the scope of this OPI.



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Glossary

For the terms, definitions, acronyms and abbreviations used in this document, refer to *CUDB Glossary of Terms and Acronyms*, Reference [3].



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Reference List

CUDB Documents

- [1] *CUDB Node Fault Management Configuration Guide*
- [2] *Virtualized CUDB Virtual Machine Recovery*
- [3] *CUDB Glossary of Terms and Acronyms*

Other Ericsson Documents

- [4] *COM SA, CLM Cluster Node Unavailable*
- [5] *System Safety Information*
- [6] *Personal Health and Safety Information*