

License Management, Emergency Unlock Reset Key Required

OPERATING INSTRUCTIONS

Copyright

© Ericsson AB 2015. All rights reserved. No part of this document may be reproduced in any form without the written permission of the copyright owner.

Disclaimer

The contents of this document are subject to revision without notice due to continued progress in methodology, design, and manufacturing. Ericsson shall have no liability for any error or damage of any kind resulting from the use of this document.

Trademark List

All trademarks mentioned herein are the property of their respective owners. These are shown in the document Trademark Information.



Contents

1	Introduction	1
1.1	Alarm Description	1
1.2	Prerequisites	3
2	Procedure	4
2.1	Analyzing the Alarm	4
2.2	Actions to Order and Install an Emergency Unlock Reset Key	5
2.3	Actions to Obtain an Emergency Unlock Reset Key for Arwa	6
	Reference List	8



License Management, Emergency Unlock Reset Key Required



1 Introduction

This document describes the License Management, Emergency Unlock Reset Key Required alarm and provides instructions for fault management.

1.1 Alarm Description

License Management, Emergency Unlock Reset Key Required is raised when the EmergencyUnlock.activationsLeft counter is decremented.

This primary alarm is issued by the ManagedElement=1, SystemFunctions=1, Lm=1 Managed Object (MO).

Possible alarm causes and fault locations are explained in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
1	License Management, Emergency Unlock Reset Key Required	Emergency Unlock mode has been activated.	LM Server	<p>WARNING:</p> <p>Emergency Unlock mode can be initiated for one additional seven-day period.</p> <p>MAJOR:</p> <p>Emergency Unlock mode cannot be reactivated.</p>

The following consequences are expected if the alarm condition is not resolved:

- If the activeSeverity is **WARNING**, the EmergencyUnlock.activationsLeft counter is set to 1 and Emergency Unlock mode can be initiated for one additional seven-day period.
- If the activeSeverity is **MAJOR**, the EmergencyUnlock.activationsLeft counter is set to 0 and Emergency Unlock Mode cannot be reactivated until the EmergencyUnlock.activationsLeft counter is reset.

The alarm attributes are listed and explained in Table 2.



Table 2 Alarm Attributes

Attribute Name	Attribute Value
activeSeverity	<p>WARNING:</p> <p>Emergency Unlock can be initiated for one additional seven-day period.</p> <p>MAJOR:</p> <p>Emergency Unlock cannot be reactivated until the <code>EmergencyUnlock.activationsLeft</code> counter is reset.</p>
additionalInfo	N/A
additionalText	"Emergency Unlock Reset Key required"
eventType	QUALITYOFSERVICEALARM
lastEventTime	A timestamp of the last alarm update, such as an alarm status change or severity change.
majorType	193
minorType	393216
originalAdditionalText	Content of the <code>additionalText</code> field when the alarm was raised.
originalEventTime	Timestamp when the alarm was raised.
originalSeverity	Value of the <code>activeSeverity</code> level when the alarm was raised.
probableCause	1 (m3100 Alarm Indication Signal)



Table 2 Alarm Attributes

Attribute Name	Attribute Value
sequenceNumber	The notification identity for this object instance. It is not the same as the fmAlarmId since multiple notifications may be sent for one alarm instance. This value changes for every notification (such as a severity change, alarm clear, and so on).
source	ManagedElement=1, SystemFunctions=1, Lm=1
specificProblem	License Management, Emergency Unlock Reset Key Required

1.2 Prerequisites

This section lists the prerequisite documents, tools, and conditions for the alarm handling procedure.

1.2.1 Documents

Review the following documents before starting the procedure:

- *Personal Health and Safety Information* (Reference [1])
- *System Safety Information* (Reference [2])
- The user guide for your LM deployment:
 - "Installing License Key Files" in the *LM User Guide for Sentinel RMS* (Reference [3])
 - "Installing License Key Files" in the *LM User Guide for ELIM* (Reference [4])
 - "Obtaining License Key Files" in the *LM User Guide for Arwa* (Reference [5])
- "Configuration Management Using CLI" in the *COM Management Guide* for your version of the product software.



1.2.2 Tools

Ensure that the following tools are available before starting the procedure:

- Element Management System (for example: OSS)
- COM CLI

For more information on these tools, refer to the documentation for your version of the product software.

1.2.3 Conditions

Ensure that the following conditions are met before starting the procedure:

- Verify that no ongoing maintenance activities are affecting the node where the alarm was raised.
- Know the reason for entering Emergency Unlock mode.
- Know the IP address of the blade where the active COM CLI is running.
- Have the proper authority to handle configuration management of the network elements.
- Be familiar with basic UNIX commands.

2 Procedure

This section describes the alarm handling procedure.

2.1 Analyzing the Alarm

`License Management, Emergency Unlock Reset Key Required` is a persistent alarm and remains on the alarm list until the `EmergencyUnlock.activationsLeft` counter is reset.

An Emergency Unlock Reset Key is required to reset the usage counter.

For instructions on how to order and install this license in Sentinel RMS, ELIM, or Arwa No Connection, refer to Section 2.2 on page 4.

For instructions on how to obtain this license in Arwa, refer to Section 2.3 on page 6.



2.2 Actions to Order and Install an Emergency Unlock Reset Key

Note: This procedure only applies to Sentinel RMS, ELIM, and Arwa No Connection deployments.

To order and install an Emergency Unlock Reset Key:

1. If required, contact your Ericsson supplier to order a license key file that includes an Emergency Unlock Reset Key.

Note: `EmergencyUnlock.activationsLeft` cannot be reset while LM is operating in Emergency Unlock mode. Ensure that Emergency Unlock is deactivated and LM has access to the license repository before continuing with this procedure.

2. Install the new license key file.

For more information on installing a new license key file, refer to "Installing License Key Files" in the user guide for your LM deployment.

- *LM User Guide for Sentinel RMS* (Reference [3])
- *LM User Guide for ELIM* (Reference [4])

Note: For Arwa No Connection, refer to the ELIM documentation.

The `EmergencyUnlock.activationsLeft` counter is reset.

3. After installing a license key file that includes an Emergency Unlock Reset Key, use `ssh` to connect to the COM CLI Management System server port (default 22) on the blade where the active COM CLI is running:

```
ssh <username>@<blade_IP_address> -p 22 -t -s cli
```

The COM CLI opens after supplying your password.

4. Check the alarm status.
5. If the alarm is still active, verify that the value of the `EmergencyUnlock.activationsLeft` counter has been reset:

```
show ManagedElement=1, SystemFunctions=1, Lm=1,
EmergencyUnlock=1, activationsLeft
```

The system returns `activationsLeft=2` if the counter has been reset.

6. If the counter has not been reset, trigger an additional refresh of the license inventory to ensure that the license changes are applied:

```
ManagedElement=1, SystemFunctions=1, Lm=1, refreshLicenseInventory
```



The system returns `true` if the action was executed successfully.

7. Verify that the license inventory has been synchronized with the new license key file by checking the `lastLicenseInventoryRefresh` timestamp:

```
show ManagedElement=1, SystemFunctions=1, Lm=1,  
lastLicenseInventoryRefresh
```

A recent timestamp indicates a successful update.

8. After refreshing the license inventory, check the alarm status.

If the alarm is still active, consult the next level of maintenance support. Further actions are outside the scope of this instruction.

2.3 Actions to Obtain an Emergency Unlock Reset Key for Arwa

Note: This procedure is not applicable to LM deployments using Arwa No Connection. When deployed in Arwa No Connection mode, LM uses ELIM formatted license key files to store license information locally. For more information on ordering and installing a new license key file, refer to Section 2.2 on page 4.

To obtain an Emergency Unlock Reset Key:

1. If required, contact your Ericsson supplier to order an entitlement containing an Emergency Unlock Reset Key.

Note: `EmergencyUnlock.activationsLeft` cannot be reset while LM is operating in Emergency Unlock mode. Ensure that Emergency Unlock is deactivated and LM has access to the license repository before continuing with this procedure.

2. After the Emergency Unlock Reset Key has been provisioned in Arwa, use `ssh` to connect to the COM CLI Management System server port (default 22) on the blade where the active COM CLI is running:

```
ssh <username>@<blade_IP_address> -p 22 -t -s cli
```

The COM CLI opens after supplying your password.

3. Check the alarm status.
4. If the alarm is still active, verify that the value of the `EmergencyUnlock.activationsLeft` counter has been reset:

```
show ManagedElement=1, SystemFunctions=1, Lm=1,  
EmergencyUnlock=1, activationsLeft
```

The system returns `activationsLeft=2` if the counter has been reset.



5. If the counter has not been reset, trigger an additional refresh of the license inventory to ensure that the license changes are applied:

```
ManagedElement=1, SystemFunctions=1, Lm=1, refreshLicenseInventory
```

The system returns `true` if the action was executed successfully.

6. Verify that the license inventory has been synchronized with Arwa by checking the `lastLicenseInventoryRefresh` timestamp:

```
show ManagedElement=1, SystemFunctions=1, Lm=1, lastLicenseInventoryRefresh
```

A recent timestamp indicates a successful update.

7. After refreshing the license inventory, check the alarm status.

If the alarm is still active, consult the next level of maintenance support. Further actions are outside the scope of this instruction.



Reference List

- [1] *Personal Health and Safety Information*, 12446-2885 Uen
- [2] *System Safety Information*, 12446-2886 Uen
- [3] *LM User Guide for Sentinel RMS*, 1/1553-APR 901 0503/5 Uen
- [4] *LM User Guide for ELIM*, 2/1553-APR 901 0503/5 Uen
- [5] *LM User Guide for Arwa*, 3/1553-APR 901 0503/5 Uen