

# Control, Blackboard Coordination Cluster Down

Ericsson Centralized User Database

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## OPERATING INSTRUCTION

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Control, Blackboard Coordination Cluster Down



# 1 Introduction

This instruction concerns alarm handling for the Control, Blackboard Coordination Cluster Down alarm.

## 1.1 Alarm Description

This alarm is raised when a Blackboard Coordination (BC) cluster 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
BC cluster down.	A BC cluster is down.	<ul style="list-style-type: none"> <li>More than half of the BC servers at a site go down or are unreachable.</li> <li>The CUDB node(s) hosting more than half of the BC servers at a site go down or are unreachable.</li> <li>The blades or Virtual Machines (VMs) hosting more than half of the BC servers at a site go down or are unreachable.</li> </ul>	<ul style="list-style-type: none"> <li>BC servers.</li> <li>CUDB node(s) hosting BC servers.</li> <li>Blades or VMs hosting BC servers.</li> </ul>	Unavailable BC cluster.

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	5
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	1.3.6.1.4.1.193.169.7.5.<SI>
Alarm Model Description	Blackboard Coordination Cluster Down, Control.



Attribute Name	Attribute Value
Alarm Active Description	Control: Blackboard Coordination Cluster Down at site <SI>
ITU Alarm Event Type	processingErrorAlarm (4)
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 the alarms are raised.

In Table 2, the indicated variables are as follows:

- <SI> is the identifier of the site where the BC cluster was running.

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

## 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.
- *CUDB System Administrator Guide*, Reference [2],
- *System Safety Information*, Reference [6].
- *Personal Health and Safety Information*, Reference [7].

### 1.2.2 Tools

Not applicable.

### 1.2.3 Conditions

Not applicable.



## 2 Procedure

Do the following:

1. Several alarms *Control, Blackboard Coordination Server Down* have not been cleared. Refer to *Control, Blackboard Coordination Server Down*, Reference [3], on how to proceed for every single alarm.
2. One or more *Control, Remote Node Unreachable* alarms have not been cleared. Refer to *Control, Remote Node Unreachable*, Reference [4], on how to proceed for every single alarm.
3. If the alarm does not cease, consult 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*, Reference [5].





## Reference List

### **CUDB Documents**

- [1] *CUDB Node Fault Management Configuration Guide*
- [2] *CUDB System Administrator Guide*
- [3] *Control, Blackboard Coordination Server Down*
- [4] *Control, Remote Node Unreachable*
- [5] *CUDB Glossary of Terms and Acronyms*

### **Other Ericsson Documents**

- [6] *System Safety Information*
- [7] *Personal Health and Safety Information*