

# LDAP Front End, Server Down

## Ericsson Centralized User Database

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### OPERATING INSTRUCTION

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# 1 Introduction

This instruction concerns alarm handling for the LDAP Front End, Server Down alarm.

## 1.1 Alarm Description

The alarm is issued when a Lightweight Directory Access Protocol (LDAP) Front End (FE) is not reachable.

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                               |
|----------------------------|----------------------------|---|--------------------------------|--------------------------------------|
| An LDAP FE server is down. | An LDAP FE is unreachable. | An LDAP FE is unavailable at IP address <i>&lt;IP&gt;</i> and port number <i>&lt;PN&gt;</i> . | Blade or Virtual Machine (VM). | The affected LDAP FE cannot be used. |

The alarm attributes are listed and explained in Table 2:

*Table 2 Alarm Attributes*

| Attribute Name               | Attribute Value   |
|------------------------------|---|
| Auto Cease                   | Yes   |
| Module                       | LDAP-FE   |
| Error Code                   | 3   |
| 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                  | .1.3.6.1.4.1.193.169.2.3.<IP>.<PN>                            |
| Alarm Model Description      | Service Down, LDAP front-end.                                 |
| Alarm Active Description     | LDAP front-end: server down ND @ <IP>, uuid: <uuid>           |
| ITU Alarm Event Type         | qualityOfServiceAlarm (3)                                     |
| ITU Alarm Probable Cause     | softwareProgramError (546)                                    |
| ITU Alarm Perceived Severity | (5) - Minor   |
| Originating Source IP        | Node IP where the alarm was raised.                           |
| Sequence Number              | Number which indicates the order in which alarms were raised. |



In Table 2, the indicated variables are as follows

- *<PN>* is the port number.
- *<ND>* is the CUDB node number where the alarm was raised.
- *<IP>* is the Internet Protocol (IP) address of the LDAP FE 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 further information about attribute descriptions, refer to *CUDB Node Fault Management Configuration Guide*, Reference [1].

The possible causes of the alarm are as follows:

- An LDAP FE is unavailable at IP address *<IP>* and port number *<PN>*.

## 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.
- The “LDAP FE” section of *CUDB Node Logging Events*, Reference [2].
- The “cudbLdapFeRestart” section of *CUDB Node Commands and Parameters*, Reference [3].
- *System Safety Information*, Reference [5]
- *Personal Health and Safety Information*, Reference [6]

### 1.2.2 Tools

Not applicable.

### 1.2.3 Conditions

Not applicable.



## 2 Procedure

If the alarm is raised, then do the following:

1. If the alarm is not cleared automatically in a short period of time, check the log in faulty LDAP FE. For more information, refer to the “LDAP FE” section of *CUDB Node Logging Events*, Reference [2].
2. Try to start the LDAP FE manually at IP address indicated in Section 1.1 on page 1. For more information, refer to the “cudbLdapFeRestart” section of *CUDB Node Commands and Parameters*, Reference [3].
3. If the alarm does not cease, consult the next level of maintenance support. Further actions are outside the scope of this instruction.



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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 [4].



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## Reference List

### **CUDB Documents**

- [1] *CUDB Node Fault Management Configuration Guide*
- [2] *CUDB Node Logging Events*
- [3] *CUDB Node Commands and Parameters*
- [4] *CUDB Glossary of Terms and Acronyms*

### **Other Ericsson Documents**

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