

License Management, Emergency Unlock Reset Key Required

OPERATING INSTRUCTIONS

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License Management, Emergency Unlock Reset Key Required



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is raised when less than two Emergency Unlock attempts remain.

The possible alarm causes and fault locations are explained in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Less than two Emergency Unlock attempts remain	Emergency Unlock mode is activated. There is one or zero Emergency Unlock attempts left.	The number of remaining Emergency Unlock attempts is no longer optimal	License server	When the Managed Element (ME) is in a state where Emergency Unlock can no longer be activated, the ME can end up in a situation where there is impact on features or capacity

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	393216
Managed Object Class	Lm
Managed Object Instance	ManagedElement=<node_name>, SystemFunctions=1, Lm=1
Specific Problem	License Management, Emergency Unlock Reset Key Required
Event Type	qualityOfServiceAlarm (3)
Probable Cause	m3100AlarmIndicationSignal (1)



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Additional Text	Emergency Unlock Reset Key required
Perceived Severity	One of the following: <ul style="list-style-type: none">• major (4) – Counter <code>activationsLeft</code> is set to 0 and Emergency Unlock mode cannot be reactivated until the counter is reset.• warning (6) – Counter <code>activationsLeft</code> is set to 1 and Emergency Unlock mode can be activated only once more.

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:

- Data Collection Guideline
- Install License Key File

1.2.2 Tools

No tools are required.

1.2.3 Conditions

Before starting this procedure, ensure that the following conditions are met:

- A License Management, Emergency Unlock Reset Key Required alarm is raised.
- No ongoing maintenance activities are affecting the node.
- The reason for entering Emergency Unlock mode is known.
- The user has proper authority to handle configuration management of the network elements.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.



2 Procedure

This section describes the procedure to follow when this alarm is received.

Do the following:

1. If necessary, contact the Ericsson supplier to order a license key file with an emergencyResetKey.
2. Install the new license key file that includes emergencyResetKey, refer to [Install License Key File](#).

Counter activationsLeft is now reset.

3. Navigate to the EmergencyUnlock Managed Object (MO):

```
>dn ManagedElement=N0DE06ST, SystemFunctions=1, Lm=1, EmergencyUn  
lock=1
```

4. Verify that the value of counter activationsLeft has been reset:

```
(EmergencyUnlock=1)>show activationsLeft
```

When the counter has been reset, the system returns the following:

```
activationsLeft=2
```

5. Has the counter been reset?

Yes: Proceed with Step 7.

No: Continue with the next step.

6. Perform a manual refresh of the license inventory to ensure that the license changes are applied:

```
(EmergencyUnlock=1)>up
```

```
(Lm=1)>refreshLicenseInventory
```

The system returns true if the operation is successful.

7. Is the alarm cleared?

Yes: Proceed with Step 10.

No: Continue with the next step.

8. Perform data collection, refer to [Data Collection Guideline](#).

9. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.



10. Job is completed.