

COM SA, Proxy Status of a Component Changed to Unproxied

OPERATING INSTRUCTIONS

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Contents

| | | |
|----------|---|----------|
| 1 | Alarm Description | 1 |
| 2 | Procedure | 1 |
| 2.1 | Handle Alarm COM SA, Proxy Status of a Component Changed to Unproxied | 1 |



COM SA, Proxy Status of a Component Changed to Unproxied



1 Alarm Description

The alarm is raised by the middleware Availability Management Framework (AMF) service.

The alarm is raised when the AMF reliably confirms that a component, that was previously being proxied, has currently no proxy component mediating for it. That is, the AMF was not able to engage another component to assume the mediation responsibility for a component whose proxy component has failed.

Table 1 COM SA, Proxy Status of a Component Changed to Unproxied Alarm Causes

| Alarm Cause | Description | Fault Reason | Fault Location | Impact |
|--|---|--|-----------------------|--|
| Failed component proxy cannot be recovered. | The AMF cannot execute a recovery after a failure of a proxy component. | A proxy component refuses to accept an assignment. | Proxy component | The service associated with the proxied component can or cannot be provided. |
| | | Connection loss between the proxy and the proxied component. | Proxied component | The AMF cannot control its life cycle. |
| All Service Units (SUs) acting as proxy are administratively locked. | An administrative action rendered a component unable to act as proxy. | At least one SU has been directly or indirectly administratively locked. | The locking of the SU | |

Note: The alarm can appear as a result of an upgrade.

2 Procedure

2.1 Handle Alarm COM SA, Proxy Status of a Component Changed to Unproxied

Prerequisites

— This instruction references the following document:



- Data Collection Guideline
- No tools are required.
 - The following condition must apply:
 - The alarm is raised.

Steps

1. Was the alarm raised during initial installation or upgrade?

Yes: Contact the deployment organization. Proceed with Step 9.

No: Continue with the next step.

2. Log on to any server of the cluster:

```
ssh -l <user> <address>
```

3. Check the system status:

```
cmw-status node su
```

In normal situations, the system returns output Status OK.

4. Is the system in a normal condition?

Yes: Proceed with Step 7.

No: Continue with the next step.

5. Check the SU, identified by safSu=<*>, safSg=<*>, safApp=<*> in alarm attribute Source.

For example, if safComp=Control, safSu=SC-2, safSg=NoRed, safApp=ERIC-CoreMW is the value of alarm attribute Source, enter the following command:

```
cmw-status node su | grep -A 4 "safSu=SC-2,safSg=NoRed,safApp=ERIC-CoreMW"
```

When the SU and node that are related to the proxy are not locked, no matching is found and an empty output is returned.

When the SU related to the proxy is locked (the SU AdminState has value LOCKED-INSTANTIATION or LOCKED), the following are example outputs:

```
safSu=SC-2,safSg=NoRed,safApp=ERIC-CoreMW
AdminState=LOCKED-INSTANTIATION(3)
OperState=ENABLED(1)
PresenceState=UNINSTANTIATED(1)
ReadinessState=OUT-OF-SERVICE(1)
```



or

```
safSu=SC-2,safSg=NoRed,safApp=ERIC-CoreMW
AdminState=LOCKED(2)
OperState=ENABLED(1)
PresenceState=INSTANTIATED(3)
ReadinessState=OUT-OF-SERVICE(1)
```

When the node related to the proxy is locked, the following is an example output:

```
safSu=SC-2,safSg=2N,safApp=ERIC-CoreMW
AdminState=UNLOCKED(1)
OperState=ENABLED(1)
PresenceState=UNINSTANTIATED(1)
ReadinessState=OUT-OF-SERVICE(1)
```

In this case, the SU AdminState has value UNLOCKED but the value of the node AdminState is either LOCKED-INSTANTIATION or LOCKED, as shown by the following command and example output:

cmw-status node su

```
safAmfNode=SC-2,safAmfCluster=myAmfCluster
AdminState=LOCKED-INSTANTIATION(3)
OperState=ENABLED(1)
safSu=SC-2,safSg=2N,safApp=ERIC-CoreMW
AdminState=UNLOCKED(1)
OperState=ENABLED(1)
PresenceState=UNINSTANTIATED(1)
ReadinessState=OUT-OF-SERVICE(1)
```

6. Is the SU or node related to the proxy locked?

Yes: The alarm is cleared when the SU or the node is administratively unlocked. Proceed with Step 9.

No: Continue with the next step.

7. Perform data collection, refer to [Data Collection Guideline](#).
8. Consult the next level of maintenance support for an analysis of the root cause to the component whose proxy component has failed. Further actions are outside the scope of this instruction.
9. Job is completed.