

# COM SA, AMF Component Cleanup Failed

## OPERATING INSTRUCTIONS

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# Contents

|          |   |          |
|----------|---|----------|
| <b>1</b> | <b>Alarm Description</b>                          | <b>1</b> |
| <b>2</b> | <b>Procedure</b>                                  | <b>2</b> |
| 2.1      | Handle Alarm COM SA, AMF Component Cleanup Failed | 2        |



COM SA, AMF Component Cleanup Failed



# 1 Alarm Description

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

The alarm is raised when the AMF cannot successfully clean up a software component in the Managed Element (ME). The AMF performs a cleanup operation to free the resources allocated by a software component in the ME. The AMF assumes that the software component can be in an erroneous state in which it cannot actively perform any cleanup operation itself.

Table 1 COM SA, AMF Component Cleanup Failed Alarm Causes

| Alarm Cause   | Description  | Fault Reason  | Fault Location   | Impact  |
|---|--|---|--|---|
| The cleanup function of the software component is defect.                         | The software component the AMF tries to clean up does not acknowledge its successful cleanup in time.  | The software component is defect.                           | The software component that fails to be cleaned up.                      | The service the software component provides is degraded or lost.  |
| The High Availability (HA) configuration for the software component is incorrect. | The AMF configuration of the software component is incorrect, for example, it defines an incorrect clean-up command or too short time for cleaning up. | The AMF configuration for the software component is defect. | The configuration of the software component that fails to be cleaned up. | The failing software component is permanently taken out of operation.<br><br>The fault can also cause a service disruption because of redundancy model constraints prohibiting the AMF to failover the service to the standby software component. |

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



## 2 Procedure

### 2.1 Handle Alarm COM SA, AMF Component Cleanup Failed

#### 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 5.  
  
No: Continue with the next step.
2. Perform a health check, refer to Health Check documentation available in the library.
3. Perform data collection, refer to [Data Collection Guideline](#).
4. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
5. Job is completed.