

COM SA, CLM Cluster Node Unavailable

OPERATING INSTRUCTIONS

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COM SA, CLM Cluster Node Unavailable



1 Alarm Description

The alarm is raised by the middleware Cluster Membership (CLM) service.

The alarm is raised in any of the following situations:

- The CLM has lost contact with a node and has been unable to re-establish contact for 15 minutes.
- After a cluster start, the CLM has been unable to establish contact with a node for 15 minutes.

Table 1 COM SA, CLM Cluster Node Unavailable Alarm Causes

| Alarm Cause | Description | Fault Reason | Fault Location | Impact |
|--|--|---|---|---|
| Failure of communication with the reported node. | A node has lost contact with the remaining cluster members for more than 15 minutes. | Faulty physical Ethernet device. | Physical Ethernet interface. | The capacity or redundancy of the cluster is reduced. |
| | | The operating system and middleware layer are incorrectly configured. | Incorrect High Availability (HA) configuration for the cluster. | |

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

2 Procedure

2.1 Handle Alarm COM SA, CLM Cluster Node Unavailable

Prerequisites

- This instruction references the following document:
 - [Data Collection Guideline](#)
- No tools are required.
- The following condition must apply:
 - The alarm is raised.



- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

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. Is any LOTC Ethernet Bonding alarm raised?

Yes: Clear the LOTC Ethernet Bonding alarm. Further actions are outside the scope of this instruction. Proceed with Step 5.

No: Continue with the next step.

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

4. Consult the next level of maintenance support for an analysis of the root cause to the change in cluster state. Further actions are outside the scope of this instruction.

5. Job is completed.