

# MtasLicenses, MMTel Multi Device License Absent

MTAS

OPERATING INSTRUCTIONS

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# 1 Alarm Description

The alarm is raised when the Multi-Device service is enabled through the `mtasMmtAscfAdministrativeState`, `mtasFcdAdministrativeState`, or `mtasStodAdministrativeState` attribute, but the license allowing use of the Multi-Device services is not available in Network License Server (NeLS).

The alarm is cleared when a valid license is installed or `mtasMmtAscfAdministrativeState`, `mtasFcdAdministrativeState`, and `mtasStodAdministrativeState` attributes are disabled.

For more information about licenses, refer to [License Management and MTAS Licenses](#).

Table 1 MtasLicenses, MMTel Multi Device License Absent Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
A Multi-Device license is not present.	MTAS is unable to get license details from NeLS.	The NeLS server is unreachable, or the license is unavailable, has expired, or is corrupted.	NeLS server	MTAS cannot handle Multi-Device services.
			TLS <sup>(1)</sup> configuration in the ME <sup>(2)</sup>	
			Possible IP network issue	
			DNS <sup>(3)</sup> server	
			Network interface	

(1) Transport Layer Security (TLS)

(2) Managed Element (ME)

(3) Domain Name System (DNS)

Table 2 MtasLicenses, MMTel Multi Device License Absent Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6619234
Managed Object Class	MtasLicenses
Managed Object Instance	MtasFunction.applicationName=MtasFunction,MtasLicenses.mtasLicenses=0
Specific Problem	MtasLicenses, MMTel Multi Device License Absent
Event Type	communicationsAlarm (2)
Probable Cause	m3100Unavailable(14)
Additional Text	No License found or License Server Not reachable or License expired or License Server in LOCKED mode
Perceived Severity	major (4)
Additional Info	-



For more information about the alarm information, refer to [Handling Alarms](#).

## 2 Procedure

### Prerequisites

- This instruction references the following documents:
  - [Check Alarm Status](#)
  - [Data Collection Guideline for MTAS](#)
  - [License Management, Autonomous Mode Activated](#)
  - [License Management, Key File Fault](#)
  - [View License Information](#)
- No tools are required.
- The following conditions must apply:
  - The alarm is raised.
  - No ongoing maintenance activities are affecting the network or network elements.
  - 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.

### 2.1 Handle MtasLicenses, MMTel Multi Device License Absent

#### Steps

1. If there is a network-related alarm on the ME, act on it first.
2. If there is a [License Management, Autonomous Mode Activated](#) alarm on the ME, act on it.
3. If there is a [License Management, Key File Fault](#) alarm on the ME, act on it.
4. Check if a valid `vMtasMultiDevice` license (CXC4012147) is installed. For more information, refer to [View License Information](#).
5. If no license is present or if the granted status of the license is false and expiration shows an already elapsed date, proceed with Step 8.



6. Check the alarm status, refer to [Check Alarm Status](#). Is the alarm still active?

Yes: Continue with the next step.

No: Proceed with Step 9.

7. Perform data collection using Data Collection Tool with a Full profile. For more information, refer to [Data Collection Guideline for MTAS](#).
8. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
9. Job is completed.