

MtasDns, Configured DNS Server Unavailable

MTAS

OPERATING INSTRUCTIONS

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MtasDns, Configured DNS Server Unavailable



1 Alarm Description

The alarm is raised when there is a communication problem between MTAS and one or more configured DNS Servers configured with the `dnsServerEntry` attribute in the `DNS-Application` Managed Object (MO).

This alarm relates to the connection between the MTAS and a DNS server. The connection relates to the DNS server, configured under the `dnsServerEntry` attribute.

The alarm is issued when MTAS is configured to monitor the DNS servers and the connection between MTAS and one or more DNS servers configured with the `dnsServerEntry` attribute are unreachable.

DNS Server Monitoring is enabled in the MTAS by setting the `mtasDnsMonitoringEnabled` attribute in the `MtasDns` MO to true.

Table 1 MtasDns, Configured DNS Server Unavailable Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Communication problem between MTAS and DNS server.	The lookup on the DNS server has failed.	The connection between MTAS and DNS Server does not work properly.	DNS server.	If a communication problem prevents MTAS from contacting the DNS server, services do not work as expected.
		The DNS Server does not work properly, maybe not operational.		

Note: The alarm can appear as a result of the maintenance activity.

Table 2 MtasDns, Configured DNS Server Unavailable Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6619230
Managed Object Class	<code>MtasDns</code>
Managed Object Instance	<code>MtasFunction.applicationName=MtasFunction,MtasDns.mtasDns=0</code>
Specific Problem	MtasDns, Configured DNS Server Unavailable
Event Type	communicationsAlarm (2)



Table 2 MtasDns, Configured DNS Server Unavailable Alarm Attributes

Attribute Name	Attribute Value
Probable Cause	Unavailable (14)
Additional Text	Configured DNS Server <dnsServerEntry1>, <dnsServerEntry2> is/are unavailable.
Perceived Severity	major (4) when at least one DNS server is available/reachable critical (3) when no DNS server is available/reachable

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

2 Procedure

2.1 Handle MtasDns, Configured DNS Server Unavailable

Prerequisites

- This instruction references the following documents:
 - [Check Alarm Status](#)
 - [Data Collection Guideline for MTAS](#)
- 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.

Steps

1. Ensure that the DNS server is working properly. The procedure for this is outside the scope of this Operating Instruction. For more information, refer to applicable supplier documentation.



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

Yes: Continue with the next step.

No: Proceed with Step 5.

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