

MtasLicenses, MMTel Multi Persona License Absent

MTAS

OPERATING INSTRUCTIONS

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1 Alarm Description

The alarm is raised when the Multi Persona Feature is enabled through the `mtasMultiPersonaAdministrativeState` and `mtasMultiPersonaEnhancement` attributes, but the license allowing use of the Multi Persona Feature is not available in Network License Server (NeLS).

The alarm is cleared when a valid license is installed or the `mtasMultiPersonaAdministrativeState` attribute is set to LOCKED or `mtasMultiPersonaEnhancement` is set to PERSONA_ENHANCEMENT_OFF.

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

Table 1 MtasLicenses, MMTel Multi Persona License Absent Alarm Causes

| Alarm Cause | Description | Fault Reason | Fault Location | Impact |
|-----------------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------|
| A Multi Persona 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 corrupt. | NeLS server | MTAS cannot handle the Multi Persona feature. |
| | | | TLS ⁽¹⁾ configuration in the ME ⁽²⁾ | |
| | | | Possible IP network issue | |
| | | | DNS ⁽³⁾ server | |
| | | | Network interface | |

(1) Transport Layer Security (TLS)

(2) Managed Element (ME)

(3) Domain Name System (DNS)

Table 2 MtasLicenses, MMTel Multi Persona License Absent Alarm Attributes

| Attribute Name | Attribute Value |
|-------------------------|---------------------------------------------------------------------------------------------------|
| Major Type | 193 |
| Minor Type | 6619251 |
| Managed Object Class | MtasLicenses |
| Managed Object Instance | MtasFunction.applicationName=MtasFunction,MtasLicenses.mtasLicenses=0 |
| Specific Problem | MtasLicenses, MMTel Multi Persona License Absent |
| Event Type | communicationsAlarm (2) |
| Probable Cause | m3100Unavailable(14) |
| Additional Text | No License found, License Server Not reachable, License expired, or License Server in LOCKED mode |
| Perceived Severity | major (4) |



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

2 Procedure

2.1 Handle MtasLicenses, MMTel Multi Persona License Absent Alarm Causes

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.

Steps

1. If there is any 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 vMtasMultiPersona license (CXC4012309) 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.