

License Management, Emergency Unlock Reset Key Required

MTAS

OPERATING INSTRUCTIONS

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License Management, Emergency Unlock Reset Key Required



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is raised when less than two Emergency Unlock attempts remain.

The possible alarm causes and fault locations are explained in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Less than two Emergency Unlock attempts remain.	Emergency Unlock mode is activated. There is one or zero Emergency Unlock attempts left.	The number of remaining Emergency Unlock attempts is no longer optimal.	License server	When the ME ⁽¹⁾ is in a state where Emergency Unlock can no longer be activated, the ME can end up in a situation where there is impact on features or capacity.

(1) Managed Element (ME)

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	393216
Managed Object Class	<i>Lm</i>
Managed Object Instance	ManagedElement=<node_name>, SystemFunctions=1, Lm=1
Specific Problem	License Management, Emergency Unlock Reset Key Required
Event Type	qualityOfServiceAlarm (3)
Probable Cause	m3100AlarmIndicationSignal (1)



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Additional Text	Emergency Unlock Reset Key required
Perceived Severity	One of the following: <ul style="list-style-type: none">• major (4) – Counter <code>activationsLeft</code> is set to 0 and Emergency Unlock mode cannot be reactivated until the counter is reset.• warning (6) – Counter <code>activationsLeft</code> is set to 1 and Emergency Unlock mode can be activated only once more.

1.2 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedure.

1.2.1 Documents

Before starting this procedure, ensure that the following document is available:

- *Data Collection Guideline for MTAS*

1.2.2 Tools

No tools are required.

1.2.3 Conditions

Before starting this procedure, ensure that the following conditions are met:

- A License Management, Emergency Unlock Reset Key Required alarm is raised.
- No ongoing maintenance activities are affecting the node.
- The reason for entering Emergency Unlock mode is known.
- 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 Procedure

Do the following:

1. Contact the Ericsson supplier to order an entitlement containing an Emergency Unlock Reset Key, if necessary.

2. Navigate to the *EmergencyUnlock* Managed Object (MO), for example:

```
>dn ManagedElement=NODE06ST, SystemFunctions=1, Lm=1, EmergencyUnlock=1
```

3. Verify that the value of counter `activationsLeft` has been reset:

```
(EmergencyUnlock=1) > show activationsLeft
```

When the counter has been reset, the system returns the following:

```
activationsLeft=2
```

4. Has the counter been reset?

Yes: Proceed with Step 8.

No: Continue with Step 5.

5. Trigger a manual connection to Arwa:

```
>dn ManagedElement=NODE06ST, SystemFunctions=1, Lm=1, ArwaConfiguration=1
```

```
(ArwaConfiguration=1)>connectToArwa
```

The system returns `true` if the action was executed successfully.

6. Check the result of the `connectToArwa` operation:

```
>show ManagedElement=NODE06ST, SystemFunctions=1, Lm=1, ArwaConfiguration=1, reportProgress, result
```

`result=SUCCESS` indicates that the connection to Arwa was successful.

`result=FAILURE` indicates that the connection to Arwa was unsuccessful.

7. Was the connection successful?

Yes: Continue with Step 8.

No: Check the connection status to determine the cause:



```
>show ManagedElement=NODE06ST, SystemFunctions=1, Lm=1, Ar  
waConfiguration=1, reportProgress
```

Continue with Step 8.

8. Is the alarm cleared?

Yes: Proceed with Step 11.

No: Continue with Step 9.

9. Perform data collection, refer to *Data Collection Guideline for MTAS*.
10. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
11. Job is completed.