

SipContainer, DNS unreachable

OPERATING INSTRUCTIONS

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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is raised when one or more Domain Name System (DNS) servers are unreachable.

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

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Network is down	The network is down	The managed element cannot reach one or more DNS servers	Network	DNS queries cannot be successfully performed
DNS query timed out	The DNS query has timed out	The DNS query has timed out	Network	
DNS server is not started	The DNS server is not started	The DNS server is not started	Not applicable	
DNS server is configured incorrectly	The DNS server is configured incorrectly	Incorrect configuration	Software	
JavaSIP is configured incorrectly	JavaSIP is configured incorrectly	Incorrect configuration	Software	

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	1283534357
Managed Object Class	<i>JavaSipDns</i>
Managed Object Instance	ManagedElement=<node_name>, JavaSipId=1, JavaSipDnsId=1



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Specific Problem	SipContainer, DNS unreachable
Event Type	environmentalAlarm (6)
Probable Cause	x736UnspecifiedReason (418)
Additional Text	(1)
Perceived Severity	One of the following: <ul style="list-style-type: none">• major(4): All configured DNS servers are unreachable.• warning (6): One or more configured DNS servers are unreachable, but at least one is operational.

(1) No additional text exists.

1.2 Prerequisites

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

1.2.1 Documents

This instruction references the following document:

- *Data Collection Guideline*

1.2.2 Tools

No tools are required.

1.2.3 Conditions

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

- A SipContainer, DNS Unreachable alarm is raised.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.



2 Procedure

Do the following:

1. Navigate to the *JavaSipDns* managed object, for example:

```
>dn ManagedElement=NODE06ST,JavaSip=clusterName:traffic  
:instanceId:3,JavaSipDns=clusterName:oam:1
```

2. View the JavaSIP DNS configuration:

```
(JavaSipDns=clusterName:oam:1) > show
```

The following is an example output:

```
JavaSipDns=clusterName:oam:1  
  allDownPingInterval=10  
  dnsCacheSize=25000  
  dnsOutgoingIP="130.100.97.172"  
  dnsPingAttemptThreshold=3  
  dnsPingInterval=40  
  dnsPingQuery="130.100.209.11"  
  dnsServerList="130.100.209.11,130.100.210.11"  
[...]
```

Attribute `dnsServerList` specifies the DNS servers that are available using DNS queries.

Note: Do not keep a server offline that is on the configured list of servers.

3. Provide configuration information and order the planning department to replan the setting.
4. Perform data collection, refer to *Data Collection Guideline*.
5. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
6. Job is completed.