

# COM SA, CLM Cluster Node Unavailable

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## OPERATING INSTRUCTIONS

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COM SA, CLM Cluster Node Unavailable



# 1 Introduction

This instruction concerns alarm handling.

## 1.1 Alarm Description

The alarm is raised by the middleware Cluster Membership (CLM) service.

The alarm is raised in any of the following situations:

- The CLM has lost contact with a node and has been unable to re-establish contact for 15 minutes.
- After a cluster start, the CLM has been unable to establish contact with a node for 15 minutes.

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

*Table 1 Alarm Causes*

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Failure of communication with the reported node	A node has lost contact with the remaining cluster members for more than 15 minutes	Faulty physical Ethernet device	Physical Ethernet interface	The capacity or redundancy of the cluster is reduced
		The operating system and middleware layer are incorrectly configured	Incorrect High Availability (HA) configuration for the cluster	

**Note:** The alarm can appear as a result of an upgrade.

The alarm attributes are listed and explained in Table 2.

*Table 2 Alarm Attributes*

Attribute Name	Attribute Value
Major Type	193
Minor Type	849346561



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Source	One of the following: <ul style="list-style-type: none"><li>• safNode=&lt;PL_name&gt;, safCluster=myClmCluster</li><li>• safNode=&lt;SC_name&gt;, safCluster=myClmCluster</li></ul>
Specific Problem	COM SA, CLM Cluster Node Unavailable
Event Type	processingErrorAlarm (4)
Probable Cause	x736UnspecifiedReason (418)
Additional Text	CLM Cluster Node Unavailable <sup>(1)</sup>
Perceived Severity	critical (3)

(1) The Additional Text field can contain additional data.

**Note:** Depending on the system configuration, the uuid for the affected node can be appended to Additional Text.

## 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 documents:

- *Check Alarm Status*
- *Data Collection Guideline*
- *LOTG Ethernet Bonding*

### 1.2.2 Tools

No tools are required.

### 1.2.3 Conditions

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

- A COM SA, CLM Cluster Node Unavailable alarm is raised.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.



## 2 Procedure

Do the following:

1. Was the alarm raised during initial installation or upgrade?

Yes: Contact the deployment organization. Proceed with Step 6.

No: Continue with the next step.

2. Check the active alarm list.

For information on how to check the active alarm list, refer to *Check Alarm Status*.

3. Is any LOTC Ethernet Bonding alarm raised?

Yes: Clear the LOTC Ethernet Bonding alarm, refer to *LOTC Ethernet Bonding*. Further actions are outside the scope of this instruction. Proceed with Step 6.

No: Continue with the next step.

4. Perform data collection, refer to *Data Collection Guideline*.

5. Consult the next level of maintenance support for an analysis of the root cause to the change in cluster state. Further actions are outside the scope of this instruction.

6. Job is completed.