

# LemCDCLSv, Operation Execution Timeout

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## OPERATING INSTRUCTIONS

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# 1 Introduction

This instruction concerns alarm handling.

## 1.1 Alarm Description

The alarm is raised when the Crash Dump and Console Log Collection Service (CDCLSv) fails to collect and pack diagnostic data within the defined time-out interval.

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

*Table 1 Alarm Causes*

Alarm Cause	Description	Fault Reason	Fault Location	Impact
CDCLSv automatic collection and packing failure	CDCLSv has failed in automatically collecting and packing logs and crash dump files within the defined time-out interval	The CDCLSv service is not able to collect and pack the amount of diagnostic data before time-out is reached	Managed Element (ME) configuration	The failure of diagnostic data collection has no direct service impact as such. The absence of collected diagnostic data, however, affects the problem resolution flow negatively, and indirectly contributes to longer service degradation or downtime

The alarm attributes are listed and explained in Table 2.

*Table 2 Alarm Attributes*

Attribute Name	Attribute Value
Major Type	193
Minor Type	1051649
Source	<dn> <sup>(1)</sup> Example: cdclsPk=vDicos,cdcls=CDCLSvSite
Specific Problem	LemCDCLSv, Operation Execution Timeout



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Event Type	communicationsAlarm (2)
Probable Cause	x733ResponseTimeExcessive(344)
Additional Text	Cdclsv packing process <dn> did not exit within time, alarm raised, reason: <reason>
Perceived Severity	warning (6)

(1) Where <dn> is the distinguished name of the packing process object

## 1.2 Prerequisites

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

### 1.2.1 Documents

No documents are required.

### 1.2.2 Tools

No tools are required.

### 1.2.3 Conditions

Before starting this procedure, ensure that the following condition is met:

- A LemCDCLSV, Operation Execution Timeout alarm is raised.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.



## 2 Procedure

The CDCLSV service needs to be configured with a higher time-out interval so it can successfully collect and pack diagnostic data and automatically clear the alarm.

Do the following:

1. At the top level of the ME, use command `cdclsv-get-timeout <dn>` to display the current time-out value, for example:

```
>cdclsv-get-timeout cdclsPk=vDicos,cdcls=CDCLSVSite
```

**Note:** `<dn>` is the distinguished name of the packing process object reported in the alarm.

The following is an example output:

```
1000
```

2. Use command `cdclsv-set-timeout <dn> <timeout_in_seconds>` to set the time-out to a higher value, for example:

```
>cdclsv-set-timeout cdclsPk=vDicos,cdcls=CDCLSVSite
1500
```

The following is an example output:

```
Timeout is set to 1500 for cdclsPk=vDicos,cdcls=CDCLSVSite
```

3. Wait until the next diagnostic data collection and packing is completed.

**Note:** The time to wait depends on the predefined packing process period, plus the previously set time-out value.

4. Is the alarm cleared?

Yes: Continue with the next step.

No: Proceed with Step 2.

5. Job is completed.