

License Management, Key File Fault MTAS

OPERATING INSTRUCTIONS

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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is raised when an installed license is unreachable for more than 24 hours.

The possible alarm causes and the corresponding fault reasons, fault locations, and impacts are described in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Failing to reach an installed license for more than 24 hours.	The license key used by the ME ⁽¹⁾ remains unreachable after the 24-hour Autonomous mode period. The ME enters Locked mode.	Arwa is unreachable.	Arwa server	The licensed services are affected (no availability or limited capacity).
			Possible IP network issue	
			DNS ⁽²⁾ server	
			Network interface	

(1) Managed Element (ME)

(2) Domain Name System (DNS)

Note: The alarm can appear as a result of the maintenance activity.

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	393221
Managed Object Class	Lm
Managed Object Instance	ManagedElement=<node_name>, SystemFunctions=1, Lm=1
Specific Problem	License Management, Key File Fault
Event Type	qualityOfServiceAlarm (3)
Probable Cause	configurationOrCustomisationError (159)



Attribute Name	Attribute Value
Additional Text	Key file fault in Managed Element
Perceived Severity	Critical (3)

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 documents are available:

- *Activate Emergency Unlock Mode*
- *Data Collection Guideline for MTAS*
- *License Management*
- *Update Arwa Connection*

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, Key File Fault alarm is raised.
- No ongoing maintenance activities are affecting the network or network elements.
- The address to the Arwa server is known.
- The Arwa DNS hostname is known.
- The user has proper authority to handle configuration management of the network elements.
- The user has root access to the System Controllers.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.



2 Procedure

Based on the selected communication channels, refer to section *Configure RSG Connectivity* or *Configure HTTPS Connectivity* in *Update Arwa Connection*.

Do the following:

1. Connect manually to the Arwa server, refer to section *Connect to Arwa Server* in *Update Arwa Connection*.
2. Is the user able to connect to the Arwa server?

Yes: Continue with Step 3.

No: Proceed with Step 4.
3. Is the alarm cleared?

Yes: Proceed with Step 6.

No: Continue with Step 4.
4. Perform data collection. For more details on data collection, refer to *Data Collection Guideline for MTAS*.
5. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.

Note: If resolving the issue is expected to take more than 24 hours, Emergency Unlock can be used to prevent the system from entering Locked Mode. For more information on Emergency Unlock, refer to *License Management*.
6. Job is completed.