

LOTC Memory Usage

OPERATING INSTRUCTIONS

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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is raised when the memory use exceeds a threshold.

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

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
System overload	The system is overloaded	The system is overloaded	System dimensioning	Service downtime or reduced service capacity when the problem is too often detected or when it persists
One or more processes leak memory	One or more processes leak memory	A software component has an implementation defect	Software component	Software crash leading to service downtime or reduced service capacity depending on redundancy

Note: This alarm can appear as a result of a 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	3341942789
Source	One of the following: <ul style="list-style-type: none"> ManagedElement=<node_name>,HostName=<hostname>,ERIC-LINUX_CONTROL-* ManagedElement=<node_name>,HostName=<hostname>,ERIC-LINUX_PAYLOAD-*



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Specific Problem	LOTC Memory Usage
Event Type	environmentalAlarm (6)
Probable Cause	x736UnspecifiedReason (418)
Additional Text	Memory usage above <i><value></i> %
Perceived Severity	major (4)

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 condition is met:

- A LOTC Memory Usage alarm is raised.



2 Procedure

Do the following:

1. Log on to the host to access a Linux® shell, for example:

```
ssh <user>@<hostname> -p 7022
```

The hostname is part of alarm attribute Source.

2. Synchronize the data on the disk with the memory:

```
>sync
```

3. Wait one minute.

4. Is the alarm cleared?

Yes: Continue with the next step.

No: Proceed with Step 7.

5. Is this alarm occurring at least once a day?

Yes: Continue with the next step.

No: Proceed with Step 9.

6. This can be a scaling issue. Contact the planning organization. Proceed with Step 9.

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

8. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.

9. Job is completed.