

COM SA, Proxy Status of a Component Changed to Unproxied

OPERATING INSTRUCTIONS

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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is raised by the middleware Availability Management Framework (AMF) service.

The alarm is raised when the AMF reliably confirms that a component, that was previously being proxied, has currently no proxy component mediating for it. That is, the AMF was not able to engage another component to assume the mediation responsibility for a component whose proxy component has failed.

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

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Failed component proxy cannot be recovered	The AMF cannot execute a recovery after a failure of a proxy component	A proxy component refuses to accept an assignment	Proxy component	The service associated with the proxied component can or cannot be provided.
		Connection loss between the proxy and the proxied component	Proxied component	The AMF cannot control its life cycle.
All Service Units (SUs) acting as proxy are administratively locked	An administrative action rendered a component unable to act as proxy	At least one SU has been directly or indirectly administratively locked	The locking of the SU	

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	18568



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Minor Type	131078
Source	safComp=<*>, safSu=<*>, safSg=<*>, safApp=<*>
Specific Problem	COM SA, Proxy Status of a Component Changed to Unproxied
Event Type	processingErrorAlarm (4)
Probable Cause	x736UnspecifiedReason (418)
Additional Text	(1)
Perceived Severity	minor (5)

(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 condition is met:

- A COM SA, Proxy Status of a Component Changed to Unproxied alarm is raised.

2 Procedure

Do the following:



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

Yes: Contact the deployment organization. Proceed with Step 9.

No: Continue with the next step.

2. Log on to any server of the cluster:

```
ssh -l <user> <address>
```

3. Check the system status:

```
cmw-status node su
```

In normal situations, the system returns output `Status OK`.

4. Is the system in a normal condition?

Yes: Proceed with Step 7.

No: Continue with the next step.

5. Check the SU, identified by `safSu=<*>`, `safSg=<*>`, `safApp=<*>` in alarm attribute `Source`.

For example, if `safComp=Control`, `safSu=SC-2`, `safSg=NoRed`, `safApp=ERIC-CoreMW` is the value of alarm attribute `Source`, enter the following command:

```
cmw-status node su | grep -A 4 "safSu=SC-2,safSg=NoRed,safApp=ERIC-CoreMW"
```

When the SU and node that are related to the proxy are not locked, no matching is found and an empty output is returned.

When the SU related to the proxy is locked (the SU `AdminState` has value `LOCKED-INSTANTIATION` or `LOCKED`), the following are example outputs:

```
safSu=SC-2,safSg=NoRed,safApp=ERIC-CoreMW
AdminState=LOCKED-INSTANTIATION(3)
OperState=ENABLED(1)
PresenceState=UNINSTANTIATED(1)
ReadinessState=OUT-OF-SERVICE(1)
```

or

```
safSu=SC-2,safSg=NoRed,safApp=ERIC-CoreMW
AdminState=LOCKED(2)
OperState=ENABLED(1)
PresenceState=INSTANTIATED(3)
ReadinessState=OUT-OF-SERVICE(1)
```



When the node related to the proxy is locked, the following is an example output:

```
safSu=SC-2,safSg=2N,safApp=ERIC-CoreMW
AdminState=UNLOCKED(1)
OperState=ENABLED(1)
PresenceState=UNINSTANTIATED(1)
ReadinessState=OUT-OF-SERVICE(1)
```

In this case, the SU AdminState has value UNLOCKED but the value of the node AdminState is either LOCKED-INSTANTIATION or LOCKED, as shown by the following command and example output:

cmw-status node su

```
safAmfNode=SC-2,safAmfCluster=myAmfCluster
AdminState=LOCKED-INSTANTIATION(3)
OperState=ENABLED(1)
safSu=SC-2,safSg=2N,safApp=ERIC-CoreMW
AdminState=UNLOCKED(1)
OperState=ENABLED(1)
PresenceState=UNINSTANTIATED(1)
ReadinessState=OUT-OF-SERVICE(1)
```

6. Is the SU or node related to the proxy locked?

Yes: The alarm is cleared when the SU or the node is administratively unlocked. Proceed with Step 9.

No: Continue with the next step.

7. Perform data collection, refer to *Data Collection Guideline*.
8. Consult the next level of maintenance support for an analysis of the root cause to the component whose proxy component has failed. Further actions are outside the scope of this instruction.
9. Job is completed.