

LemCDCLSv, Operation Execution Timeout

OPERATING INSTRUCTIONS

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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 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.

Table 1 LemCDCLSV, Operation Execution Timeout 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.

2 Procedure

2.1 Handle Alarm LemCDCLSV, Operation Execution Timeout

Prerequisites

- No documents are required.
- No tools are required.



- Before starting this procedure, ensure that the following conditions are met:
 - The alarm is raised.
 - An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

Steps

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.