

# COM SA, AMF SI Unassigned

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## OPERATING INSTRUCTIONS

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# 1 Alarm Description

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

The AMF is responsible for assigning active or standby workloads to software components in the managed element through Service Units (SUs). The SUs are logical aggregations of several software components. The alarm is raised when a particular workload can no longer be assigned to any SU.

*Table 1 COM SA, AMF SI Unassigned Alarm Causes*

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Workload cannot be assigned to the SU.	No SU is ready for an assignment of the indicated workload.	A component refuses to switch to an active role or to a standby role.	Component	The service associated with the particular work assignment is disrupted.
		Processor reboot.	Processor	
The SU is locked.	All SUs configured to execute the indicated workload are administratively locked.	At least one SU is directly or indirectly administratively locked.	The locking of the SU	

**Note:** The alarm can appear as a result of an upgrade.

## 2 Procedure

### 2.1 Handle Alarm COM SA, AMF SI Unassigned

#### Prerequisites

- This instruction references the following document:
  - *Data Collection Guideline*
- No tools are required.



- The following conditions must apply:
  - The alarm is raised.
  - An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.

## Steps

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 assignment state of the Service Instance (SI), identified by safSi=<\*>, safApp=<\*> in alarm attribute Source.

For example, if safSi=2N, safApp=ERIC-CoreMW is the value of alarm attribute Source, enter the following command:

```
cmw-status si | grep -A 2 "safSi=2N,safApp=ERIC-CoreMW"
```

When the SI is assigned successfully, no matching is found and an empty output is returned.

When the SI is unassigned (the SI AssignmentState has value UNASSIGNED), the following is an example output:

```
safSi=2N,safApp=ERIC-CoreMW
AdminState=UNLOCKED(1)
AssignmentState=UNASSIGNED(1)
```

4. Is the SI unassigned?

Yes: Continue with the next step.

No: Proceed with Step 7.

5. Check the administrative status of the SU and node to which the SI can be assigned.

For example, if safSi=2N, safApp=ERIC-CoreMW is the value of alarm attribute Source, enter the following command:

```
cmw-status su | grep "safApp=ERIC-CoreMW" | grep 2N
```

The following is an example output:



```
safSu=SC-2,safSg=2N,safApp=ERIC-CoreMW
```

Enter the following command using the previous output:

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

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

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

or

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

When the node related to the SU 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
```

```
safAmfNode=SC-2,safAmfCluster=myAmfCluster
  AdminState=LOCKED-INSTANTIATION(3)
  OperState=ENABLED(1)
```

When the SU is unlocked, the following is an example output:

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



In this case, the SU AdminState has value UNLOCKED but the value of OperState is DISABLED .

6. Is the SU or node related to the SI 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 SI failure. Further actions are outside the scope of this instruction.
9. Job is completed.