

# MtasLicenses, MMTel Multi Device License Absent MTAS

---

## OPERATING INSTRUCTIONS

**Copyright**

© Ericsson AB 2017. All rights reserved. No part of this document may be reproduced in any form without the written permission of the copyright owner.

**Disclaimer**

The contents of this document are subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson shall have no liability for any error or damage of any kind resulting from the use of this document.

**Trademark List**

All trademarks mentioned herein are the property of their respective owners. These are shown in the document Trademark Information.



# Contents

<b>1</b>	<b>Introduction</b>	<b>1</b>
1.1	Alarm Description	1
1.2	Prerequisites	2
<b>2</b>	<b>Procedure</b>	<b>5</b>



MtasLicenses, MMTel Multi Device License Absent



# 1 Introduction

This instructions concerns alarm handling.

## 1.1 Alarm Description

The alarm is raised when the Multi-Device service is enabled through the `mtasMmtAscfAdministrativeState`, `mtasFcdAdministrativeState`, or `mtasStodAdministrativeState` attribute, but the license allowing use of the Multi-Device services is not available in Network License Server (NeLS).

The alarm is cleared when a valid license is installed or `mtasMmtAscfAdministrativeState`, `mtasFcdAdministrativeState`, and `mtasStodAdministrativeState` attributes are disabled.

For more information, refer to *MTAS Licenses*.

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

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
A Multi-Device license is not present.	MTAS is unable to get license details from NeLS.	The NeLS server is unreachable, or the license is unavailable, has expired, or is corrupted.	NeLS server	MTAS cannot handle Multi-Device services.
			TLS <sup>(1)</sup> configuration in the ME <sup>(2)</sup>	
			Possible IP network issue	
			DNS <sup>(3)</sup> server	
			Network interface	

(1) Transport Layer Security (TLS)

(2) Managed Element (ME)

(3) Domain Name System (DNS)

The alarm attributes are described in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	6619234
Managed Object Class	<i>MtasLicenses</i>



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Managed Object Instance	MtasFunction.applicationName=MtasFunction,MtasLicenses.mtasLicenses=0
Specific Problem	MtasLicenses, MMTel Multi Device License Absent
Event Type	communicationsAlarm (2)
Probable Cause	m3100Unavailable(14)
Additional Text	No License found or License Server Not reachable or License expired or License Server in LOCKED mode
Perceived Severity	major (4)
Additional Info	-

## 1.2 Prerequisites

This section describes the possible documents, tools, and conditions needed before performing steps to clear the alarm.

### 1.2.1 Documents

This instruction references the following documents:

- *Data Collection Guideline for MTAS*
- *License Management*
- *License Management, Autonomous Mode Activated*
- *License Management, Key File Fault*
- *MTAS Licenses*
- *View License Information*

### 1.2.2 Tools

Not applicable.

### 1.2.3 Conditions

Before starting this procedure, ensure that the following conditions are met:

- An MtasLicenses, MMTel Multi Device License Absent alarm is raised.



- No ongoing maintenance activities are affecting the network or network elements.
- The user has proper authority to handle configuration management of the network elements.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.







## 2 Procedure

To clear the alarm:

1. If there is a network-related alarm on the ME, act on it first.
2. If there is a *License Management, Autonomous Mode Activated* alarm on the ME, act on it.
3. If there is a *License Management, Key File Fault* alarm on the ME, act on it.
4. Check if a valid `vMtasMultiDevice` license (*CXC4012147*) is installed. For more information, refer to *View License Information*.
5. If no license is present or if the `granted` status of the license is `false` and `expiration` shows an already elapsed date, proceed with Step 8.
6. Check the alarm status. Is the alarm still active?  
  
Yes: Continue with the next step.  
  
No: Proceed with Step 9.
7. Perform data collection using Data Collection Tool with a Full profile. For more information, refer to *Data Collection Guideline for MTAS*.
8. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
9. Job is completed.