

MtasDns, Configured DNS Server Unavailable

MTAS

OPERATING INSTRUCTIONS

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1 Introduction

This document concerns alarm handling.

1.1 Alarm Description

The alarm is raised when there is a communication problem between MTAS and one or more configured DNS Servers configured with the `dnsServerEntry` attribute in the *DNS-Application* Managed Object (MO).

This alarm relates to the connection between the MTAS and a DNS server. The connection relates to the DNS server, configured under the `dnsServerEntry` attribute.

The alarm is issued when MTAS is configured to monitor the DNS servers and the connection between MTAS and one or more DNS servers configured with the `dnsServerEntry` attribute are unreachable.

DNS Server Monitoring is enabled in the MTAS by setting the `mtasDnsMonitoringEnabled` attribute in the *MtasDns* MO to `true`.

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

Table 1 Alarm Causes

| Alarm Cause | Description | Fault Reason | Fault Location | Impact |
|--|--|--|----------------|--|
| Communication problem between MTAS and DNS server. | The lookup on the DNS server has failed. | The connection between MTAS and DNS Server does not work properly. | DNS server. | If a communication problem prevents MTAS from contacting the DNS server, services do not work as expected. |
| | | The DNS Server does not work properly, maybe not operational. | | |

Note: The alarm can appear as a result of the maintenance activity.

The alarm attributes are described in Table 2.



Table 2 Alarm Attributes

| Attribute Name | Attribute Value |
|-------------------------|---|
| Major Type | 193 |
| Minor Type | 6619230 |
| Managed Object Class | <i>MtasDns</i> |
| Managed Object Instance | <code>MtasFunction.applicationName=MtasFunction,MtasDns.mta sDns=0</code> |
| Specific Problem | MtasDns, Configured DNS Server Unavailable |
| Event Type | communicationsAlarm (2) |
| Probable Cause | Unavailable (14) |
| Additional Text | Configured DNS Server <code><dnsServerEntry1></code> , <code><dnsServerEntry2></code> is/are unavailable. |
| Perceived Severity | major (4) when at least one DNS server is available/reachable critical (3) when no DNS server is available/reachable |

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:

- *Check Alarm Status*
- *Fault Management*

1.2.2 Tools

Not applicable.

1.2.3 Conditions

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

- An MtasDns, Configured DNS Server Unavailable 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.



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2 Procedure

To clear the alarm:

1. Ensure that the DNS server is working properly. The procedure for this is outside the scope of this Operating Instruction. For more information, refer to applicable supplier documentation.
2. Check the alarm status. Is the alarm still active?

Yes: Continue with the next step.

No: Proceed with Step 5.
3. Perform data collection using Data Collection Tool with a Full profile. For more information, refer to *Data Collection Guideline for MTAS*.
4. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
5. Job is completed.