

COM SA, AMF Component Cleanup Failed

OPERATING INSTRUCTIONS

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COM SA, AMF Component Cleanup Failed



1 Alarm Description

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

The alarm is raised when the AMF cannot successfully clean up a software component in the Managed Element (ME). The AMF performs a cleanup operation to free the resources allocated by a software component in the ME. The AMF assumes that the software component can be in an erroneous state in which it cannot actively perform any cleanup operation itself.

Table 1 COM SA, AMF Component Cleanup Failed Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
The cleanup function of the software component is defect.	The software component the AMF tries to clean up does not acknowledge its successful cleanup in time.	The software component is defect.	The software component that fails to be cleaned up.	The service the software component provides is degraded or lost.
The High Availability (HA) configuration for the software component is incorrect.	The AMF configuration of the software component is incorrect, for example, it defines an incorrect clean-up command or too short time for cleaning up.	The AMF configuration for the software component is defect.	The configuration of the software component that fails to be cleaned up.	<p>The failing software component is permanently taken out of operation.</p> <p>The fault can also cause a service disruption because of redundancy model constraints prohibiting the AMF to failover the service to the standby software component.</p>

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



2 Procedure

2.1 Handle Alarm COM SA, AMF Component Cleanup Failed

Prerequisites

- This instruction references the following document:
 - *Data Collection Guideline*
- No tools are required.
- The following condition must apply:
 - The alarm is raised.

Steps

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

Yes: Contact the deployment organization. Proceed with Step 5.

No: Continue with the next step.
2. Perform a health check, refer to Health Check documentation available in the library.
3. Perform data collection, refer to *Data Collection Guideline*.
4. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
5. Job is completed.