

DBS, Data Access Service, Database Unreachable

OPERATING INSTRUCTIONS

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DBS, Data Access Service, Database Unreachable



1 Alarm Description

The alarm is raised when the Data Access Service (DAS) cannot establish or re-establish the database connection.

DAS continuously tries to re-establish the connection to the database server. If it succeeds, the alarm ceases automatically.

The alarm ceases if the DataService is set to LOCKED but that does not fix the problem indicated by the alarm.

Table 1 lists alarm causes.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Database connection down	DAS cannot connect to the database server, or the authentication fails.	The network address or the authentication parameters of the database differ from the ones specified in the DAS configuration.	LdapServer Connection Managed Object (MO)in the related DataService MO.	DAS cannot return data from the database. Functions of the node that need access to external data may not work properly.
		The database server is not working.	Database server.	
		There is ongoing maintenance work on the network.	Network between DAS and the database server.	
		Failure occurs in the network between DAS and the database server.		

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

Table 2 Alarm Attributes

Attribute Name	Attribute Value/Interpretation
Major Type	193



Attribute Name	Attribute Value/Interpretation
Minor Type	933889
MO Class	DataService
Source	<dataServiceId>
Specific Problem	DBS, Data Access Service, Database Unreachable
Event Type	COMMUNICATIONSALARM
Probable Cause	communicationsProtocolError (100504)
Perceived Severity	Major

2 Procedure

2.1 Handle Alarm DBS, Data Access Service, Database Unreachable

Prerequisites

- No documents are required.
- No tools are required.
- Before starting this procedure, ensure that the following condition is met:
 - The alarm is raised.

Steps

1. Check if you have a DBS, Data Access Service, Database Connection has been Lost error.

Yes: Refer to **Procedure** in DBS, Data Access Service, Connection has been Lost.

No: Contact Ericsson support to resolve the problem.

2. Job is completed.