

DBS, Data Access Service, Connection has been Lost

OPERATING INSTRUCTIONS

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DBS, Data Access Service, Connection has been Lost



1 Alarm Description

The alarm is raised when any of the configured Data Access Service (DAS) database connections fail. This way an operator can fix the problem even while the service is still operational. If all connections are lost, then DAS raises the DBS, Data Access Service, Database Unreachable alarm.

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 DBS, Data Access Service, Connection has been Lost Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Database connection down	DAS cannot establish a configured connection to the database, 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.	If no redundant connections are available, then 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



Minor Type	933890
MO Class	LdapServerConnection
Source	<connectionId>
Specific Problem	DBS, Data Access Service, Connection has been Lost
Event Type	COMMUNICATIONSALARM
Probable Cause	connectionEstablishmentError (22)
Perceived Severity	Minor

2 Procedure

2.1 Handle Alarm DBS, Data Access Service, Connection has been Lost

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.
 - No maintenance work is in progress on the database server or on the network between the server and DAS.

Steps

1. Are there any other transmission-related alarms on the same network as DAS uses?

Yes: Proceed with Step 13.

No: Continue the next step.
2. Is the faulty MO identified?



Yes: Proceed with Step 4.

No: Continue with the next step.

3. Show the Distinguished Name (DN) of the faulty MO, for example:

```
>show-table ManagedElement=1,SystemFunctions=1,Fm=1 -m FmAlarm
-p source,specificProblem --condition (majorType=193 &&
minorType=933890)
```

4. Check the connection parameters of the faulty MO, for example:

```
>show all ManagedElement=1,SystemFunctions=1,Das=1,DataService=
foo,LdapServerConnection=bar
```

The following is an example output:

```
uri="ldap://123.123.123.123:389/uid=admin,ou=system"
```

5. Are the connection parameters under the selected `LdapServerConnectionMO` correct?

Yes: Proceed with Step 13.

No: Continue with the next step.

6. Navigate to the `DataService` MO, for example:

```
>ManagedElement=1,SystemFunctions=1,Das=1,DataService=foo
```

7. Enter configuration mode:

```
(DataService=foo)>configure
```

8. Lock DAS:

```
(config-DataService=foo)>administrativeState=LOCKED
```

```
(config-DataService=foo)>commit -s
```

9. Set the necessary attributes, for example:

```
(config-DataService=foo)>connection=1
```

```
(config-DataService=foo)>password=<server password>
```

```
(config-DataService=foo)>type=LDAP
```

```
(config-DataService=foo)>uri="ldap://123.123.123.123:389/uid
=admin,ou=system"
```

10. Commit the settings:

```
(config-DataService=foo)>commit -s
```



11. Unlock DAS:

```
(config-DataService=foo)>administrativeState=UNLOCKED
```

```
(config-DataService=foo)>commit
```

12. Does the alarm show up again after unlocking DAS?

Yes: Continue with the next step.

No: Proceed with Step 18.

13. Is any maintenance work going on that affects the connection between DAS and the database is in progress on the database server or on the network.

Yes: Wait for the maintenance to finish. Proceed with Step 16.

No: Continue with the next step.

14. Contact the related site to check for faulty network components or connections.

15. Take actions to correct the network issues.

16. Is the alarm cleared?

Yes: Proceed with Step 18.

No: Continue with the next step.

17. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.

18. Job is completed.