

DHCPv4, Server Failed to Start

Operating Instructions



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DHCPv4, Server Failed to Start



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

This alarm is issued due to DHCP configuration error.

The possible alarm causes and the corresponding fault reasons, fault locations, and impacts are described in Page 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact	Solution
Configuration file has error.	There are errors in the configuration file /etc/ipworks/<PL hostname>/dhcp/dhcpd.conf	Configuration error	DHCPv4 server	DHCPv4 server fails to start and gets into infinite restart error.	See Section 2.1 Checking Configuration File on page 3

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

The alarm attributes are listed and explained in Page 1.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	872449
Managed Object Class	IpworksDhcpv4
Source	ManagedElement=<Node Name>,SystemFunctions=1,Fm=1,FmAlarmModel=ipworksDHCPv4,FmAlarmType=ipworksDhcpv4StartupFailure,HostName=<PL hostname>
Specific Problem	DHCPv4, Server Failed to Start



Attribute Name	Attribute Value
Event Type	processingErrorAlarm(10)
Probable Cause	x733ConfigurationOrCustomization Error(307)
Additional Text	The server was unable to start because part of the initialization process encountered a non-recoverable error, such as unable to load its configuration file, corrupted address binding information, etc.;uuid:<Product_UUID> ⁽¹⁾
Perceived Severity	Critical

(1) <Product_UUID> is the universally unique identifier (UUID) of machine that generates the alarm. The value can be fetched from `/sys/devices/virtual/dmi/id/product_uuid` on the PL node.

1.2 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedure.

1.2.1 Documents

Before starting this procedure, ensure that you have read the following documents:

- *System Safety Information*
- *Personal Health and Safety Information*
- *Fault Management*

1.2.2 Tools

No tools are required.

1.2.3 Conditions

No conditions.



2 Procedure

This section describes the procedure to clear this alarm.

2.1 Checking Configuration File

Do the following:

1. Set the logging level to LOG_LEVEL_ERROR or higher. Refer to *IpworksLogLevel* for DHCP.

2. Start DHCPv4 Server, and stop it in a few seconds:

```
# ipw-ctr start dhcp <PL hostname>
```

```
# ipw-ctr stop dhcp <PL hostname>
```

3. Check the errors in log file, make sure DHCPv4 server is configured correctly. For more configuration information, refer to *DHCPv4 Initial Configuration* section in *IPWorks Initial Configuration*.

4. Start DHCPv4 Server after the error configurations are fixed.

```
# ipw-ctr start dhcp <PL hostname>
```

5. Confirm that the alarm has ceased. If the alarm remains, consult the next level of maintenance support. Further actions are outside the scope of this instruction.