

DHCPv4, DDNS Update Failed

Operating Instructions



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DHCPv4, DDNS Update Failed



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is issued when the counter *ipworksDhcpv4DDNSFailedError* exceeds the threshold (defined by attribute *thresholdHigh*) in a given time interval (defined by attribute *granularityPeriod*)

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 error.	When the DDNS update failed times exceed the predefined threshold, this alarm will be raised.	The configuration of DNS server is incorrect.	DNS server	DDNS update is failed.	See Section 2.1 Checking DDNS Configuration 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	872450
Managed Object Class	IpworksDhcpv4
Source	ManagedElement=<Node Name>,SystemFunctions=1,Pm=1,PmJob=<PM Job name, default job is DHCPv4DefaultPmThresholdJob>,MeasurementReader=<Default is DDNSFailedErrorMr>:<hostname>



Attribute Name	Attribute Value
Specific Problem	DHCPv4, DDNS Update Failed
Event Type	processingErrorAlarm(10)
Probable Cause	x733ConfigurationOrCustomizationError(307)
Additional Text	The DNS server rejected to add or remove a PTR or a resource record.;uuid:<Product_UUID> ⁽¹⁾
Perceived Severity	Warning

(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 DDNS Configuration

Do the following:

1. Ensure the DNS server configuration is correct.

For more information about how to configure DDNS, refer to *Configure DHCP*.

2. This alarm is automatically cleared when the DDNS update retry failed times falls below the predefined threshold in the given time interval (defined by the related MO *PmJob*, the default value is 60s).
3. 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.