

COM SA, AMF SI Unassigned

OPERATING INSTRUCTIONS

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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

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

The AMF is responsible for assigning active or standby workloads to software components in the managed element through Service Units (SUs). The SUs are logical aggregations of several software components. The alarm is raised when a particular workload can no longer be assigned to any SU.

Attention!

When component redundancy mode is NWAYACTIVE, amf-adm locking one SU does not trigger the alarm.

When component has no redundancy mode, amf-adm locking one SU triggers the alarm. Only when all the SUs under the Service Instance (SI) are locked, SU triggers the alarm.

The possible alarm causes and fault locations are explained in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Workload cannot be assigned to the SU	No SU is ready for an assignment of the indicated workload	A component refuses to switch to an active role or to a standby role	Component	The service associated with the particular work assignment is disrupted
		Processor reboot	Processor	
The SU is locked	All SUs configured to execute the indicated workload are administratively locked	At least one SU is directly or indirectly administratively locked	The locking of the SU	



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

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	18568
Minor Type	131077
Source	safApp=<*>, safSi=<*>
Specific Problem	COM SA, AMF SI Unassigned
Event Type	processingErrorAlarm (4)
Probable Cause	x736UnspecifiedReason (418)
Additional Text	SI designated by <LDAP DN of the SI> has no current active assignments to any SU
Perceived Severity	major (4)

1.2 Prerequisites

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

1.2.1 Documents

This instruction references the following document:

- *Data Collection Guideline*

1.2.2 Tools

No tools are required.

1.2.3 Conditions

Before starting this procedure, ensure that the following condition is met:

- A COM SA, AMF SI Unassigned alarm is raised.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.



2 Procedure

Do the following:

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

Yes: Contact the deployment organization. Proceed with Step 9.

No: Continue with the next step.

2. Log on to any server of the cluster:

```
ssh -l <user> <address>
```

3. Check the assignment state of the SI, identified by `safSi=<*>`, `safApp=<*>` in alarm attribute `Source`.

For example, if `safSi=2N`, `safApp=ERIC-CoreMW` is the value of alarm attribute `Source`, enter the following command:

```
cmw-status si | grep -A 2 "safSi=2N,safApp=ERIC-CoreMW"
```

When the SI is assigned successfully, no matching is found and an empty output is returned.

When the SI is unassigned (the SI `AssignmentState` has value `UNASSIGNED`), the following is an example output:

```
safSi=2N,safApp=ERIC-CoreMW
AdminState=UNLOCKED(1)
AssignmentState=UNASSIGNED(1)
```

4. Is the SI unassigned?

Yes: Continue with the next step.

No: Proceed with Step 7.

5. Check the administrative status of the SU and node to which the SI can be assigned.

For example, if `safSi=2N`, `safApp=ERIC-CoreMW` is the value of alarm attribute `Source`, enter the following command:

```
cmw-status su | grep "safApp=ERIC-CoreMW" | grep 2N
```

The following is an example output:

```
safSu=SC-2,safSg=2N,safApp=ERIC-CoreMW
```



Enter the following command using the previous output:

```
cmw-status su | grep -A 4 "safSu=SC-2,safSg=2N,safApp=ERIC-CoreMW"
```

When the SU related to the SI is locked (the SU AdminState has value LOCKED-INSTANTIATION or LOCKED), the following are example outputs:

```
safSu=SC-2,safSg=2N,safApp=ERIC-CoreMW
AdminState=LOCKED-INSTANTIATION(3)
OperState=ENABLED(1)
PresenceState=UNINSTANTIATED(1)
ReadinessState=OUT-OF-SERVICE(1)
```

or

```
safSu=SC-2,safSg=2N,safApp=ERIC-CoreMW
AdminState=LOCKED(2)
OperState=ENABLED(1)
PresenceState=INSTANTIATED(3)
ReadinessState=OUT-OF-SERVICE(1)
```

When the node related to the SU is locked, the following is an example output:

```
safSu=SC-2,safSg=2N,safApp=ERIC-CoreMW
AdminState=UNLOCKED(1)
OperState=ENABLED(1)
PresenceState=UNINSTANTIATED(1)
ReadinessState=OUT-OF-SERVICE(1)
```

In this case, the SU AdminState has value UNLOCKED but the value of the node AdminState is either LOCKED-INSTANTIATION or LOCKED, as shown by the following command and example output:

```
cmw-status node
```

```
safAmfNode=SC-2,safAmfCluster=myAmfCluster
AdminState=LOCKED-INSTANTIATION(3)
OperState=ENABLED(1)
```

When the SU is unlocked, the following is an example output:

```
safSu=SC-2,safSg=2N,safApp=ERIC-CoreMW
AdminState=UNLOCKED(1)
OperState=DISABLED(2)
PresenceState=UNINSTANTIATED(1)
ReadinessState=OUT-OF-SERVICE(1)
```

In this case, the SU AdminState has value UNLOCKED but the value of OperState is DISABLED.



6. Is the SU or node related to the SI locked?

Yes: The alarm is cleared when the SU or the node is administratively unlocked. Proceed with Step 9.

No: Continue with the next step.

7. Perform data collection, refer to *Data Collection Guideline*.
8. Consult the next level of maintenance support for an analysis of the root cause to the SI failure. Further actions are outside the scope of this instruction.
9. Job is completed.