

ERH, Connection Error

IPWorks

OPERATING INSTRUCTIONS

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Contents

1	Introduction	1
1.1	Alarm Description	1
1.2	Prerequisites	2
2	Procedure	2



ERH, Connection Error



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is issued when ERH cannot connect to SS7 stack.

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

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact	Solution
SS7 stack connection error	SS7 stack is down.	SS7 stack is down by maintenance activity or some other reason.	SS7 stack	ERH over SS7 stack fails to work.	See Section 2 on page 2

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

The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	856097
Managed Object Class	ipworksErh
Source	ManagedElement=<Node Name>, SystemFunctions=1,Fm=1,FmAlarmModel=IpworksErh,FmAlarmType=ERHConnERR, HostName=<Hostname>,IpworksErh
Specific Problem	ERH, Connection Error
Event Type	communicationsAlarm(2)
Probable Cause	x733CommunicationsSubsystemFailure(306)



Attribute Name	Attribute Value
Additional Text	The ERH cannot connect to SS7 stack and use the service of the stack.;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*

1.2.2 Tools

No tools are required.

1.2.3 Conditions

No conditions.

2 Procedure

To clear the alarm, perform the following steps:

1. Check the SS7 stack status on any node (SC or PL) by executing the following command.



```
# immlist safSu=PL-3,safSg=NWA,safApp=ERIC-ss7caf.core
# immlist safSu=PL-4,safSg=NWA,safApp=ERIC-ss7caf.core
```

The following output is an example that indicates the SS7 stack is ongoing:

```
saAmfSUNumCurrActiveSis SA_UINT32_T 1 (0x1)
```

2. If the SS7 stack is not running, restart it by executing the following commands; otherwise consult the next level of maintenance support. Further actions are outside the scope of this instruction.

For example:

Restart SS7 stack on PL-3.

```
# amf-adm lock safSu=PL-3,safSg=NWA,safApp=ERIC-ss7caf.core
# amf-adm lock-in safSu=PL-3,safSg=NWA,safApp=ERIC-ss7caf.core
# amf-adm unlock-in safSu=PL-3,safSg=NWA,safApp=ERIC-ss7caf.core
# amf-adm unlock safSu=PL-3,safSg=NWA,safApp=ERIC-ss7caf.core
```

Restart SS7 stack on PL-4.

```
# amf-adm lock safSu=PL-4,safSg=NWA,safApp=ERIC-ss7caf.core
# amf-adm lock-in safSu=PL-4,safSg=NWA,safApp=ERIC-ss7caf.core
# amf-adm unlock-in safSu=PL-4,safSg=NWA,safApp=ERIC-ss7caf.core
# amf-adm unlock safSu=PL-4,safSg=NWA,safApp=ERIC-ss7caf.core
```

After the SS7 stack restarts successfully, this alarm will be cleaned automatically.

3. If the alarm still exists, consult the next level of maintenance support. Further actions are outside the scope of this instruction.