

DNS, TPS Exceed Threshold IPWorks

OPERATING INSTRUCTIONS

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DNS, TPS Exceed Threshold



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

This alarm is issued when the TPS of DNS query exceeds the threshold (defined by attribute *thresholdHigh*) in the given time interval (defined by attribute *granularityPeriod*).

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
The TPS of DNS query exceeds the threshold.	This alarm is reported when the TPS level reaches a predefined threshold level. Whenever IPWorks works in heavy workload, the alarm is brought to the immediate attention of the customer.	TPS level exceeds the predefined threshold in the given time period.	DNS service	Eventually the DNS service works in a high workload.	See Section 2 on page 3

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	851975
Managed Object Class	ipworksDns



Attribute Name	Attribute Value
Source	ManagedElement=<Node Name>,SystemFunctions=1,Pm=1,PmJob=<pmjob name of measuring DnsTPS>,MeasurementReader=mr_1:<hostname>
Specific Problem	DNS, TPS Exceed Threshold
Event Type	qualityOfServiceAlarm(11)
Probable Cause	x733ThresholdCrossed(351)
Additional Text	This alarm is generated by DNS server when the TPS of DNS query exceeds the threshold in the given time interval (both defined by the related PMJob).;uuid:<Product_UUID> ⁽¹⁾
Perceived Severity	<i>thresholdSeverity</i> , which is one of the following: <ul style="list-style-type: none">• Critical• Major• Minor• 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 follow when this alarm is received.

To clear the alarm, perform the following steps:

1. Control the TPS of DNS query to fall below the predefined TPS threshold level.

For more information on how to define a threshold, refer to *Create Threshold Monitoring Job*.

2. This alarm is automatically cleared when the TPS of DNS query falls below the predefined TPS threshold level.
3. Confirm the alarm has ceased. If the alarm remains, consult the next level of maintenance support. Further actions are outside the scope of this instruction.