

Storage Server, Storage Server Unreachable from Server Manager

IPWorks

OPERATING INSTRUCTIONS

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Storage Server, Storage Server Unreachable from Server Manager



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is issued when Server Manager fails to access the configured Storage Server.

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
Configuration Error	The Server Manager is configured incorrectly.	The Storage Server address, username, or password is configured incorrectly for the Server Manager.	Server Manager	For DNS and ASDNS: New DNS provisioning data cannot take effect timely. For AAA:	See Section 2.1 on page 3
Storage Server Issue	The Storage Server is down.	The Storage Server is down by maintenance activity or some other reason.	Storage Server	Fail to show AAA server status by ipwcli. Fail to detect the existing diameter session.	See Section 2.2 on page 5
Network Issue	The Server Manager cannot connect to the Storage Server.	There are network issues between the Server Manager and the Storage Server.	Network		See Section 2.3 on page 5

Note: An alarm can appear as a result of the maintenance activity or maiden installation of IPWorks. For example, when Storage Server is shut down, this alarm can appear in 15 minutes.



The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	851970
Managed Object Class	ipworksEM
Source	"ManagedElement=1, SystemFunctions=1, Fm=1, FmAlarmModel=ipworksEM, FmAlarmType=ipworksEmSSNotReachable, Hostname=<PL hostname>, <Server Manager>=1" (1)
Specific Problem	Storage Server, Storage Server Unreachable from Server Manager
Event Type	communicationsAlarm(2)
Probable Cause	x733CommunicationsSubsystemFailure(306)
Additional Text	This alarm is raised by Server Manager as Storage Server is not reachable from host <PL hostname> and component <Server Manager>;uuid:<Product_UUID> ⁽¹⁾⁽²⁾
Perceived Severity	Major

(1) <Server Manager> can be DnsSm, AsdnsSm, or AaaSm.

(2) <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

This section describes the procedure to follow when this alarm is received.

2.1 Correcting Server Manager Configuration

To clear the alarm, do the following:

1. Check the **source** or **additionalText** attribute of the alarm to confirm Server Manager and hostname.

For example:

```
additionalText="This alarm is raised by Server Manager as  
Storage Server is not reachable from host PL-3 and component  
DnsSm;uuid:67E705FF-9800-4AA4-88A0-5B219136E678"
```

```
source="ManagedElement=1,SystemFunctions=1,Fm=1,FmAlarmModel=i  
pworksEM,FmAlarmType=ipworksEmSSNotReachable,Hostname=PL-3,Dn  
sSm=1"
```

As the example shows, the Server Manager is DnsSm, and the hostname is PL-3.

2. Check whether the Server Manager is configured correctly by using ECLI.
For example:

For DNS Server Manager and ASDNS Server Manager:



```
>ManagedElement=<Node Name>,IpworksFunction=1,IpworksDnsRoot=1,DnsServer=1,
(DnsSm=1)>show-v
DnsSm=1
  dnsSmId="1"
  ssAddress="ipw_ss" <default>
  ssPassword="1:h/8LKtsLfm9RjDKUCdFIZe4+fj smcIf7"
  ssUserName="admin" <default>
  DnsSmLog=1
```

Note: ssPassword is shown in encrypted format. If the password for the SS user account is incorrect, reset it by using ECLI.

For AAA Server Manager:

```
>ManagedElement=<Node Name>,IpworksFunction=1,Ipwork
sCommonRoot=1,StorageServer=1,
SSInterface=1
(SSInterface=1)>show-v
SSInterface=1
  address="192.168.10.11" <default>
  passwor="1:h/8LKtsLfm9RjDKUCdFIZe4+fj smcIf7"
  ssInterface="1"
  username="admin" <default>
```

If the configuration is incorrect, proceed with the next step. Otherwise, go to Step 5.

3. Correct the Server Manager configuration by using ECLI.

For DNS Server Manager and ASDNS Server Manager:

```
>ManagedElement=<Node Name>,IpworksFunction=1,Ipwork
sDnsRoot=1,DnsServer=1,DnsSm=1
(DnsSm=1)>configure
(config-DnsSM=1)>ssAddress="<address>"
(config-DnsSM=1)>ssPassword="<password>" cleartext
(config-DnsSM=1)>ssUserName="<username>"
```

For AAA Server Manager:

```
>ManagedElement=<Node Name>,IpworksFunction=1,IpworksCo
mmonRoot=1,StorageServer=1,SSInterface=1
(SSInterface=1)>configure
(config-SSInterface=1)>address="<address>"
(config-SSInterface=1)>password="<password>" cleartext
(config-SSInterface=1)>username="<username>"
```

4. Restart Server Managers.

```
#ipw-ctr restart dnssm <PL hostname>
```




```
#ipw-ctr restart asdnssm <PL hostname>
```

```
#ipw-ctr restart aaasm <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

2.2 Starting Storage Server

To clear the alarm, do the following:

1. Start the Storage Server on SC (SC-1 or SC-2). For example:

```
#ipw-ctr start ss SC-1
```

2. 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.

2.3 Solving Network Issues

To clear the alarm, do the following:

1. Solve the networks and other related issues.
2. 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.