

ENUM, CUDB Site Failure

IPWorks

OPERATING INSTRUCTIONS

Copyright

© Ericsson AB 2017, 2018. All rights reserved. No part of this document may be reproduced in any form without the written permission of the copyright owner.

Disclaimer

The contents of this document are subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson shall have no liability for any error or damage of any kind resulting from the use of this document.

Trademark List

All trademarks mentioned herein are the property of their respective owners. These are shown in the document Trademark Information.



Contents

1	Introduction	1
1.1	Alarm Description	1
1.2	Prerequisites	2
2	Procedure	3
2.1	Analyzing the Alarm	3
2.2	Troubleshooting IPWorks Configuration	3
2.3	Troubleshooting Network Issues	4





1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

This alarm is issued by ENUM server when the ENUM server fails to access any specific CUDB site.

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
CUDB site is down.	ENUM server fails to access any specific CUDB site.	CUDB Site is down due to maintenance activity or some other reasons.	CUDB site	ENUM FE cannot get the service from the CUDB site. If one CUDB site is down, the traffic of the failed site will be switched to another CUDB site. If all the sites are down, ENUM FE fails to work.	See Section 2.2 on page 3.
CUDB server is unreachable.	The CUDB server is unreachable because of network connection issues or other network related glitches.	Network connection error	Network		See Section 2.3 on page 4.

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	856110
Managed Object Class	ipworksEnum



Attribute Name	Attribute Value
Source	ManagedElement=<Node Name>, SystemFunctions=1,Fm=1,FmAlarmModel=IpworksEnum,FmAlarmType=ipworksEnumCUDBSiteFailure, HostName=<Hostname>,IpworksEnum,Site=<SiteName>
Specific Problem	ENUM, CUDB Site Failure
Event Type	communicationsAlarm(2)
Probable Cause	x733RemoteNodeTransmissionError (342)
Additional Text	This alarm is raised when CUDB Site %s fails during the access.;uuid:<Product_UUID> ⁽¹⁾
Perceived Severity	Major

(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

This instruction references the following document:

- System Safety Information
- Personal Health and Safety Information

1.2.2 Tools

Not applicable.

1.2.3 Conditions

No conditions.



2 Procedure

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

2.1 Analyzing the Alarm

Do the following at the maintenance center:

1. Troubleshoot the IPWorks configuration.
2. Troubleshoot the network issues.

2.2 Troubleshooting IPWorks Configuration

1. Check the alarm attribute `Additional Text` to know which CUDB site failed. For example, `site1`.
2. Ensure that the CUDB Connection with ENUM server is configured correctly.

For example, the following indicates that two CUDB nodes are deployed in the failed site `site1`, and the IP addresses of the CUDB node are `192.168.20.14` and `10.170.15.188` respectively. Ensure that the IP addresses of `site1` are configured the same as provided by the CUDB node.

```
>ManagedElement=<Node Name>,IpworksFunction=1,IpworksCommonRoot=1,DataBas
CudbManager=1,CudbServiceSite=ENUM,CudbSiteManager=1,CudbSite=site1
(CudbSite=site1)>show
CudbSite=site1
  CudbNode=node2
  CudbNode=node1
(CudbSite=site1)>CudbNode=node1
(CudbNode=node1)>show -v
CudbNode=node1
  address="192.168.20.14"
  cudbNodeId="node1" <default>
  distinguishedName="cudbUser=ENUMUser,ou=admin,dc=ericsson,dc=com"
  password="1:gliG5ALpb/AiV+hl2cd89uNRnnnCZCR7"
  poolSize=16 <default>
  port=389 <default>
(CudbNode=1)>up
(CudbSite=site1)>CudbNode=2
(CudbNode=node2)>show -v
CudbNode=node2
  address="10.170.15.188" <default>
  cudbNodeId="node2"
  distinguishedName=[] <empty>
  password=[] <empty>
  poolSize=16 <default>
  port=389 <default>
(CudbNode=node2)>
```

If the configuration is not correct, try to fix the configuration. For more detail, refer to section [Configuring CUDB Connection Pool](#) in [Configure DNS and ENUM](#).

If the configuration is correct, and the alarm still exists, do the following:



3. Fix the issues of CUDB nodes on the failed site.

This action is outside the scope of IPWorks instruction.

4. 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 Troubleshooting Network Issues

To clear the alarm, perform the following steps:

1. Debug and troubleshoot the network issues, for example, ping the IP address, check the cable connection and etc.

The alarm is expected to be cleared automatically when the network connection returns to normal.

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.