

ENUM FE Sync, All CUDB Connections Failure

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.



Contents

1	Introduction	1
1.1	Alarm Description	1
1.2	Prerequisites	2
2	Procedure	2
2.1	Analyzing the Alarm	2
2.2	Troubleshooting Network Issues	3
2.3	Checking CUDB Site	3



ENUM FE Sync, All CUDB Connections Failure



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is issued by the ENUM FE Sync server when the ENUM FE Sync 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 server is unreachable.	The CUDB server is unreachable because of network connection issues or other network-related glitches.	Network connection error	Network	ENUM FE Sync cannot get the service from the CUDB site. All the sites are down, ENUM FE Sync fails to work.	See Section 2.2 on page 3
CUDB site is down.	The CUDB server is unreachable because of CUDB site down.	CUDB Site is down owing to maintenance activity or some other reasons.	CUDB site		See Section 2.3 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	856112
Managed Object Class	ipworksEnum
Source	<Node Name>,SystemFunctions=1,Fm=1,FmAlarmModel=IpworksEnum,FmAlarmType=ipworksFESyncCUDBFailure,Source=IpworksEnumFESync
Specific Problem	ENUM FE Sync, All CUDB Connections Failure
Event Type	communicationsAlarm(2)
Probable Cause	x733RemoteNodeTransmissionError (342)



Attribute Name	Attribute Value
Additional Text	This alarm is raised when all CUDB connections fail during the access by ENUM FE Sync.;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

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 to clear this alarm.

2.1 Analyzing the Alarm

Do the following at the maintenance center:



1. Troubleshoot the network issues.
2. Check the CUDB Site.

2.2 Troubleshooting Network Issues

To clear the alarm, do the following:

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.

2.3 Checking CUDB Site

To clear the alarm, do the following:

1. Check whether CUDB Connection with ENUM server is configured correctly.

For example, the failed site is `site1`. The following shows that two CUDB nodes are deployed in the 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,DataBase=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=node1)>up
(CudbSite=site1)>CudbNode=node2
(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:

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

This action is outside the scope of IPWorks instruction.

3. 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.