

DHCPv4, Unknown Message Type

Operating Instructions



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DHCPv4, Unknown Message Type



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is issued when the counter `ipworksDhcpv4UnknownMsgType` exceeds the threshold (defined by attribute `thresholdHigh`) in a given time interval (defined by attribute `granularityPeriod`)

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

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact	Solution
DHCPv4 client requests are in wrong message types.	The alarm is issued when the number of unknown type DHCPv4 requests exceeds the predefined threshold.	DHCPv4 requests with the unknown types.	DHCP clients	DHCPv4 request with unknown type cannot get the response.	See Section 2.1 Checking Machine Status on page 3

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

The alarm attributes are listed and explained in Page 1.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	872456
Managed Object Class	IpworksDhcpv4



Attribute Name	Attribute Value
Source	ManagedElement=<Node Name>,SystemFunctions=1,Pm=1,PmJob=<PM Job name, default job is DHCPv4DefaultPmThresholdJob>,MeasurementReader=<Default is UnknownMsgTypeMr>:<hostname>
Specific Problem	DHCPv4, Unknown Message Type
Event Type	qualityOfServiceAlarm(11)
Probable Cause	x733ThresholdCrossed(351)
Additional Text	The alarm is raised when requests from clients that are in wrong message format are incremented beyond a specified threshold on expiration of a given time interval.;uuid:<Product_UUID> ⁽¹⁾
Perceived Severity	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 clear this alarm.

2.1 Checking Machine Status

Do the following:

1. Control the Unknown Type DHCPv4 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 Unknown Type DHCPv4 query falls below the predefined 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.