

ENUM, Server Failed to Start

IPWorks

OPERATING INSTRUCTIONS

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ENUM, Server Failed to Start



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is issued when ENUM server fails to start.

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
ENUM configuration error occurs.	The alarm is issued when ENUM server fails to start.	The attribute ipv4address of the MO Enum Server is configured incorrectly.	ENUM server	ENUM server fails to work.	See Section 2.2 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	856065
Managed Object Class	ipworksEnum
Source	ManagedElement=<Node Name>,SystemFunctions=1,Fm=1,FmAlarmModel=IpworksEnum,FmAlarmType=ipworksEnumServFatalError,HostName=<Hostname>,IpworksEnum
Specific Problem	ENUM, Server Failed to Start
Event Type	processingErrorAlarm(10)
Probable Cause	x733ConfigurationOrCustomizationError(307)



Attribute Name	Attribute Value
Additional Text	The server was unable to start because the initialization process encountered a non-recoverable error.;uuid:<Product_UUID> ⁽¹⁾
Perceived Severity	Critical

(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 when this alarm is received.

2.1 Analyzing the Alarm

Do the following at the maintenance center:



1. Configure ENUM server.
2. Check ENUM license.

2.2 Configuring ENUM server

To clear the alarm, perform the following steps:

1. Log on to the ECLI interface.

```
# ssh <username>@<SC-1 or SC-2 IP Address> -p 22 -t -s cli
```

2. Configure the MO EnumServer.

```
>ManagedElement=1,IpworksFunction=1,IpworksDnsRoot=1  
,IpworksEnumRoot=1,EnumServer=1  
(EnumServer=1)>configure  
(config-EnumServer=1)>ipv4Address=0.0.0.0  
(config-EnumServer=1)>commit  
(config-EnumServer=1)>exit
```

3. Restart the ENUM service to make the change take effect.

```
# ipw-ctr stop enum <hostname>  
# ipw-ctr start enum <hostname>
```

4. If this alarm still exists, consult the next level of maintenance support. Further actions are outside the scope of this instruction.