

DHCPv4, Failover Network Disconnect

Operating Instructions



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1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

This alarm is issued when DHCPv4 server detects that its network connection to peer DHCPv4 server is no longer established.

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
The peer DHCPv4 server is down.	DHCPv4 peer server is down or not running normally.	Peer DHCPv4 server is down.	DHCPv4 server	The failover mechanism of DHCPv4 cannot implement.	See Section 2.1 Restarting peer DHCPv4 server on page 3
Network disconnection.	DHCPv4 server lost network connection to its peer server.	Network issue.	Network	The failover mechanism of DHCPv4 cannot implement.	See Section 2.2 Troubleshooting Network Issues 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	872453
Managed Object Class	IpworksDhcpv4
Source	ManagedElement=<Node Name>,SystemFunctions=1,Fm=1,FmAlarmModel=ipworksDHCPv4,FmAlarmType=ipworksDhcpv4FailoverNetworkDisconnect,HostName=<PL hostname>



Attribute Name	Attribute Value
Specific Problem	DHCPv4, Failover Network Disconnect
Event Type	communicationsAlarm(2)
Probable Cause	x733LANError(325)
Additional Text	This alarm is raised when DHCPv4 server detects that its network connection to its peer is no longer established. This indicates that there is a network problem between the servers.;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
- 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 Restarting peer DHCPv4 server

Do the following:

1. Check the status of peer DHCPv4 server via “ipw-ctr”. For example:

```
# ipw-ctr status dhcp <PL hostname>
```
2. If the status is “down” or “need repaired”, repair DHCPv4 serve. For example:

```
# ipw-ctr repair dhcp <PL hostname>
```
3. Restart DHCPV4 server. For example:

```
# ipw-ctr restart dhcp <PL hostname>
```
4. If the peer DHCPv4 server can be restarted successfully, the alarm is cleared automatically.
5. Check the status of DHCPv4 server via “ipwcli”. For example:

```
# ipwcli
```



```
# IPWorks> show status dhcpv4server <DHCPv4 Server Name>
```
6. If the status is “running normal”, this alarm will be clear automatically.
7. If the alarm remains, consult the next level of maintenance support. Further actions are outside the scope of this instruction.

2.2 Troubleshooting Network Issues

Do the following:

1. Debug and troubleshoot the network 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.