

CIC Restarted

Cloud Execution Environment

OPERATING INSTRUCTIONS

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Contents

1	Introduction	1
1.1	Alert Description	1
1.2	Prerequisites	2
2	Procedure	3
2.1	Actions	3





1 Introduction

This instruction concerns the handling of an alert that does not require intervention.

1.1 Alert Description

The *CIC Restarted* alert is issued by the Managed Object (MO) *CIC*.

The alert is issued if one of the following conditions apply:

- The periodic supervision algorithm detects that one of the virtual Cloud Infrastructure Controllers (vCICs) has failed the availability test three consecutive times, and, following that, it passes the test and becomes available again within five minutes.
- Or a previously unknown vCIC passes the availability test for the first time.

The severity of the alert is *WARNING*.

The following is the consequence for the node if the alert is not solved:

- If two vCICs stop or enter maintenance mode, the third vCIC will stop as well.

The alert attributes are listed in Table 1.

Table 1 Alert Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	2031701
Managed Object Class	CIC
Managed Object Instance	Region=<name_of_the_region>, CeeFunction=1, CtrlDomain=1, CIC=<name_of_the_vCIC_host>
Specific Problem	CIC Restarted
Event Type	other (1)
Probable Cause	m3100Indeterminate(0)
Additional Text	N/A
Severity	WARNING (6)



1.2 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedure.

1.2.1 Documents

Not applicable.

1.2.2 Tools

No tools are required.

1.2.3 Conditions

Before starting this procedure, ensure that the alert was not issued due to ongoing planned maintenance.

If the alert was issued due to ongoing planned maintenance, no further actions are required.



2 Procedure

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

2.1 Actions

When this alert is issued, the vCIC has already recovered. Normally, no further actions are necessary. In this case, exit this procedure.

If the alert is issued for the same vCIC frequently, perform the following:

1. Collect troubleshooting data as described in the *Data Collection Guideline*. For alert-specific logs, refer to the Table *Data Collection for Alarms and Alerts* in the *Data Collection Guideline*.

2. Consult the next level of maintenance support.

Further actions are outside the scope of this instruction.

3. The job is completed.