

VM Unavailable

Cloud Execution Environment

OPERATING INSTRUCTIONS

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VM Unavailable



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The *VM Unavailable* alarm is a primary alarm. The alarm is issued by the Managed Object (MO) VM.

The alarm is issued for a Virtual Machine (VM) when the compute node, where the VM is running, becomes unavailable. The alarm is issued for all VMs that are hosted on the compute node failing the periodical availability test three consecutive times. Alarms are also issued for VMs which are in `ERROR` state. Only VMs that have the High Availability (HA) policy set to `ha-offline` are evacuated.

The severity of the alarm is `MINOR`.

The possible alarm causes and fault locations are explained in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
The evacuation of a VM has started. Or the VM became unavailable and the HA policy was not set to <code>ha-offline</code> .	The VM became unavailable due to the failure of the compute node it was running on. This can be a temporary fault if the VM has a HA policy defined. In this case the Cloud Execution Environment (CEE) starts the automated recovery procedure. If no HA policy was defined for the VM, it can be a permanent fault, as the automated recovery process will not start.	The compute node, on which the VM is running, has failed the periodical availability test three consecutive times.	Compute node	The VM is temporarily or permanently not available for the tenant.

The alarm attributes are listed in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193



Attribute Name	Attribute Value
Minor Type	2031702
Managed Object Class	VM
Managed Object Instance	Region=<name_of_the_region>, CeeFunction=1, Tenant=<tenant_uuid>, VM=<vm_uuid>
Specific Problem	VM Unavailable
Event Type	other (1)
Probable Cause	underlayingResourceUnavailable (165)
Additional Text	{"host": <hostname_of_the_node>}
Severity	MINOR (5)

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

No conditions.



2 Procedure

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

2.1 Actions

Normally, no actions are required when the *VM Unavailable* alarm is issued, since the automatic recovery, in case the `ha-policy` is defined, is performed by the CEE through VM evacuation. The alarm ceases automatically when the VM becomes available again.

If the evacuation of the VM fails and the VM cannot be recovered, a *VM Evacuation Failed* alarm is issued.

If policy settings prevent evacuation, the VM will not be evacuated. However, if the `ha-policy` is set to `managed-on-host`, the VM will be recovered when the host is online again.

For more information about the *VM Evacuation Failed* alarm, refer to *VM Evacuation Failed*.



3 Additional Information

The alarm is ceased for a VM in the following situations:

- The evacuation is finished, and the VM became available again.
- Or the evacuation was unsuccessful, but the VM is recovered manually and became available again.
- Or the VM is recovered automatically after the host is up again.