

Complete CIC Service Restarted

Cloud Execution Environment

OPERATING INSTRUCTIONS

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Complete CIC Service Restarted



1 Introduction

This instruction concerns the handling of an alert that requires intervention.

1.1 Alert Description

The *Complete CIC Service Restarted* alert is issued for a region by the Managed Object (MO) `CtrlDomain` when the periodic uptime measurements show that the uptime for all three virtual Cloud Infrastructure Controllers (vCICs) has decreased, which means that all vCICs have been simultaneously unavailable.

Note: Since the *Complete CIC Service Restarted* alert already includes the information that each vCIC node has been restarted, the *CIC Restarted* alert is not issued for the individual vCIC nodes in this case.

The severity of the alert is `WARNING`.

The alert attributes are listed in Table 1.

Table 1 Alert Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	2031671
Managed Object Class	<code>CtrlDomain</code>
Managed Object Instance	Region=<name_of_the_region>, CeeFunction=1, CtrlDomain=1
Specific Problem	Complete CIC Service Restarted
Event Type	other (1)
Probable Cause	<code>m3100Indeterminate(0)</code>
Additional Text	N/A
Severity	<code>WARNING (6)</code>

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 following conditions are met:

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

Perform the following:

1. Inspect whether there are other active alarms or alerts issued for the host.

If there are other alarms or alerts issued for the host, resolve them.

2. Inspect whether there are other active alarms or alerts present in the system by performing a health check.

For more information about the health check procedure, refer to *Health Check Procedure*.

If the alert is not issued due to a planned CIC service restart, it is possible that underlying hardware problems cause the alert.

In this case, proceed to Step 3.

3. Contact the next level of maintenance support.



Further actions are outside the scope of this instruction.

4. The job is completed.