

Ethernet Port Aggregator Fault

Cloud Execution Environment

OPERATING INSTRUCTIONS

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Contents

1	Introduction	1
1.1	Alarm Description	1
1.2	Prerequisites	2
2	Procedure	3
2.1	Analyzing the Alarm	3
2.2	Actions	3
3	Additional Information	5





1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is issued by the Managed Object (MO) `Aggregator`. The severity of the alarm is `CRITICAL`.

This alarm is issued if the connection to the affected network is lost on both physical ports.

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

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Aggregator is down	The connection to the affected network is lost on all physical network ports.	<ul style="list-style-type: none"> • Hardware fault • Network fault • External switch infrastructure reboot 	<ul style="list-style-type: none"> • Server • Ethernet network • External switch infrastructure 	The server has lost all connectivity on the affected network.

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

- The connection of the affected network is lost.

The alarm attributes are listed in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	2031682
Managed Object Class	Aggregator
Managed Object Instance	Region=<name_of_the_region>, CeeFunction=1, Node=<hostname_of_the_node>, Network=<network>, Aggregator=<aggr>
Specific Problem	Ethernet Port Aggregator Fault



Attribute Name	Attribute Value
Event Type	communicationsAlarm (2)
Probable Cause	m3100LossOfSignal(8)
Additional Information	Name of the physical network port
Additional Text	Network=<network>, Aggregator=<aggr>; ⁽¹⁾ uuid=<HW_UUID_of_cor responding_server>
Severity	CRITICAL (3)

(1) The format of this field is expected to change in CEE R6.

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 the following documents were read:

- *System Safety Information*
- *Personal Health and Safety Information*
- Documentation for the node management tool

1.2.2 Tools

Before starting, ensure that the following tool is available:

- Management tool for the node configuration

1.2.3 Conditions

Before starting this procedure, ensure that the following conditions are met:

- No hardware reconfiguration is in progress.
- No system update is in progress.
- The network plan of the site is available.



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. With the help of the information contained by the alarm and by using Table 3, identify the affected network, the aggregator for which the alarm raised, and the related Ethernet port alarms.

Table 3 Ethernet Ports and Aggregators

Network	Aggregator	Ethernet Port
Traffic	traffic	1
		2
Storage	storage	1
		2

Note: This alarm is not raised for the control network.

2. Check the *Ethernet Port Fault* alarms in the alarm list.

The following scenarios are possible:

- If the *Ethernet Port Fault* alarm is active for both Ethernet ports belonging to the aggregator, then continue the troubleshooting with Section 2.2 on page 3.
 - Otherwise, continue with Step 3.
3. Collect troubleshooting data as described in the *Data Collection Guideline*. For alarm-specific logs, refer to the table *Data Collection for Alarms and Alerts* in the *Data Collection Guideline*.
 4. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
 5. The job is completed.

2.2 Actions

Do the following:



1. Using the *Ethernet Port Fault* operational instruction, troubleshoot the related two *Ethernet Port Fault* alarms.
2. Perform the relevant action:
 - If the alarm ceases, exit this procedure.
 - If at least one of the *Ethernet Port Fault* alarms ceased, but the *Ethernet Port Aggregator Fault* alarm is still active, continue with Step 3.
3. Collect troubleshooting data as described in the *Data Collection Guideline*. For alarm-specific logs, refer to the Table *Data Collection for Alarms and Alerts* in the *Data Collection Guideline*.
4. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
5. The job is completed.



3 Additional Information

This kind of problem can occur in the control network as well, but in this case no alarm is received since control network connectivity is necessary for receiving alarms.