

Service Permanently Stopped

Cloud Execution Environment

OPERATING INSTRUCTIONS

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Service Permanently Stopped



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The *Service Permanently Stopped* alarm is issued if a service operating at a vCIC or Compute node is stopped permanently.

The possible alarm cause and the corresponding fault reasons, fault locations and impacts are described in Table 1.

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
The service indicated in the <i>Service</i> field of the <i>Managed Object Instance</i> attribute stopped permanently.	The service monitoring functionality has detected that the service indicated in the <i>Service</i> field of the <i>Managed Object Instance</i> attribute stopped permanently.	<ul style="list-style-type: none"> • Misconfiguration • Other undetermined reasons 	The vCIC or Compute node indicated in the <i>Node</i> field of the <i>Managed Object Instance</i> attribute	<p>In case a service is running in active-active mode (for example, nova-api) on vCIC, the corresponding performance is lower and the impacted functions do not operate.</p> <p>In the case of a local service (for example, nova-compute service), the function does not work at all on the node.</p>

Note: The alarm can appear as a result of the maintenance activity.

The alarm attributes are listed in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	2031715



Attribute Name	Attribute Value
Managed Object Class	Service
Managed Object Instance	Region=<name_of_the_region>, CeeFunction=1, Node=<hostname_of_the_node>, Service=<service_name>
Specific Problem	Service Permanently Stopped
Event Type	processingErrorAlarm (4)
Probable Cause	softwareProgramAbnormallyTerminated (100545)
Additional Text	On node <hostname_of_the_node> <service_name> has been permanently stopped.
Severity	MAJOR (4)

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 condition is met:

- The alarm was not issued due to ongoing planned maintenance. If the alarm was issued due to ongoing planned maintenance, no further actions are required.



2 Procedure

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

Do the following:

1. If the affected node is not a Compute node, continue with Step 3.
2. If the fault is detected at a Compute node, perform the relevant action:
 - a. If the alarm is not issued by the `nova-compute` service, try to move the virtual machines (VMs) by using the following command with the `<hostname_of_the_node>` reported in the alarm:

```
for VM in $(nova list --host <hostname_of_the_node>); do nova forcemove $VM; done
```

- b. If the alarm is issued by the `nova-compute` service, log on to the affected Compute node as root and reboot it:

```
ssh root@<Compute_node>
reboot -f
```
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.