

VMs Restarted due to vSwitch Restart

Cloud Execution Environment

OPERATING INSTRUCTIONS

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VMs Restarted due to vSwitch Restart



1 Introduction

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

1.1 Alert Description

The alert is issued when the Virtual Machines (VMs) are restarted after a virtual Switch (vSwitch) failure in the Cloud Execution Environment (CEE). The alert is issued by the Managed Object (MO) `Node`.

The severity of the alert is `MAJOR`.

The possible alert causes, corresponding fault reasons, fault locations, and impacts are described in Table 1.

Table 1 Alert Causes

Alert Cause	Description	Fault Reason	Fault Location	Impact
VMs have restarted	The alert is issued when all VMs running on the given Compute node are restarted after a vSwitch restart.	vSwitch restart	Compute node	Risk of data loss

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

The alert attributes are listed in Table 2.

Table 2 Alert Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	2031711
Managed Object Class	Node
Managed Object Instance	Region=<name_of_region>, CeeFunction=1, Node=<hostname_of_the_node>
Specific Problem	VMs Restarted due to vSwitch Restart
Event Type	other (1)



Attribute Name	Attribute Value
Probable Cause	m3100Indeterminate(0)
Additional Text	On node <hostname_of_the_node> all running VMs had to be restarted.
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 alert was not issued due to a planned restart of the Cloud SDN Switch (CSS) or the Compute node.

If the alert was issued due to an ongoing planned restart, 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 VMs have already recovered. Normally, no further actions are necessary.



If the alert is issued several times for the same Compute node during a 24-hour period, perform the following:

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