

# Complete CIC Service Restarted

Cloud Execution Environment

OPERATING INSTRUCTIONS

**Copyright**

© Ericsson AB 2016–2018. All rights reserved. No part of this document may be reproduced in any form without the written permission of the copyright owner.

**Disclaimer**

The contents of this document are subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson shall have no liability for any error or damage of any kind resulting from the use of this document.

**Trademark List**

All trademarks mentioned herein are the property of their respective owners. These are shown in the document Trademark Information.



# Contents

<b>1</b>	<b>Introduction</b>	<b>1</b>
1.1	Alert Description	1
1.2	Prerequisites	1
<b>2</b>	<b>Procedure</b>	<b>2</b>
2.1	Actions	2



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	<code>Region=&lt;name_of_the_region&gt;, CeeFunction=1, CtrlDomain=1</code>
Specific Problem	Complete CIC Service Restarted
Event Type	other (1)
Probable Cause	<code>m3100Indeterminate(0)</code>
Additional Text	N/A
Severity	WARNING (6)

## 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 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 the host: if there are other alerts or alarms issued for the host, resolve them.

For more information, refer to the relevant alarm OPI document.

2. Inspect the system: if there are other alerts or alarms present in the system, perform a health check.

For more information, refer to [Health Check Procedure](#).

3. If the alert is issued due to a planned CIC service restart, exit this procedure.

If the alert is not issued due to a planned CIC service restart, underlying hardware problems can be causing the alert. In this case, collect troubleshooting data as described in the [Data Collection Guideline](#).

4. Contact the next level of maintenance support. Further actions are outside the scope of this instruction.
5. The job is completed.