

# NeLS Server Communication Problem

Cloud Execution Environment

OPERATING INSTRUCTIONS

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# 1 Introduction

This instruction concerns alarm handling.

## 1.1 Alarm Description

The NeLS Server Communication Problem alarm is issued by the Managed Object (MO) `License` if the Network License Server (NeLS) is not available. The following scenarios are possible:

- No NeLS server is available for the Cloud Execution Environment (CEE) region.
- The NeLS server is not accessible due to network port/IP or routing issues.
- The NeLS server is not accessible, because no TLS certificates are installed yet.
- The NeLS server is not accessible, because one or both of the TLS certificates are expired.

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

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
NeLS server is not available	Alarm is issued when communication with the NeLS server has failed	<ul style="list-style-type: none"><li>• No NeLS server is installed yet</li><li>• NeLS server is not available due to network or routing issues</li><li>• No TLS certificates are installed yet</li><li>• One or both TLS certificates have expired</li></ul>	<ul style="list-style-type: none"><li>• NeLS node</li><li>• Network</li><li>• vCIC</li></ul>	Alarm remains until NeLS server connection becomes available

**Note:** The NeLS Server Communication Problem alarm is issued together with the Expiring Certificate alarm, in case the installed TLS certificates are expired. For more information, refer to the document [Expiring Certificate](#).

The consequence for the node is the following, if the alarm is not solved: as NeLS connection is not mandatory in CEE 6, having an active NeLS Server Communication Problem alarm does not necessarily mean lost connection or any



other restrictions. The alarm remains until the NeLS server connection becomes available.

The alarm attributes are listed in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	2031819
Managed Object Class	Certificate
Managed Object Instance	Region=<name_of_the_region>, CeeFunction=1, CtrlDomain=1, License=1
Specific Problem	NeLS server communication problem
Event Type	communicationsAlarm (2)
Probable Cause	connectionEstablishmentError (22)
Additional Text	NeLS server is unavailable due to network or routing issues or not installed yet <sup>(1)</sup>  or  No valid TLS certificates are available <sup>(2)</sup>
Severity	MAJOR (4)

(1) Issued if the NeLS server is unavailable.

(2) Issued if certificates are missing or expired.

## 1.2 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedure.

### 1.2.1 Documents

Ensure that the following documents have been read:

- CEE document Runtime Configuration Guide
- CEE document SW Installation in Single Server Deployment or SW Installation in Multi-Server Deployment
- NeLS document Certificate Management, Reference [1]



### 1.2.2 Tools

No tools are required.

### 1.2.3 Conditions

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

- Valid TLS certificates are available. For more information, refer to NeLS document [Certificate Management](#) and CEE document [Runtime Configuration Guide](#).
- In case of single server deployment, vFuel is enabled.

## 2 Procedure

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

- If no NeLS server is installed yet, see Section 2.1 on page 3.
- If the NeLS server is not available due to network issues, see Section 2.2 on page 3.
- If no TLS certificate is installed yet, see Section 2.3 on page 3.
- If one or both TLS certificates have expired, see Section 2.4 on page 4.

Finish the procedure by carrying out the steps in Section 2.5 on page 4.

### 2.1 Install NeLS Server

If no NeLS server is installed, contact the next level of maintenance support.

**Note:** For more information about NeLS architecture, refer to NeLS Technical Product Description, Reference [2].

In CEE 6 NeLS connection is not mandatory. If no NeLS server is installed, the NeLS Server Communication Problem alarm remains active.

### 2.2 Solve Network Issues

If NeLS server is not available, check that network connection is available between the NeLS server and the CEE region.



## 2.3 Install TLS Certificate

If no TLS certificate has been installed yet, perform the procedure described in section [Configure License Management in the Runtime Configuration Guide](#).

For more information about certificate management procedures, refer to the NeLS document [Certificate Management, Reference \[1\]](#).

## 2.4 Replace Expired TLS Certificate

If one or both TLS certificates are expired, perform the procedure described in section [Configure License Management in the Runtime Configuration Guide](#).

## 2.5 Post Actions

After replacing the certificate, do the following:

1. Wait for the alarm to cease. This can take up to 30 minutes.

The following scenarios are possible:

- The procedure was successful, the alarm ceases.

If the alarm ceases, exit this procedure.

- Or the procedure did not solve the problem.

In this case, proceed to Step 2.

2. Collect troubleshooting data as described in the [Data Collection Guideline](#).
3. Contact the next level of maintenance support. Further actions are outside the scope of this instruction.
4. The job is completed.





## Reference List

- [1] Certificate Management, 1551-CRA 119 1933
- [2] NeLS Technical Product Description, 221 02-AVA 901 45/2