

CM-HA Service Restarted

Cloud Execution Environment

OPERATING INSTRUCTIONS

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CM-HA Service Restarted



1 Introduction

This instruction concerns alert handling.

1.1 Alert Description

The CM-HA Service Restarted alert is issued when during a periodic check the Continuous Monitoring High Availability (CM-HA) memory consumption reaches a certain threshold and CM-HA is restarted. The threshold of CM-HA memory usage is 4 GB and the time period is one hour.

The severity of the alert is WARNING.

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
Memory utilization of CM-HA is high, and this triggers CM-HA restart.	The alert is sent when the memory utilization of CM-HA exceeds the threshold level. To free up memory, CM-HA restarts.	In some cases the Python interpreter does not free up memory used by CM-HA properly, and CM-HA needs to restart.	Controller nodes	System capacity can be degraded if memory utilization exceeds the threshold.

The alert attributes are listed in Table 2.

Table 2 Alert Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	2031714
Managed Object Class	CM-HA
Managed Object Instance	Region=<name_of_the_region>, CeeFunction=1, Node=<hostname_of_the_node>, Service=CM-HA
Specific Problem	CM-HA Service Restarted
Event Type	other (1)
Probable Cause	m3100Indeterminate (0)



Attribute Name	Attribute Value
Additional Text	CM-HA service is restarted because of its memory consumption reached the threshold value
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

No conditions.

2 Procedure

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

2.1 Actions

When the CM-HA Service Restarted alert is issued, CM-HA has already recovered. Normally, no further actions are necessary.

If the alert is observed more than once a week, perform the following:

1. Collect troubleshooting data as described 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.