

COM SA, AMF Component Instantiation Failed

COM Support Agents

OPERATING INSTRUCTIONS

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COM SA, AMF Component Instantiation Failed



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is a primary alarm. The alarm is issued by a service of the Core Middleware (Core MW) component, which is not modeled as a Managed Object (MO).

The alarm is issued when the AMF cannot successfully instantiate a software component.

Depending on the software component, a successful instantiation can, for example, encompass the following:

- A successful start of processes
- A successful creation of files
- A successful execution of commands

A software component instantiation can fail, either when encountering an error situation, or when it is unable to complete successfully within a specified time, and all subsequent attempts to revive the component did not resolve the issue.

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

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Software failure in the reported component.	The component AMF tries to instantiate does not acknowledge its successful instantiation in time.	The component is defect.	The component that fails to be instantiated.	The service the component provides is lost.
The High Availability (HA) configuration for the component is not correct.	The AMF configuration of the component is not correct, for example, defines an incorrect instantiation command or too short time for instantiation.	The AMF configuration for the component is defect.	The configuration of the component that fails to be instantiated.	

The alarm attributes are listed and explained in Table 2.



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	18568
Minor Type	131074
Source ⁽¹⁾	safApp=<*>, safSg=<*>, safSu=<*>, safComp=<*>
Specific Problem	COM SA, AMF Component Instantiation Failed
Event Type	processingErrorAlarm (4)
Probable Cause	x736UnspecifiedReason (418)
Additional Text	Instantiation of Component <LDAP DN of component> failed
Perceived Severity	major (4)

(1) As sent by Core MW in NTF alarm notification. It is changed when converted to FM model alarm.

Note: The alarm can appear as a result of initial installation or software upgrade.

1.2 Prerequisites

Before starting this procedure, ensure that the following documents have been read:

- *System Safety Information*
- *Personal Health and Safety Information*
- *COM Management Guide*



2 Procedure

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

For information on commands, provided by Core MW for handling Alarm Actions, refer to *Core MW Management Guide*.

2.1 Actions for All Causes

To cease the alarm:

1. Consult the next level of maintenance support for an analysis of the root cause to the component instantiation failure.
2. When the cause has been identified and relevant corrective measures have been taken, cease the alarm:

```
cmw-alarm-clear instantiation <Managed Object>
```

Here *<Managed Object>* is the DN of alarming object and given by the field source in the alarm.

3. Restart the software correctly:

```
cmw-node-reboot <hostname>
```

Here *<hostname>* is the hostname of the computer hosting the component for which instantiation failed.

4. Confirm that the alarm does not reappear.

If the alarm remains, consult the next level of maintenance support. Further actions are outside the scope of this instruction.