

Data Collection Guideline for CUDB

Operating Instructions

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Contents

1	Introduction	1
1.1	Revision Information	1
1.2	Related Information	2
1.3	Prerequisites	2
1.3.1	Documents	2
1.3.2	Conditions	3
2	Workflow	7
3	Mandatory Data	8
3.1	Data Collection	8
3.1.1	Collecting Application and Platform Logs	8
3.1.2	Copying Log Archive Files	10
3.1.3	Collecting SAF Logs	10
3.1.4	Collecting Additional Core Dump Files	11
3.1.5	Collecting Additional Logs	12
3.1.6	Describing Recent Activities	12
4	Data Collection for Specific Problem Types	14
4.1	BSP 8100	14
	Glossary	15
	Reference List	16





1 Introduction

The purpose of this document is to instruct what troubleshooting data is to be collected and enclosed in a Customer Service Request (CSR) in case a problem is experienced with the Ericsson Centralized User Database (CUDB).

1.1 Revision Information

Rev. A

This document is based on 3/1543-HDA 104 03/9 with the following changes:

- Terminology and hardware information updates throughout the document.
- [Collecting Additional Core Dump Files](#) on page 11: Updated command in [Step 4 in Section 3.1.4](#).

Rev. B

Other than editorial changes, this document has been revised as follows:

- Virtualization terminology updates throughout the document.

Rev. C

Other than editorial changes, this document has been revised as follows:

- [Obtaining Global DSG ID for Channel Replication](#) on page 5: Updated the command and the example.

Rev. D

Other than editorial changes, this document has been revised as follows:

- [Collecting Application and Platform Logs](#) on page 8: Updated the note regarding the `cudbCollectInfo` command.

Rev. E

Other than editorial changes, this document has been revised as follows:

- [Collecting Application and Platform Logs](#) on page 8: Updated logs and output regarding the `cudbCollectInfo` command.

Rev. F

Other than editorial changes, this document has been revised as follows:



- Updated Ericsson personnel information.

Rev. G

Other than editorial changes, this document has been revised as follows:

- Updated Ericsson personnel information.

Rev. H

Other than editorial changes, this document has been revised as follows:

- [Connecting to the Blade or VM of the CUDB Node](#) on page 4: Updated description with GEP7L, and moved the content of the section to [Connecting from an External Server with Serial Connection](#) on page 4 and [Connecting through the CUDB CLI](#) on page 4.

1.2 Related Information

Definition and explanation of acronyms and terminology, trademark information, and typographic conventions can be found in the following documents:

- CUDB Glossary of Terms and Acronyms
- Trademark Information
- Typographic Conventions

1.3 Prerequisites

This section describes the prerequisites for performing the data collection procedure.

1.3.1 Documents

Before starting this procedure, ensure that the following information or documents are available:

- This document.
- CUDB Troubleshooting Guide and CUDB Node Logging Events.
- All the documents referenced in the procedures below and listed in the [References](#) section.



1.3.2 Conditions

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

- The CUDB, database cluster, and BSP 8100 usernames and passwords are available.
- Log in to the CUDB node Command Line Interface (CLI). Refer to the CUDB CLI section of [CUDB System Administrator Guide](#) for information.
- Log in to the blade or Virtual Machine (VM) of the CUDB node (see [Connecting to the Blade or VM of the CUDB Node](#) on page 4 for more information).
- Obtain the local and global Data Store (DS) and DS Unit Group (DSG) ID allocation (see [Obtaining Local and Global DS and DSG ID Allocation](#) on page 5 for more information).
- Obtain the global DSG ID for channel replication (see [Obtaining Global DSG ID for Channel Replication](#) on page 5 for more information).
- For CUDB systems deployed on native BSP 8100, refer to the "Ericsson Command-Line Interface User Guide" document in the BSP 8100 CPI for more information.

The below sections describe how to establish the connections and fetch the required information listed above.

1.3.2.1 Naming Conventions

Several instructions in this document require the execution of a command manually. In such cases, the CUDB prompt is indicated as follows:

```
CUDB<node_id> SC_2_<x>#
```

In the above output, <node_id> represents the ID of the node to update, while SC_2_<x> represents the active System Controller (SC).

Note: Use the `cudbHaState` command as shown below to check the active controller for COM:

```
CUDB<node_id> SC_2_<x># cudbHaState | grep COM | grep ACTIVE
```

The output of the command must look similar to the below example:

```
CUDB<node_id> SC_2_<x># cudbHaState | grep COM | grep ACTIVE
COM is assigned as ACTIVE in controller SC-2
```



1.3.2.2 Connecting to the Blade or VM of the CUDB Node

For CUDB systems deployed on native BSP 8100, connection to the GEP3, GEP5 or Generic Ericsson Processor version 7, Low Power (GEP7L) boards is available either through serial connection, or through the CUDB CLI. For CUDB systems deployed on a cloud infrastructure, connection to the VMs is available only through CUDB CLI.

1.3.2.2.1 Connecting from an External Server with Serial Connection

Perform the following procedure to log in to a GEP3, GEP5 or GEP7L board of the CUDB node through serial connection:

Steps

1. Take note of the following default serial port parameters:
 - Baud rate: 115200.
 - Data bits: 8.
 - Parity: None.
 - Stop bits: 1.
 - Flow control: None.
2. Log in to the GEP3, GEP5 or GEP7L board. After a successful login, the prompt of the CUDB node is displayed.

1.3.2.2.2 Connecting through the CUDB CLI

Perform the following procedure to log in to the blade or VM of the CUDB node through the CUDB CLI:

Steps

1. Log in to the CUDB CLI as described in the CUDB CLI section of *CUDB System Administrator Guide*.
2. Establish an SSH connection to the blade or VM as follows:
 - Use `ssh PL_2_<x>` to connect to the payload blade or VM.
 - Use `ssh DS<x>_<x>` to connect to the DS.
 - Use `ssh PL<x>` to connect to the PLDB.



1.3.2.3 Obtaining Local and Global DS and DSG ID Allocation

Perform the following steps to obtain the local and global DS-DSG ID allocation:

Steps

1. Log in to the node for which the local and global mapping is determined.
2. Execute the following command:

```
CUDB<node_id> SC_2_<x># cudbManageStore -a -o status
```

The output of the command must be as follows:

```
CUDB<node_id> SC_2_<x># cudbManageStore -a -o status
cudbManageStore stores to process: p1 ds1 (in dsgroup1)
ds2 (in dsgroup2) ds3 (in dsgroup3) ds4 (in dsgroup4)
ds5 (in dsgroup5) ds6 (in dsgroup6) ds7 (in dsgroup7)
ds8 (in dsgroup8).
Store p1 in dsgroup 0 is alive and reporting status ACTIVE(2).
Store ds1 in dsgroup 1 is alive and reporting status ACTIVE(2).
Store ds2 in dsgroup 2 is alive and reporting status ACTIVE(2).
Store ds3 in dsgroup 3 is alive and reporting status ACTIVE(2).
Store ds4 in dsgroup 4 is alive and reporting status ACTIVE(2).
Store ds5 in dsgroup 5 is alive and reporting status ACTIVE(2).
Store ds6 in dsgroup 6 is alive and reporting status ACTIVE(2).
Store ds7 in dsgroup 7 is alive and reporting status ACTIVE(2).
Store ds8 in dsgroup 8 is alive and reporting status ACTIVE(2).
cudbManageStore command successful.
```

Results

In this specific case, the local DS 1 belongs to the global DSG 1.

Refer to [CUDB Subscription Reallocation](#) for more information on DSG ID allocation.

1.3.2.4 Obtaining Global DSG ID for Channel Replication

Execute the `cudbSystemStatus` command from one of the SCs as follows to obtain the global DSG IDs:

```
CUDB<node_id> SC_2_<x># cudbSystemStatus -R
```

The output of the command must be similar to the below example:

```
CUDB<node_id> SC_2_x# cudbSystemStatus -R
```

```
Execution date: Mon Mar 20 11:06:39 CET 2017
Checking Replication Channels in the System:
Node      | 48 | 49
```



```

=====
PLDB ____|__M__|__S1_
DSG 1 ____|__M__|__S1_
DSG 255 |__M__|__S2_
Printing Detailed Replication Status for the Slave Replicas:
Node 48:
    There are no Slave clusters
Node 49:
Replication in DSG0(Chan=1.... Up -- Delay = 0.0 seconds, no. of  →
pending changes = 0
Replication in DSG1(Chan=1.... Up -- Delay = 0.0 seconds, no. of  →
pending changes = 0
Replication in DSG255(Chan=2) .... Up -- Delay = 0.0 seconds,    n →
o. of pending changes = 0

```

The output of the command with a faulty replication status must be similar to the below example:

```

CUDB<node_id> SC_2_x# cudbSystemStatus -R
Execution date: Mon Mar 20 11:14:23 CET 2017
Checking Replication Channels in the System:
Node      | 48      | 49
=====
[-E-]     PLDB ____|__Xu_|__Xm_
[-E-]     DSG 1 ____|__Xu_|__M__
[-E-]     DSG 255 |__Xu_|__M__
           [-E-] [-E-]
Printing Detailed Replication Status for the Slave Replicas:
Node 48:
    There are no Slave clusters
Node 49:
    There are no Slave clusters

```

This specific case, has a problem with replication on node 48.

In this specific case, the global DSG ID 8 has problems with the replication in node 109.



2 Workflow

The workflow for collecting troubleshooting data is as follows:

Steps

1. Collect mandatory data that is needed in connection with any problems experienced. See [Mandatory Data](#) on page 8 for more information on collecting mandatory data.
2. Collect other useful information if available within an acceptable amount of time and effort.



3 Mandatory Data

This section describes how to collect data that is mandatory for every type of problems related to CUDB.

The data described in this section must always be included in a CSR.

3.1 Data Collection

To collect the required data, perform the following procedure:

Steps

1. Collect all application and platform logs with the `cudbCollectInfo` command.
2. Make a copy of the log archive directory for later use. See [Copying Log Archive Files](#) on page 10 for more information.
3. Collect the SAF logs with the `cmw-collect-info` command.
4. Collect additional core dump files. See [Collecting Additional Core Dump Files](#) on page 11 for more information.
5. Collect additional logs required for the CSR. See [Collecting Additional Logs](#) on page 12 for more information.
6. Collect all recent activities that can have an impact on the behavior of the CUDB system. See [Describing Recent Activities](#) on page 12 for more information.
7. Collect logs using the `cudbGetLogs` script. Refer to CUDB Logchecker for more information.

After This Task

The exact procedures to perform for the above points are described in the following sections in more detail.

3.1.1 Collecting Application and Platform Logs

The `cudbCollectInfo` script collects logs from the whole CUDB system, including the following:

- `BC_CLIENT`: Data stored in the BC cluster.
- `BC_SERVER`: Blackboard Coordination Server (BC Server) logs.



- CLUSTER_CONFIG: Cluster configuration log.
- COLLECT_INFO: Core MW and system log files for each blade or VM from the active SC.
- PERFORMANCE_MEASUREMENT: CUDB performance and counter measurements.
- DDCI: Consistency Check logs.
- ESA: Ericsson SNMP Agent (ESA) logs.
- EVIP: Evolved Virtual IP (eVIP) logs.
- LDAPFE: Lightweight Directory Access Protocol (LDAP) Front End (FE) logs.
- NDB_ERROR_REPORTER: Network database cluster logs.
- SYSTEM_MONITOR: System Monitor (SM) logs.
- SYSTEM_STATUS: System status logs.
- UPGRADE: Logs stored in the cudbUpgradeWorkDir directory and AIT log stored in ait-apr9010496_1 directory.

Perform the following steps to collect the above logs:

Steps

1. Log in to the CLI of the CUDB node as described in the CUDB CLI section of CUDB System Administrator Guide.
2. Execute cudbCollectInfo as follows:

CUDB<node_id> SC_2_<x># **cudbCollectInfo**

Note: The execution of cudbCollectInfo takes approximately 5-20 minutes.

cudbCollectInfo is a system-level command, executed on all nodes automatically. Therefore, only one system-wide cudbCollectInfo command can be executed in the CUDB system at a time .

3. Copy the resulting file from the CUDB node. The file must be located in the following folder:

/local/tmp/cudb_collect_info_<date>-<time>.c

Results

The output of the command must be similar to the below example:



```
CUDB_47 SC_2_1# cudbCollectInfo
```

```
Creating dir for node 47 (/local/tmp/cudb_collect_info_20171003-153852/47→
) ... OK
Creating dir for node 101 (/local/tmp/cudb_collect_info_20171003-153852/1→
01) ... OK
Creating dir for node 105 (/local/tmp/cudb_collect_info_20171003-153852/1→
05) ... OK
Creating dir for node 106 (/local/tmp/cudb_collect_info_20171003-153852/1→
06) ... OK
```

```
Waiting 47 to finish ... OK
Waiting 101 to finish ... OK
Waiting 105 to finish ... OK
Waiting 106 to finish ... OK
```

```
CREATING ARCHIVE ... OK
Encrypting archive ... OK
Removing unencrypted archive ... OK
```

```
REMOVING RAW DATA ... OK
Fetch the file: /local/tmp/cudb_collect_info_20171003-153852.c
```

Note: The output file has a `.c` extension if the default encryption is enabled. If the default encryption is disabled, the file extension is `.tar.gz` instead. The GNU Privacy Guard (GPG) encryption of the `.tar.gz` file can be disabled by executing the `cudbCollectInfo -e` command.

The size of log files is generally between 100-900 MB. For example, in a three-node system with 8 DSGs, the size of the collected information is approximately 600 MB, which includes all collected logs from all three nodes.

For further information about the use of the command, execute it with the help switch (`cudbCollectInfo -h`), or refer to [CUDB Node Commands and Parameters](#).

3.1.2 Copying Log Archive Files

Copy the log archive files to an external repository (for example, with the `scp` command), then send the relevant ones to support if requested. The log archive files are located on the SC in the following directory:

```
/local/cudb_logarchive/
```

3.1.3 Collecting SAF Logs

Perform the following steps to collect the SAF logs:

Note: To extract all logs related to the platform, send the command from an SC to generate a compressed file in the current directory.



Steps

1. Log in to the CLI of the CUDB node as described in the CUDB CLI section of CUDB System Administrator Guide.
2. Execute the `cmw-collect-info` command as follows:

```
CUDB<node_id> SC_2_<x># cmw-collect-info <filename>
```

3.1.4

Collecting Additional Core Dump Files

The `cudbCollectInfo` command lists the core dumps only. Perform the following steps to collect additional dump files.

Steps

1. Log in to the CLI of the CUDB node as described in the CUDB CLI section of CUDB System Administrator Guide.
2. List the core dump files of the `/cluster/dumps` directory (where SC and PL_2_5 write them) and the `/local2/dumps` directory (for the rest of the payload blades or VMs) with the following commands:

```
CUDB<node_id> SC_2_<x># ls -lat /cluster/dumps/
```

```
CUDB<node_id> PL_2_<x># ls -lat /local2/dumps/
```

Note: PL_2_x stands for all payload blades or VMs except PL_2_5.

The command output must be similar to the example below:

```
CUDB45 SC_2_1# ls -lat /cluster/dumps/
total 16672
drwxr-xr-x 27 root root      4096 Oct 24 15:57 ..
drwxr-xr-x  2 root root      8192 Oct  5 16:54 .
-rw-----  1 root root 11407360 Oct  5 16:54\
ncs_scap.14942.SC_2_2.core
-rw-----  1 root root 180662272 Oct  3 17:56
cudb_LdapFeMoni.15701.SC_2_2.core
-rw-----  1 root root 130125824 Oct  3 17:56\
cudb_LdapFeMoni.8446.SC_2_2.core
```

3. List the `slapd gdb` files of the `/cluster/dumps` directory (for any blade or VM) with the following command:

```
CUDB<node_id> SC_2_<x># ls -lat /cluster/dumps/ | grep gdb_slapd
```

4. Copy the core dump files and `slapd gdb` files whose timestamps are dated around the incident. Use the following command to do so (an external server is recommended for copying):



```
SC_2_1# scp -l <bandwidthlimit_in_kbps> /path/to/file  
username@remote_host:/path/to/file
```

The recommended value for <bandwidthlimit_in_kbps> is 10000.

3.1.5 Collecting Additional Logs

Use the following commands to collect additional logs:

```
tar -czvf /cluster/home/commandlog.tar.gz /var/log/*/commandlog* /var/log/*/kernel*
```

```
tar -czvf /cluster/home/prmaint.tar.gz /home/cudb/monitoring/preventiveMaintenance/
```

```
cluster alarm -a -l --full
```

3.1.6 Describing Recent Activities

The problematic behavior of the CUDB system may be caused by certain activities that occurred (or were executed) in the system days or weeks before the problem occurred.

Therefore, check if any of the activities listed below took place during the last 2-4 weeks before the problem appeared. If so, then try to obtain as much information, logs, and documents as possible to facilitate troubleshooting.

[Table 1](#) shows the activities that must be taken into consideration when collecting additional information, if applicable.

Table 1 Recent Activities

Activity	CUDB Nodes / CUDB System Level	UDC Solution Level (FEs Connected to the CUDB System, Provisioning System, Other Nodes Connected)	IP Network (Site Routers, Switches, Backbone Connecting the CUDB Nodes) ⁽¹⁾	Other
Upgrade or Update	X	X	X	X
Configuration Change	X	X	X	X
Provisioning-related Activities	X	X		



Activity	CUDB Nodes / CUDB System Level	UDC Solution Level (FEs Connected to the CUDB System, Provisioning System, Other Nodes Connected)	IP Network (Site Routers, Switches, Backbone Connecting the CUDB Nodes) ⁽¹⁾	Other
Schema Change	X	X		
HW Replacement or Expansion	X	X	X	X
Change in the Amount of Subscribers in the System	X	X		
Script or Tool Execution	X	X	X	X

(1) For CUDB systems deployed on native BSP 8100.



4 Data Collection for Specific Problem Types

This section describes the data to be included in a CSR, depending on what type of problem is experienced.

4.1 BSP 8100

For CUDB systems deployed on native BSP 8100, perform the data collection procedure described in the "Data Collection Guideline for BSP" document in the BSP 8100 CPI, if the experienced problem is related to BSP 8100.



Glossary

For the terms, definitions, acronyms and abbreviations used in this document, refer to CUDB Glossary of Terms and Acronyms



Reference List

CUDB Documents

1. CUDB Glossary of Terms and Acronyms
2. Trademark Information
3. Typographic Conventions
4. CUDB Troubleshooting Guide
5. CUDB Node Logging Events
6. CUDB System Administrator Guide
7. CUDB Subscription Reallocation
8. CUDB Logchecker
9. CUDB Node Commands and Parameters