

# Application Counters, Fault In Subscriber Statistic Application

Ericsson Centralized User Database

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## OPERATING INSTRUCTION

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# 1 Overview

This document describes the procedures to take in case the CUDB system raises the Application Counters, Fault In Subscriber Statistic Application alarm.

## 1.1 Description

This alarm is raised when it is not possible to get application counters.

The alarm attributes are listed and explained in Table 1.

*Table 1 Alarm Attributes*

Attribute Name	Attribute Value
Auto Cease	Yes
Module	APPLICATION-COUNTERS
Error Code	1
Timestamp First	Date and time when the alarm was raised for the first time.
Repeated Counter	Number which indicates how many times the alarm was raised.
Timestamp Last	Date and time of the most recent alarm raise.
Resource ID	.1.3.6.1.4.1.193.169.8.1.<DG>.<CGL>.<CG>
Alarm Model Description	Fault retrieving subscriber statistics, Application Counters.
Alarm Active Description	Application Counters: fault retrieving subscriber statistics for <info> in Group counter FN[(Couldn't get slave SDL list or master list.)].
ITU Alarm Event Type	processingErrorAlarm (4)
ITU Alarm Probable Cause	applicationSubsystemFailure (158)
ITU Alarm Perceived Severity	(4) - Major
Originating source IP	Node IP where the alarm was raised.
Sequence Number	Number which indicates the order in which the alarms are raised.

In Table 1, the indicated variables are as follows:

- <DG> is the Data Store Unit Group (DSG) or the Processing Layer Database (PLDB) whose application counters could not be retrieved, starting from 0 (PLDB) to the maximum number of DSGs in the system.
- <CGL> is the number of characters in the counter group name.
- <CG> is the name of the counter group to process. The output lists the letters of the file name without extension in ASCII code. For example:



71.82.80.95.65.76.76.66.83.71 stands for GRP\_ALLBSG.

- `<info>` is :
  - The number of the affected DSG indicated as DS-group # `<DG>`. The value of `<DG>` is between 1 and the maximum number of DSGs in the system.
  - PLDB
- FN is the name of the file that contains the counter group to process.

**Note:** In the Alarm Active Description, the Couldn't get slave SDL list or master list part is optional. The Alarm Active Description contains this part only if the system cannot obtain the master list and the status of all the replicas in the CUDB system from the Blackboard Coordination (BC) Cluster. In this case, the Resource ID field contains `<DG>=0`, while the value of `<info>` in the Alarm Active Description field is PLDB.

Other possible messages in the Active Alarm Description field are listed in Table 2.

*Table 2 Active Alarm Description Messages*

Message	Description
The application counter's configuration file does not exist.	The counter configuration file does not exist.
The expected application counter's database/table/column is not found.	Impossible to get information from the counter configuration file.
Couldn't update PL counters table.	Impossible to write generated counters or clear information stored in PLDB.
Couldn't connect to PL tables.	The communication with the PLDB on the local node cannot be established.
There are some nodes without master	One or more DSG are without master.
Error application counters trap for PL.	Impossible to execute the stored procedure.
Error application counters trap for DS#{dsg}.	Impossible to execute the stored procedure.

For further information about the above descriptions, refer to *CUDB Node Fault Management Configuration Guide*, Reference [1].

The possible causes for the error messages are as follows:

- No communication with the BC cluster.
- No communication with PLDB.
- No communication with the slave DSG replica.
- In case only one replica of the affected DSG exists in the system, no communication with this single replica is present in the system.



- An error occurred in the DSG involved in the application counters process:
  - No communication with the cluster of the DSG chosen to calculate the application counters.
  - No communication with the server belonging to the chosen DSG that contains the stored procedure to calculate the application counters.
  - An error occurred in the stored procedure allocated in the access server.

## 1.2 Prerequisites

This section lists the prerequisites to meet before performing the below procedures.

### 1.2.1 Documents

Refer to *CUDB Node Fault Management Configuration Guide*, Reference [1] for further information.

### 1.2.2 Tools

Not applicable.

### 1.2.3 Conditions

Not applicable.





## 2 Procedure

If the alarm is not cleared automatically in the next collection of counters, perform the following steps:

1. Check that the PLDB or DSG cluster affected by the alarm is still up and running.
2. Check that the stored procedure of the affected PLDB or DSG cluster is properly configured. This procedure is stored in every replica and in every access server, and contains the way to update the values for the required application counter group. Refer to *CUDB Performance Guide*, Reference [2] for information on the check.
3. Consult the next level of maintenance support. Further actions are outside the scope of this Operating Instruction.





## Glossary

For the terms, definitions, acronyms and abbreviations used in this document, refer to *CUDB Glossary of Terms and Acronyms*, Reference [3].





## Reference List

### **CUDB Documents**

- [1] *CUDB Node Fault Management Configuration Guide*
- [2] *CUDB Performance Guide*
- [3] *CUDB Glossary of Terms and Acronyms*