

# COM SA, CLM Cluster Node Unavailable

## COM Support Agents

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### OPERATING INSTRUCTIONS

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# 1 Introduction

This instruction concerns alarm handling.

## 1.1 Alarm Description

The alarm is a primary or secondary alarm. The alarm is issued by component ClusterMonitor of Core Middleware (Core MW), using NTF service.

The alarm is issued in any of the following situations:

- The CLM has lost contact with a node and has been unable to re-establish contact within the set node alarm time-out (default is 15 minutes).
- After a cluster start, the CLM has been unable to establish contact with a node within the set node alarm time-out (default is 15 minutes).

The node alarm time-out can be set using the `cmw-node-alarm-timeout` command.

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

*Table 1 Alarm Causes*

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Failure of communication with the reported node.	A node has lost contact with the remaining cluster members for more than the set node alarm time-out (default is 15 minutes).	Faulty physical Ethernet device.	Physical Ethernet interface.	The capacity or redundancy of the cluster is reduced.
Failure of communication with the reported node.	A node has lost contact with the remaining cluster members for more than the set node alarm time-out (default is 15 minutes).	The operating system and middleware layer are incorrectly configured.	Incorrect High Availability (HA) configuration for the cluster.	

**Note:** The alarm can appear as a result of an upgrade.

The alarm attributes are listed and explained in Table 2.



Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	193
Minor Type	849346561
Source	One of the following: <ul style="list-style-type: none"><li>• safNode=&lt;PL_name&gt;, safCluster=myC lmCluster</li><li>• safNode=&lt;SC_name&gt;, safCluster=myC lmCluster</li></ul>
Specific Problem	COM SA, CLM Cluster Node Unavailable
Event Type	processingErrorAlarm (4)
Probable Cause	x736UnspecifiedReason (418)
Additional Text	CLM Cluster Node Unavailable <sup>(1)</sup>
Perceived Severity	critical (3)

(1) The “Additional Text” field can contain additional data.

**Note:** The `uuid` for the affected node is included in the alarm if it can be retrieved in the system. Depending on the system configuration, the `uuid` information (if present) is either appended to the “Additional Text” or can be fetched from the “Additional Info”.

## 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 Compatibility

Compatible to Core MW 3.6 and later.



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## 3 Procedure

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

### 3.1 Actions for All Causes

Do the following:

1. Consult the next level of maintenance support to analyze the cause for why the node does not join the cluster.
2. When the cause has been identified, take relevant corrective measures. As a result, the alarm is automatically cleared.
3. Confirm that the alarm has ceased.

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