

COM SA, AMF Component Cleanup Failed

OPERATING INSTRUCTIONS

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COM SA, AMF Component Cleanup Failed



1 Introduction

This instruction concerns alarm handling.

1.1 Alarm Description

The alarm is raised by the middleware Availability Management Framework (AMF) service.

The alarm is raised when the AMF cannot successfully clean up a software component in the Managed Element (ME). The AMF performs a cleanup operation to free the resources allocated by a software component in the ME. The AMF assumes that the software component can be in an erroneous state in which it cannot actively perform any cleanup operation itself.

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

Table 1 Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
The cleanup function of the software component is defect	The software component the AMF tries to clean up does not acknowledge its successful cleanup in time	The software component is defect	The software component that fails to be cleaned up	<p>The service the software component provides is degraded or lost.</p> <p>The failing software component is permanently taken out of operation.</p> <p>The fault can also cause a service disruption because of redundancy model constraints prohibiting the AMF to failover the service to the standby software component.</p>
The High Availability (HA) configuration for the software component is incorrect	The AMF configuration of the software component is incorrect, for example, it defines an incorrect clean-up command or too short time for cleaning up	The AMF configuration for the software component is defect	The configuration of the software component that fails to be cleaned up	

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



The alarm attributes are listed and explained in Table 2.

Table 2 Alarm Attributes

Attribute Name	Attribute Value
Major Type	18568
Minor Type	131075
Source	safApp=<*>, safSg=<*>, safSu=<*>, safComp=<*>
Specific Problem	COM SA, AMF Component Cleanup Failed
Event Type	processingErrorAlarm (4)
Probable Cause	x736UnspecifiedReason (418)
Additional Text	Cleanup of Component <LDAP DN of component> failed
Perceived Severity	major (4)

1.2 Prerequisites

This section provides information on the documents, tools, and conditions that apply to the procedure.

1.2.1 Documents

This instruction references the following document:

- *Data Collection Guideline*

1.2.2 Tools

No tools are required.

1.2.3 Conditions

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

- A COM SA, AMF Component Cleanup Failed alarm is raised.
- An Ericsson Command-Line Interface (ECLI) session in Exec mode is in progress.



2 Procedure

Do the following:

1. Was the alarm raised during initial installation or upgrade?

Yes: Contact the deployment organization. Proceed with Step 5.

No: Continue with the next step.

2. Perform a health check, refer to Health Check documentation available in the library.
3. Perform data collection, refer to *Data Collection Guideline*.
4. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
5. Job is completed.