

# DBN Troubleshooting Guideline

DBN

TROUBLESHOOTING GUIDE

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# 1 Introduction

This document describes how to perform the troubleshooting procedure in the DBN.

## 1.1 Prerequisites

This section describes the prerequisites for this document.

It is assumed that users of this document are familiar with performing operations within Operation and Maintenance (O&M) in general.

Only Northbound Interface (NBI) access is required to execute the described troubleshooting processes.

### 1.1.1 Documents

Before starting this procedure, ensure that the NBI usage in COM Management, Reference [1] have been read. This document refers frequently to LEM Troubleshooting Guideline, Reference [4], which must be read to perform troubleshooting steps.

### 1.1.2 Tools

For more details, refer to same section in LEM Troubleshooting Guideline, Reference [4].

### 1.1.3 Conditions

For more details, refer to same section in LEM Troubleshooting Guideline, Reference [4].

Certain troubleshooting activities can have an impact on node performance. For example, trace or log activation can affect traffic throughput and is not recommended without first consulting Ericsson.

### 1.1.4 Initial Steps for Troubleshooting

Always start the troubleshooting process by dumping all relevant log files. For more information, see Section 3.2.2 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:

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



## 2 Tools

This section describes the tools that can be used to troubleshoot DBN.

For more details, refer to same section in LEM Troubleshooting Guideline, Reference [4].



## 3 Troubleshooting Functions

This section describes the troubleshooting functions.

For more details, refer to same section in LEM Troubleshooting Guideline, Reference [4].

### 3.1 Notifications

DBN notifications are not provided by NBI.

### 3.2 Logging

All DBN related logs and crash dumps can be collected by Core Dump and Console Log Collection Service (CDCLSV). For general log information, refer to LEM Error Dump and Log User Guide, Reference [3].

#### 3.2.1 Application-Specific Logs

The location of DBN related log files is described in section “Logging” of LEM Error Dump and Log User Guide, Reference [3].

#### 3.2.2 Collecting Information

Use the `cdclsv-pack` command to dump all relevant log files in a compressed file (called `logdump-<YYYYMMDD-HHMMSS>.tgz`) in the `/opt/cdclsv/storage/dumps/` directory.

For more details about information and log collecting tools, see [DBN Management](#).

### 3.3 Tracing

Trace log files are located in the same place as DBN related log files, see Section 3.2.1 on page 4.

**Note:** Tracing is not supported by DAS.

### 3.4 Error Dumps and Core Dumps

The location of DBN related crash dump files is described in section “Crash Dumps” of LEM Error Dump and Log User Guide, Reference [3].





For more details, refer to same section in LEM Troubleshooting Guideline, Reference [4].

## 3.5 Counters

Checking performance counters is another way to get useful information when troubleshooting a problem.

**Note:** Performance counters are not provided by DAS.

The performance counter files are generated in 3GPP-compliant XML format and can be transferred outside the system for post-processing.

For more information about file format, refer to section “Performance Management” in COM Management Guide, Reference [1].

DBN reports several measurements. These measurements are grouped by the following classes:

<b>DbSPU</b>	Processing Unit (PU) level DBN measurement types. Corresponds to Compute Resource.
<b>DbSFRT</b>	Fail Reason Type (FRT) level DBN measurement types.
<b>DbSPOT</b>	Persistent Object Type (POT) level DBN measurement types.
<b>DbSIOMT</b>	Input/Output Message Type (IOMT) level DBN measurement types.
<b>DbMDPC</b>	Master Data Partition Container (MDPC) level DBN measurement types.
<b>DbRPCT</b>	Remote Procedure Call Type (RPCT) level DBN measurement types.

For more information about DBN measurements, refer to DBS Managed Object Model PM, Reference [2]

## 3.6 Software Level Checks

Check the software level of DBN. This information is important for the next level of support.

Example COM CLI command to view package versions:

```
show ManagedElement=1, SystemFunctions=1, SwInventory=1
```

The following packages are contained by DBN:



— ERIC-Dbn\*

— ERIC-DBs\*

— ERIC-Das\*

— ERIC-DAS\*

**Note:** Send all package information to the next level of support, not only DBN related information.

## 3.7 Changing Log Level

Changing log level is not supported on NBI.

## 3.8 Restart

Restart is only supported by DAS. Other DBN services do not support restart.



## 4 Troubleshooting Procedure

Troubleshooting procedure of DBN focuses on information collection. Collected information is processed by the next level of maintenance support.

Troubleshooting procedure is same as for LEM, refer to section “Troubleshooting Procedure” in LEM Troubleshooting Guideline, Reference [4].



## 5 Problem-Solving Procedure

DBN related problem-solving procedures are described in DBS, Memory Limit Reached.



## 6 Trouble Reporting

Problems identified that cannot be solved by using this document must be reported to the next level of maintenance support through a Customer Service Report (CSR).

The details of the trouble reporting process is outside the scope of this document.

When collecting information for further support, ensure that all related PM measurements are recorded. See time and date for the report files.

For more information on how to collect information, refer to LEM Error Dump and Log User Guide, Reference [3].



## Reference List

- [1] COM Management Guide, 1/1553-CAA 901 2587/5
- [2] DBS Managed Object Model PM, 190 89-LZN7080654/0
- [3] LEM Error Dump and Log User Guide, 1/1553-CXP 903 0882
- [4] LEM Troubleshooting Guideline, 1/154 51-CXP 902 5257