

LOTC Memory Usage

OPERATING INSTRUCTIONS

Copyright

© Ericsson AB 2016, 2017, 2018. All rights reserved. No part of this document may be reproduced in any form without the written permission of the copyright owner.

Disclaimer

The contents of this document are subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson shall have no liability for any error or damage of any kind resulting from the use of this document.

Trademark List

All trademarks mentioned herein are the property of their respective owners. These are shown in the document LDE Trademark Information.



Contents

1	Alarm Description	1
2	Procedure	3
2.1	Handle Alarm LOTC Memory Usage	3





1 Alarm Description

The alarm is raised when the memory use exceeds a threshold.

Table 1 LOTC Memory Usage Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
System overload	The system is overloaded	The system is overloaded	System dimensioning	Service downtime or reduced service capacity when the problem is too often detected or when it persists
One or more processes leak memory	One or more processes leak memory	A software component has an implementation defect	Software component	Software crash leading to service downtime or reduced service capacity depending on redundancy

Note: This alarm can appear as a result of a maintenance activity.





2 Procedure

2.1 Handle Alarm LOTC Memory Usage

Prerequisites

- This instruction references the following document:
 - [Data Collection Guideline](#)
- No tools are required.
- The following condition must apply:
 - The alarm is raised.

Steps

1. Log on to the host to access a Linux® shell, for example:

```
ssh <user>@<hostname>
```

The hostname is part of alarm attribute `Source`.
2. Synchronize the data on the disk with the memory:

```
>sync
```
3. Wait one minute.
4. Is the alarm cleared?

Yes: Continue with the next step.

No: Proceed with Step 7.
5. Is this alarm occurring at least once a day?

Yes: Continue with the next step.

No: Proceed with Step 9.
6. This can be a scaling issue. Contact the planning organization. Proceed with Step 9.
7. Perform data collection, refer to [Data Collection Guideline](#).
8. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
9. Job is completed.