

**Oracle® Communications  
LSMS**

Alarms and Maintenance Guide

Release 13.0

**E52612-01 Revision A**

March 2014

Oracle® Communications Alarms and Maintenance Guide, Release 13.0

Copyright © 1997, 2014,

Oracle and/or its affiliates. All rights reserved.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be errorfree. If you find any errors, please report them to us in writing.

If this is software or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, delivered to U.S. Government end users are "commercial computer software" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the programs, including any operating system, integrated software, any programs installed on the hardware, and/or documentation, shall be subject to license terms and license restrictions applicable to the programs. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services.

# Table of Contents

<b>Chapter 1: Introduction.....</b>	<b>22</b>
Overview.....	23
Scope and Audience.....	23
Documentation Admonishments.....	23
Manual Organization.....	24
Customer Care Center.....	25
Emergency Response.....	27
Related Publications.....	27
Locate Product Documentation on the Customer Support Site.....	29
<b>Chapter 2: LSMS Overview.....</b>	<b>30</b>
Introduction.....	31
LSMS Connectivity.....	31
LSMS Hardware Overview.....	32
LSMS Software Overview.....	36
Operating System Layer.....	36
Base Platform Software.....	37
Support/Base Utilities Components.....	37
LSMS Applications.....	38
Overview of High Availability.....	41
Hardware Redundancies.....	42
Software Availability Design.....	43
Enhancing High Availability with a Shadow LSMS.....	43
Understanding the Surveillance Feature.....	44
Controlling the Surveillance Feature.....	44
Understanding Surveillance Notifications.....	46
Understanding the Service Assurance Feature.....	46
Understanding the SNMP Agent Process.....	49
Stopping the SNMP Agent.....	50
Starting the SNMP Agent.....	50
Determining the Status of the SNMP Agent.....	51
Logging SNMP Agent Actions.....	51

## **Chapter 3: Routine Procedures.....52**

Introduction.....	53
Using Login Sessions.....	53
Logging In to LSMS Server Command Line.....	54
Logging in from One Server to the Mate's Command Line.....	55
Starting an LSMS GUI Session.....	56
Logging Into the LSMS Console Window.....	65
Modifying Title Bar in LSMS Console Window.....	67
Command Line Interface Utility.....	68
Powering On the LSMS.....	69
Powering Off the LSMS.....	70
Managing the System Clock.....	71
Automatically Controlling the LSMS Time Using NTP.....	72
Manually Controlling the LSMS Time Without an External NTP Source.....	73
Managing User Accounts.....	75
Non-Configurable Permission Groups.....	76
Configurable Permission Groups (LSMS Command Class Mgmt).....	79
Managing User Accounts on the Primary and Secondary Servers.....	81
Activating the SPID Security Feature.....	90

## **Chapter 4: Preventive Maintenance.....91**

Introduction.....	92
Recommended Daily Monitoring.....	92
Once a Day Monitoring Activities.....	92
LSMS Database Defragmentation.....	93
Using Backup Procedures.....	94
Understanding How the LSMS Backs Up File Systems and Databases.....	94
Understanding the Backup Results.....	94
Backing Up the LSMS Manually.....	96
Stopping an Automatic or Manual Backup.....	101
Checking for Running Backups.....	102
Using Restore Procedures.....	103
Additional Tools for Monitoring the LSMS Hardware and the Network.....	104
Verifying Active Server Network Interfaces and NPAC Connections.....	105
Managing Automatic File Transfers.....	108
Displaying Remote Locations Used for Automatic File Transfers.....	109
Adding a New Remote Location for Automatic File Transfers.....	109
Deleting a Remote Location for Automatic File Transfers.....	110
Displaying Previously Scheduled Automatic File Transfers.....	111

Scheduling an Automatic File Transfer.....	112
Removing a Scheduled Automatic File Transfer.....	114
<b>Chapter 5: Restarting Software Processes.....</b>	<b>116</b>
Introduction.....	117
Automatically Restarting Software Processes.....	117
Automatically Monitoring and Restarting EAGLE Agent Processes.....	120
Automatically Monitoring and Restarting NPAC Agent Processes.....	121
Automatically Monitoring and Restarting OSI Process.....	122
Automatically Monitoring and Restarting the Service Assurance Process.....	122
Automatically Monitoring and Restarting the rmtpmgr Process.....	123
Automatically Monitoring and Restarting the rmtpagent Process.....	124
Automatically Monitoring and Restarting Other Processes.....	124
<b>Chapter 6: Managing Server States.....</b>	<b>126</b>
Introduction.....	127
Understanding Server States.....	127
Understanding Switchover.....	128
Understanding Automatic Switchover.....	129
Managing Server States Manually.....	132
Using the lsmsmgr Interface to Determine the Server Status.....	132
Using the hastatus Command to Determine the Server Status.....	133
Manually Switching Over from the Active Server to the Standby Server.....	133
Inhibiting a Standby Server.....	134
Starting a Server.....	135
<b>Chapter 7: Recovering from Site Failures.....</b>	<b>138</b>
Introduction.....	139
Choosing a Disaster Backup Strategy.....	139
Synchronizing Data Between the Main LSMS and Shadow LSMS.....	142
Preparing for a Disaster Situation.....	143
Determining When to Switch to Shadow LSMS.....	143
Disaster Recovery Procedure Overview.....	144
Performing Disaster Recovery with an Active Shadow LSMS.....	148
Performing Disaster Recovery with an Inactive Shadow LSMS.....	150
Performing Disaster Recovery without a Shadow LSMS.....	151
Returning Operation from Shadow LSMS to Main LSMS.....	152
Resynchronizing After an Outage Between an NPAC and the LSMS.....	155
Reconnecting Network Elements.....	156

Reconnecting Network Elements Procedures.....	158
<b>Chapter 8: Verifying Recovery.....</b>	<b>160</b>
Introduction.....	161
Verifying that the LSMS Is Fully Functional.....	161
Verifying the State of the Servers.....	161
Verifying the Processes Running on the Active Server.....	162
Verifying the GUI Operability on the Active Server.....	163
<b>Chapter 9: Field Replaceable Units.....</b>	<b>164</b>
Introduction.....	165
E5-APP-B Card FRUs and Part Numbers.....	165
Removing and Replacing E5-APP-B Cards.....	165
Removing an E5-APP-B Card.....	165
Replacing an E5-APP-B Card.....	167
Removing and Replacing a Drive Module Assembly.....	170
Replace Drive Module Assembly.....	173
<b>Appendix A: Commands.....</b>	<b>178</b>
Introduction.....	179
Entering LSMS and Third-Party Application Commands.....	181
autoxfercfg.....	182
chglct.....	185
chkfilter.....	187
eagle.....	189
hastatus.....	192
import.....	194
keyutil.....	199
lsms.....	201
lsmsdb.....	204
lsmsSNMP.....	207
lsmssurv.....	209
massupdate.....	211
measdump.....	215
npac_db_setup.....	218
npacimport.....	220
report.....	222
resync_db_setup.....	227
SAagent.....	229

savelogs.....	234
service mysql status.....	235
spidsec.....	235
start_cmdLine.....	237
start_mgui.....	239
sup.....	240
sup_db_setup.....	242
survNotify.....	244
syscheck.....	245
Using lsmsclaa Commands.....	245
Using the lsmsclaa Application Interactively.....	246
Using the lsmsclaa Application with a Script File.....	246
Actions Available Through lsmsclaa.....	247
ABORT.....	250
ASSOCIATE.....	252
AUDIT.....	254
EXIT.....	256
HELP.....	257
SYNCH.....	257

## **Appendix B: Automatic Monitoring of Events.....261**

Introduction.....	262
Overview of Monitored Events.....	262
Overview of GUI Notifications.....	264
Format of GUI Notifications.....	265
Variables Used in Message Text String of GUI Notifications.....	267
Examples of GUI Notifications.....	268
Logging GUI Notifications.....	269
Overview of Surveillance Notifications.....	269
Variables Used in Surveillance Notification Format Descriptions.....	270
Variables Used in Message Text String of Surveillance Notifications.....	271
Example of a Surveillance Notification.....	272
Logging Surveillance Notifications.....	272
Overview of Traps.....	272
Logging SNMP Agent Actions.....	273
Event Descriptions.....	274
Platform Alarms.....	368
How to Decode Platform Alarms.....	368
Platform Alarms.....	369
Alarm Recovery Procedures.....	371

Major Platform Alarms.....	371
Minor Platform Alarms.....	382
Saving Logs Using the LSMS GUI or Command Line.....	389
<b>Appendix C: Downloading Files from an NPAC to the LSMS.....</b>	<b>391</b>
Overview.....	392
NPAC-LSMS Download Procedure Summary.....	392
Prerequisite Information.....	393
File Naming Conventions.....	394
NPAC-LSMS Download Procedure.....	398
Copying Files to Other Server If Switchover Occurs.....	409
Copying All Downloaded Files After Switchover.....	410
Copying Partially Downloaded Files After Switchover.....	411
<b>Appendix D: Worksheets.....</b>	<b>413</b>
Introduction.....	414
Recovery Preparation Worksheet.....	414
<b>Appendix E: Query Server Maintenance Procedures.....</b>	<b>418</b>
Introduction.....	419
LSMS Maintenance Procedures.....	419
Automatic Monitoring of Query Servers.....	420
Modify the MySQL Port for Query Servers.....	421
Check Connection Status of Directly Connected Query Servers.....	424
Maintain the Binary Log on Query Servers.....	424
Check MySQL Replication Status on Query Servers.....	425
Start MySQL Replication on Query Servers.....	425
Stop MySQL Replication on Query Servers.....	426
Check for Running Backups.....	426
Reload a Query Server Database from the LSMS.....	426
Reload a Query Server Database from Another Query Server.....	430
Clean Up After Failed or Interrupted Snapshot.....	432
Automated System Check.....	433
Query Server Error Log.....	434
Retrieving Information from LNP Database Fields.....	435
LNP Database Tables and Fields.....	437
Query Server Database Structure.....	441
<b>Glossary.....</b>	<b>477</b>

# List of Figures

Figure 1: E5-APP-B Card LEDs.....33

Figure 2: Software Allocation on the LSMS Platform.....36

Figure 3: LSMS Applications.....38

Figure 4: Service Assurance System within a Network.....47

Figure 5: lsmsmgr Text Interface Main Menu.....55

Figure 6: Oracle Communications LSMS Start Page.....58

Figure 7: Security Tab of Java Control Panel.....59

Figure 8: Adding to the Exception Site List.....60

Figure 9: Adding the LSMS Server to the Exception Site List.....60

Figure 10: Security Warning for HTTP Location.....61

Figure 11: Exception Site List Including the LSMS Server.....62

Figure 12: Application Security Warning.....63

Figure 13: LSMS Web GUI Start Page with Login Button.....64

Figure 14: LSMS Welcome/Login Window.....65

Figure 15: LSMS Welcome/Login Window.....66

Figure 16: LSMS Console Window.....67

Figure 17: Example of Login Message Dialog.....67

Figure 18: LSMS Console Window with Modified Title Bar.....68

Figure 19: Example Cautionary Message - Displayed after Selecting Stop Node.....70

Figure 20: Example Message - Stop Node Completed Successfully.....71

Figure 21: Set Clock Window.....74

Figure 22: Change Date and Time Window.....74

Figure 23: Modifying the System Level Password Timeout.....	85
Figure 24: Modify System Level Password Timeout.....	85
Figure 25: Update Successful.....	85
Figure 26: Modifying the User Level Password Timeout Interval.....	86
Figure 27: Modify User Level Password Timeout.....	87
Figure 28: Update Successful.....	87
Figure 29: View Active User Sessions Dialog.....	88
Figure 30: Terminate User Session Dialog.....	89
Figure 31: Confirm Delete Dialog.....	89
Figure 32: Delete Successful Dialog.....	89
Figure 33: Example of Successful Backup Log for STANDBY Server.....	95
Figure 34: Example of Successful Backup Log for ACTIVE Server.....	95
Figure 35: Example of Unsuccessful Backup Log for ACTIVE Server.....	95
Figure 36: Select Backup Configuration Menu.....	96
Figure 37: Select Backup on Active Server.....	97
Figure 38: Backup Complete on Active Server.....	97
Figure 39: Select plat.xml on Standby Server.....	98
Figure 40: Select Backup on Standby Server.....	98
Figure 41: Performing Backup Screen.....	98
Figure 42: Backup Complete on Standby Server.....	99
Figure 43: Select lsmslogs.xml on Standby Server.....	99
Figure 44: Select Backup on Standby Server.....	99
Figure 45: Backup Complete on Standby Server.....	100
Figure 46: Select lsmsdb.xml on Standby Server.....	100
Figure 47: Select Action Menu.....	100

Figure 48: Backup.....	101
Figure 49: Backup Complete.....	101
Figure 50: Backup and Restore Menu.....	104
Figure 51: Restore Backup Menu.....	104
Figure 52: TraceRoute.....	107
Figure 53: TraceRoute Results.....	107
Figure 54: Order of Automatically Restarting Processes.....	119
Figure 55: LSMS Node Status.....	132
Figure 56: Inhibit Active Node.....	133
Figure 57: Confirm Switchover.....	134
Figure 58: Inhibit a Non-Active Server.....	134
Figure 59: Node Successfully Inhibited.....	135
Figure 60: Starting a Server.....	136
Figure 61: Overview of Main LSMS and Active Shadow LSMS.....	140
Figure 62: Overview of Main LSMS and Inactive Shadow LSMS.....	141
Figure 63: Overview of Main LSMS without a Shadow LSMS.....	142
Figure 64: E5-APP-B Card Eject Hardware Switch, UNLOCKED.....	166
Figure 65: E5-APP-B Card UNLOCKED.....	167
Figure 66: E5-APP-B Card UNLOCKED.....	168
Figure 67: E5-APP-B Card Inject Levers.....	169
Figure 68: E5-APP-B Card Inject Hardware Switch, LOCKED.....	170
Figure 69: Drive Module Released.....	171
Figure 70: Drive Module UNLOCKED.....	172
Figure 71: Drive Module Status.....	172
Figure 72: Drive Module Removal.....	173

Figure 73: Drive Module Replacement.....	173
Figure 74: Drive Module Locked.....	174
Figure 75: Example of SA Agent Status Output.....	231
Figure 76: Example -- No Associations Status Output.....	232
Figure 77: Example -- Marked Inhibited Status Output.....	232
Figure 78: Example -- Active Associations Status Output.....	233
Figure 79: GUI Notifications.....	265
Figure 80: Query Server Configuration Scenario.....	420
Figure 81: Change configured QS MySQL Port.....	421
Figure 82: Create QS MySQL IP:Port.....	422
Figure 83: Modify QS MySQL IP:Port.....	422
Figure 84: View QS MySQL IP:Port.....	423
Figure 85: Delete QS MySQL IP:Port.....	423
Figure 86: Automated System Check Output Example - OK.....	434
Figure 87: Automated System Check Output Example - FAILURE.....	434
Figure 88: Automated System Check Output Example - WARNING.....	434
Figure 89: Query Server Error Log Example.....	435

# List of Tables

Table 1: Admonishments.....	23
Table 2: LSMS Hardware Components.....	32
Table 3: E5-APP-B LED Table.....	34
Table 4: Parameters Used in Accessing Server Command Line.....	54
Table 5: Parameters Used by Command Line Interface.....	69
Table 6: User Types.....	76
Table 7: Access to LSMS Commands.....	77
Table 8: Define GUI Permission Groups and Assign Command Privileges.....	80
Table 9: User Assignment Examples.....	80
Table 10: Interpreting traceroute Output.....	108
Table 11: Processes Monitored by the Automatic Software Recovery Feature.....	117
Table 12: LSMS Server States.....	127
Table 13: Comparison of Recovery Procedures to Perform.....	144
Table 14: Recovery Procedures When LSMS Shadow Is Active.....	149
Table 15: Recovery Procedures When LSMS Shadow Is Inactive.....	150
Table 16: Recovery Procedures When No LSMS Shadow Exists.....	152
Table 17: Procedures to Return Operations from Shadow LSMS to Main LSMS.....	153
Table 18: Recovery Acceptance Tests.....	161
Table 19: LSMS Application Functions and Third-Party Commands Available at the command-line Prompt.....	179
Table 20: LSMS Functions Available Through lsmsclaa and Through GUI.....	181
Table 21: Error Messages: autoxfercfg.....	184

Table 22: Files: autoxfercfg.....	185
Table 23: Time Value for chglct.....	186
Table 24: Error Messages: chglct.....	187
Table 25: Files: chkfilter.....	188
Table 26: Error Messages: chkfilter.....	189
Table 27: Exit Codes: eagle.....	191
Table 28: Error Messages: hastatus.....	192
Table 29: Files: import.....	197
Table 30: Error Messages: import.....	197
Table 31: Error Messages: keyutil.....	200
Table 32: Error Messages: lsms.....	202
Table 33: Files: lsmsSNMP.....	208
Table 34: Exit Codes: lsmsSNMP.....	208
Table 35: Files: lsmssurv.....	210
Table 36: Error Messages: lsmssurv.....	211
Table 37: Tables/Fields Affected By SIC-SMURF Processing.....	213
Table 38: Error Codes: massupdate.....	215
Table 39: Measurement Pegs Date.....	216
Table 40: Error Messages: measdump.....	217
Table 41: Error Messages: npac_db_setup.....	219
Table 42: Exit Codes: npacimport.....	221
Table 43: Files: report.....	224
Table 44: Error Messages: report.....	225
Table 45: Exit Codes: resync_db_setup.....	228
Table 46: Files: SAagent.....	230

Table 47: SAagent Command Usage.....	231
Table 48: Error Messages: SAagent.....	233
Table 49: Exit Codes: spidsec.....	237
Table 50: Error Messages: start_cmdLine.....	239
Table 51: Exit Codes: sup.....	241
Table 52: Error Messages: sup_db_setup.....	243
Table 53: Exit Codes: survNotify.....	245
Table 54: LSMS Functions Available Through lsmsclaa.....	247
Table 55: Return Codes Generated While Running lsmsclaa.....	248
Table 56: Possible Output and Return Codes Generated by ABORT.....	251
Table 57: Possible Output and Return Codes Generated by ASSOCIATE.....	253
Table 58: Possible Output and Return Codes Generated by AUDIT .....	255
Table 59: Possible Output and Return Codes Generated by SYNCH.....	260
Table 60: Notification Event Number Categories.....	263
Table 61: Variables Used in GUI Notifications.....	266
Table 62: Variables Used in Message Text of GUI Notifications.....	267
Table 63: Logs for GUI Notifications.....	269
Table 64: Variables Used in Surveillance Notifications.....	270
Table 65: Variables Used in Message Text of Surveillance Notifications.....	271
Table 66: Information Logged by the LSMS SNMP Agent.....	273
Table 67: Event 0001 Details.....	274
Table 68: Event 0002 Details.....	275
Table 69: Event 0003 Details.....	276
Table 70: Event 0004 Details.....	276
Table 71: Event 0006 Details.....	277

Table 72: Event 0007 Details.....	278
Table 73: Event 0008 Details.....	278
Table 74: Event 0009 Details.....	279
Table 75: Event 0010 Details.....	280
Table 76: Event 0011 Details.....	280
Table 77: Event 2000 Details.....	281
Table 78: Event 2001 Details.....	282
Table 79: Event 2002 Details.....	282
Table 80: Event 2003 Details.....	283
Table 81: Event 2004 Details.....	284
Table 82: Event 2005 Details.....	285
Table 83: Event 2006 Details.....	286
Table 84: Event 2007 Details.....	286
Table 85: Event 2008 Details.....	287
Table 86: Event 2009 Details.....	288
Table 87: Event 2010 Details.....	288
Table 88: Event 2011 Details.....	289
Table 89: Event 2012 Details.....	291
Table 90: Event 2014 Details.....	291
Table 91: Event 2015 Details.....	292
Table 92: Event 2018 Details.....	293
Table 93: Event 2019 Details.....	294
Table 94: Event 2020 Details.....	294
Table 95: Event 2021 Details.....	295
Table 96: Event 2022 Details.....	296

Table 97: Event 2023 Details.....	296
Table 98: Event 2024 Details.....	297
Table 99: Event 2025 Details.....	298
Table 100: Event 4000 Details.....	298
Table 101: Event 4001 Details.....	299
Table 102: Event 4002 Details.....	300
Table 103: Event 4004 Details.....	300
Table 104: Event 4007 Details.....	301
Table 105: Event 4008 Details.....	301
Table 106: Event 4009 Details.....	302
Table 107: Event 4011 Details.....	303
Table 108: Event 4012 Details.....	304
Table 109: Event 4013 Details.....	305
Table 110: Event 4014 Details.....	305
Table 111: Event 4015 Details.....	306
Table 112: Event 4020 Details.....	307
Table 113: Event 4021 Details.....	307
Table 114: Event 4022 Details.....	308
Table 115: Event 4023 Details.....	309
Table 116: Event 4024 Details.....	309
Table 117: Event 4025 Details.....	310
Table 118: Event 4026 Details.....	310
Table 119: Event 4027 Details.....	311
Table 120: Event 4030 Details.....	312
Table 121: Event 4031 Details.....	312

Table 122: Event 4032 Details.....	313
Table 123: Event 4033 Details.....	314
Table 124: Event 4038 Details.....	314
Table 125: Event 4039 Details.....	315
Table 126: Event 4100 Details.....	315
Table 127: Event 4101 Details.....	316
Table 128: Event 4200 Details.....	317
Table 129: Event 4201 Details.....	317
Table 130: Event 4300 Details.....	318
Table 131: Event 4301 Details.....	319
Table 132: Event 6000 Details.....	319
Table 133: Event 6001 Details.....	320
Table 134: Event 6002 Details.....	321
Table 135: Event 6003 Details.....	321
Table 136: Event 6004 Details.....	322
Table 137: Event 6005 Details.....	323
Table 138: Event 6006 Details.....	323
Table 139: Event 6008 Details.....	324
Table 140: Event 6009 Details.....	324
Table 141: Event 6010 Details.....	325
Table 142: Event 6020 Details.....	326
Table 143: Event 8000 Details.....	326
Table 144: Event 8001 Details.....	327
Table 145: Event 8003 Details.....	328
Table 146: Event 8004 Details.....	328

Table 147: Event 8005 Details.....	329
Table 148: Event 8024 Details.....	330
Table 149: Event 8025 Details.....	330
Table 150: Event 8026 Details.....	331
Table 151: Event 8027 Details.....	332
Table 152: Event 8037 Details.....	332
Table 153: Event 8038 Details.....	333
Table 154: Event 8039 Details.....	333
Table 155: Event 8040 Details.....	334
Table 156: Event 8049 Details.....	335
Table 157: Event 8050 Details.....	335
Table 158: Event 8051 Details.....	336
Table 159: Event 8052 Details.....	337
Table 160: Event 8053 Details.....	337
Table 161: Event 8054 Details.....	338
Table 162: Event 8055 Details.....	339
Table 163: Event 8059 Details.....	339
Table 164: Event 8060 Details.....	340
Table 165: Event 8061 Details.....	340
Table 166: Event 8064 Details.....	341
Table 167: Event 8065 Details.....	342
Table 168: Event 8066 Details.....	342
Table 169: Event 8067 Details.....	343
Table 170: Event 8068 Details.....	344
Table 171: Event 8069 Details.....	344

Table 172: Event 8070 Details.....	345
Table 173: Event 8071 Details.....	345
Table 174: Event 8072 Details.....	346
Table 175: Event 8073 Details.....	347
Table 176: Event 8078 Details.....	347
Table 177: Event 8079 Details.....	348
Table 178: Event 8080 Details.....	348
Table 179: Event 8081 Details.....	349
Table 180: Event 8082 Details.....	350
Table 181: Event 8083 Details.....	350
Table 182: Event 8084 Details.....	351
Table 183: Event 8085 Details.....	351
Table 184: Event 8088 Details.....	352
Table 185: Event 8089 Details.....	353
Table 186: Event 8090 Details.....	353
Table 187: Event 8091 Details.....	354
Table 188: Event 8096 Details.....	355
Table 189: Event 8097 Details.....	355
Table 190: Event 8098 Details.....	356
Table 191: Event 8099 Details.....	359
Table 192: Event 8100 Details.....	360
Table 193: Event 8101 Details.....	360
Table 194: Event 8102 Details.....	361
Table 195: Event 8103 Details.....	361
Table 196: Event 8104 Details.....	362

Table 197: Event 8105 Details.....	363
Table 198: Event 8106 Details.....	363
Table 199: Event 8107 Details.....	364
Table 200: Event 8108 Details.....	365
Table 201: Event 8109 Details.....	365
Table 202: Event 8110 Details.....	366
Table 203: Event 8111 Details.....	366
Table 204: Event 8112 Details.....	367
Table 205: Platform Alarms.....	369
Table 206: Server Environmental Conditions.....	377
Table 207: Server Environmental Conditions.....	384
Table 208: Determining Naming Conventions for NPAC Data Files.....	394
Table 209: NPAC File Naming Convention for Subscription Version Data File.....	395
Table 210: NPAC File Naming Convention for Number Pool Block Data File.....	396
Table 211: NPAC File Naming Convention for LRN, NPA-NXX, and NPA-NXXX Network Data Files.....	397
Table 212: NPAC File Naming Convention for SPID Network Data File.....	397
Table 213: NPAC Bulk Load Files and LSMS Database Object Classes.....	407
Table 214: Recovery Preparation Worksheet.....	414
Table 215: Regional Database Tables and Fields.....	437
Table 216: Supplemental Database Tables and Fields (Part 1).....	438
Table 217: Supplemental Database Tables and Fields (Part 2).....	439

# Chapter 1

## Introduction

---

### Topics:

- *Overview.....23*
- *Scope and Audience.....23*
- *Documentation Admonishments.....23*
- *Manual Organization.....24*
- *Customer Care Center.....25*
- *Emergency Response.....27*
- *Related Publications.....27*
- *Locate Product Documentation on the Customer Support Site.....29*

This chapter contains general information, such as an overview of the manual, how the manual is organized, and how to get technical assistance.

## Overview

This manual contains the information necessary for system administration of Oracle Communications LSMS (LSMS). Included are an overview of the LSMS design, routine operation procedures, preventive maintenance techniques, corrective maintenance procedures, and appendixes that describe LSMS commands and notifications.

## Scope and Audience

This manual is written for system administrators of the LSMS. The manual provides routine operating procedures as well as preventive and corrective procedures that aid administrators maintaining the LSMS.

- *Preventive maintenance* procedures are routines implemented on a scheduled basis to help prevent system faults. These tasks are industry standard recommendations and are adaptable to any company's maintenance plan.
- *Corrective maintenance* procedures are those used in response to a system alarm or output message. These procedures are LSMS-specific and aid in the detection, isolation, and repair of faults.

The manual assumes the system administrator is familiar with the Linux operating system.

## Documentation Admonishments

Admonishments are icons and text throughout this manual that alert the reader to assure personal safety, to minimize possible service interruptions, and to warn of the potential for equipment damage.

**Table 1: Admonishments**

Icon	Description
 DANGER	<b>Danger:</b> (This icon and text indicate the possibility of <i>personal injury</i> .)
 WARNING	<b>Warning:</b> (This icon and text indicate the possibility of <i>equipment damage</i> .)
 CAUTION	<b>Caution:</b> (This icon and text indicate the possibility of <i>service interruption</i> .)

Icon	Description
	<b>Topple:</b> (This icon and text indicate the possibility of <i>personal injury and equipment damage.</i> )

## Manual Organization

The manual contains the following chapters:

- *Introduction* contains general information about the organization of the manual, how to get technical assistance, and a description of the LSMS document suite.
- *LSMS Overview* provides a high-level overview of the LSMS hardware and software design for high availability and an overview of software components.
- *Routine Procedures* explains the routine procedures that system administrators regularly perform, such as establishing remote logins, setting the system clock, and managing user accounts.
- *Preventive Maintenance* explains preventive maintenance topics, such as the LSMS preventive maintenance schedule, backup procedures, routine cleaning, and monitoring the hardware and network.
- *Restarting Software Processes* explains how to verify whether software processes are running and how software processes can be automatically or manually restarted.
- *Managing Server States* describes how automatic switchover occurs for certain failure conditions and how to manually manage the states of the primary and secondary servers.
- *Recovering from Site Failures* describes and compares various backup strategies for disaster situations in which an entire LSMS site can no longer function. This chapter describes how to prepare for disaster recovery and, for each disaster recovery strategy, describes the recovery procedures and a list of assumptions.
- *Verifying Recovery* describes the processes used to verify that recovery is acceptable after recovering from site failures.
- *Field Replaceable Units* describes the components of an E5-APP-B card that can be replaced in the field and includes procedures for replacing each type of field replaceable unit (FRU).
- *Commands* describes the purpose and syntax for all LSMS commands and provides sample output for each.
- *Automatic Monitoring of Events* describes how the LSMS automatically monitors itself for certain events, including error conditions, and reports those events with graphical user interface (GUI) notifications, Surveillance notifications, and/or traps sent to a remote monitoring device. This appendix lists all events in numerical order and provides explanations and suggested recovery for each event.
- *Downloading Files from an NPAC to the LSMS* contains the prerequisite information and procedure needed for downloading files from Number Portability Administration Centers (NPACs). One example for using this procedure is when all the files for an entire regional database need to be downloaded as part of recovering after a site failure.

- [Worksheets](#) contains blank worksheets that you can copy and use in the procedures described in other chapters.
- [Query Server Maintenance Procedures](#) contains detailed, step-by-step procedures for maintaining the Oracle Communications LSMS Query Server (LSMS Query Server).

## Customer Care Center

Oracle's Tekelec Customer Care Center is your initial point of contact for all product support needs. A representative takes your call or email, creates a Customer Service Request (CSR) and directs your requests to the Technical Assistance Center (TAC). Each CSR includes an individual tracking number. Together with TAC Engineers, the representative will help you resolve your request.

The Customer Care Center is available 24 hours a day, 7 days a week, 365 days a year, and is linked to TAC Engineers around the globe.

TAC Engineers are available to provide solutions to your technical questions and issues 7 days a week, 24 hours a day. After a CSR is issued, the TAC Engineer determines the classification of the trouble. If a critical problem exists, emergency procedures are initiated. If the problem is not critical, normal support procedures apply. A primary Technical Engineer is assigned to work on the CSR and provide a solution to the problem. The CSR is closed when the problem is resolved.

Technical Assistance Centers are located around the globe in the following locations:

### Related - Global

Email (All Regions): [support@tekelec.com](mailto:support@tekelec.com)

- **USA and Canada**

Phone:

1-888-367-8552 (toll-free, within continental USA and Canada)

1-919-460-2150 (outside continental USA and Canada)

TAC Regional Support Office Hours:

8:00 a.m. through 5:00 p.m. (GMT minus 5 hours), Monday through Friday, excluding holidays

- **Caribbean and Latin America (CALA)**

Phone:

+1-919-460-2150

TAC Regional Support Office Hours (except Brazil):

10:00 a.m. through 7:00 p.m. (GMT minus 6 hours), Monday through Friday, excluding holidays

- **Argentina**

Phone:

0-800-555-5246 (toll-free)

- **Brazil**

Phone:

0-800-891-4341 (toll-free)

TAC Regional Support Office Hours:

8:00 a.m. through 5:48 p.m. (GMT minus 3 hours), Monday through Friday, excluding holidays

• **Chile**Phone:

1230-020-555-5468

• **Colombia**Phone:

01-800-912-0537

• **Dominican Republic**Phone:

1-888-367-8552

• **Mexico**Phone:

001-888-367-8552

• **Peru**Phone:

0800-53-087

• **Puerto Rico**Phone:

1-888-367-8552

• **Venezuela**Phone:

0800-176-6497

• **Europe, Middle East, and Africa**Regional Office Hours:

8:30 a.m. through 5:00 p.m. (GMT), Monday through Friday, excluding holidays

• **Signaling**Phone:

+44 1784 467 804 (within UK)

• **Software Solutions**Phone:

+33 3 89 33 54 00

- **Asia**

- **India**

- Phone:

- +91-124-465-5098 or +1-919-460-2150

- TAC Regional Support Office Hours:

- 10:00 a.m. through 7:00 p.m. (GMT plus 5 1/2 hours), Monday through Saturday, excluding holidays

- **Singapore**

- Phone:

- +65 6796 2288

- TAC Regional Support Office Hours:

- 9:00 a.m. through 6:00 p.m. (GMT plus 8 hours), Monday through Friday, excluding holidays

## Emergency Response

In the event of a critical service situation, emergency response is offered by Oracle's Tekelec Customer Care Center 24 hours a day, 7 days a week. The emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

A critical situation is defined as a problem with the installed equipment that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical situations affect service and/or system operation resulting in one or several of these situations:

- A total system failure that results in loss of all transaction processing capability
- Significant reduction in system capacity or traffic handling capability
- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with Oracle's Tekelec Customer Care Center.

## Related Publications

The LSMS documentation set includes the following publications in addition to this manual:

- The *Security Guide* provides an overview of security for LSMS, and describes how to perform a secure LSMS installation and implement LSMS security.
- The *Configuration Guide* contains information about configuring the LSMS, integrating it into your network, configuring and starting connections with NPACs and network elements, and configuring optional features.
- The *Database Administrator's Guide* provides information about using the LSMS local and web-based GUIs, using the command-line interface, managing NPAC relations, managing locally provisioned data, report generation, logs and measurements, and local time calculation and world time zone data.
- The *LNP Database Synchronization User's Guide* describes how to keep the Local Number Portability (LNP) databases at the LSMS and at the Oracle Communications EAGLE (EAGLE) network element synchronized through the use of re-synchronization, audits and reconciles, and bulk loads. This manual is contained in both the EAGLE documentation set and in the LSMS documentation set.
- The LSMS Release Documentation consists of the *Feature Notice* and the *Release Notice*.
  - The *Feature Notice* describes the features for a specified release. It also includes the following information:
    - Feature overview
    - Compatibility of the features of the current release of LSMS with the releases of interfacing systems
    - LSMS supported hardware configurations
    - How to locate documentation on the Customer Support Site
    - How to access customer training information
    - Customer Care Center and support information
    - List of acronyms used in the *Feature Notice*
  - The *Release Notice* lists the PRs that have been resolved in this release, and the PRs that are known to exist in this release.
- The following related publications are also included with the LSMS documentation set:
  - The *Hardware and Installation Guide* for the Oracle Communications EAGLE Application B Card (E5-APP-B) provides specifications and a description of E5-APP-B, as well as procedures for installation. Refer to this manual to obtain a basic understanding of the card, its hardware, and installation requirements.
  - The *Commands Error Recovery* manual for EAGLE contains the procedures to resolve error message conditions generated by the commands in the *Commands* manual. These error messages are presented in numerical order.
  - The *Administration and LNP Feature Activation Guide* for Oracle Communications EAGLE LNP Application Processor (ELAP) describes ELAP and the LNP feature.
  - The *Maintenance* manual for EAGLE contains procedural information required for maintaining the EAGLE system. This manual provides preventive maintenance procedures used in maintaining the different systems, including card removal and replacement procedures.

## Locate Product Documentation on the Customer Support Site

Oracle customer documentation is available on the web at the Oracle Technology Network (OTN) site, <http://docs.oracle.com>. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at [www.adobe.com](http://www.adobe.com).

1. Log into the Oracle Customer Support site at <http://docs.oracle.com>.
2. Under **Applications**, click the link for **Communications**.  
The **Oracle Communications Documentation** window opens with Tekelec shown near the top.
3. Click **Oracle Communications Documentation for Tekelec Products**.
4. Navigate to your Product and then the Release Number, and click the **View** link (the **Download** link will retrieve the entire documentation set).
5. To download a file to your location, right-click the PDF link and select **Save Target As**.

### Topics:

- *Introduction.....31*
- *LSMS Connectivity.....31*
- *LSMS Hardware Overview.....32*
- *LSMS Software Overview.....36*
- *Overview of High Availability.....41*
- *Enhancing High Availability with a Shadow LSMS.....43*
- *Understanding the Surveillance Feature.....44*
- *Understanding the Service Assurance Feature...46*
- *Understanding the SNMP Agent Process.....49*

This chapter provides an overview of LSMS system architecture, proactive termination and re-establishment of LSMS connectivity, hardware and software design features that provide high availability of the LSMS, and third-party and Oracle software components used by the LSMS.

## Introduction

The LSMS is a secure and reliable Local Number Portability (LNP) system that enables customers to administer their LNP data in a central place. The LSMS provides the following functions:

- Receives LNP data from Number Portability Administration Centers (NPACs)
- Enables customers to enter locally provisioned data such as Override Global Title Translation (OGTT) data
- Forwards all NPAC and locally provisioned data to up to eight EAGLE systems

For more information about the LNP functions provided by the LSMS, refer to the *Database Administrator's Guide* and the *LNP Database Synchronization User's Guide*.

This chapter provides an overview of:

- LSMS system architecture
- Proactive termination and re-establishment of LSMS connectivity
- Hardware and software design features that provide high availability of the LSMS
- Third-party and Oracle software components used by the LSMS

For additional information about the hardware, refer to the *Hardware and Installation Guide* for E5-APP-B.

## LSMS Connectivity

The main function of the LSMS is to provision LNP data through the ELAP to the EAGLE. To perform this task, the LSMS maintains active connections with one or more NPAC region servers and one or more EAGLE nodes. While it is the goal of the LSMS to maintain active connections to each NPAC server and EAGLE node as nearly full-time as possible, the more important goal is to reliably forward the data from the NPAC to the EAGLE as quickly as possible. To that end, a number of protective problem detection and recovery mechanisms are built into the LSMS design. Several of these protections actually allow for the termination of application connectivity in order to gracefully restore full connectivity and guarantee total recovery of data.

The performance of the LSMS is based on network connectivity that meets a Quality of Service expectation. The expectations by Oracle for network Quality of Service are as follows:

- Network RTT latency of  $\leq 70$ ms and network loss due to network error  $\leq 0.1\%$

OR

- Network RTT latency of  $\leq 120$ ms and network loss due to network error  $\leq 0.01\%$

In the following situations, the LSMS proactively terminates and re-establishes application connectivity with the NPAC and EAGLE nodes:

- If the LSMS detects network level connectivity failures with either the NPAC or EAGLE, the respective LSMS processes terminate the socket level connection and then reconnect. This disconnect and reconnect occurs in a matter of seconds. Built in resynchronization mechanisms ensure data

recovery. The data transmission is delayed by the time required to disconnect and reconnect, but the execution of the recovery procedures prevents data loss.

- If the LSMS detects critical internal errors that would cause system outages, the LSMS processes are designed to terminate and allow the LSMS `sentry` process to restart them. This is only done for significant internal errors that jeopardize internal LSMS communications. Once the `sentry` process restarts the LSMS processes, resynchronization provides full data recovery.

## LSMS Hardware Overview

[Table 2: LSMS Hardware Components](#) provides an overview of LSMS hardware.

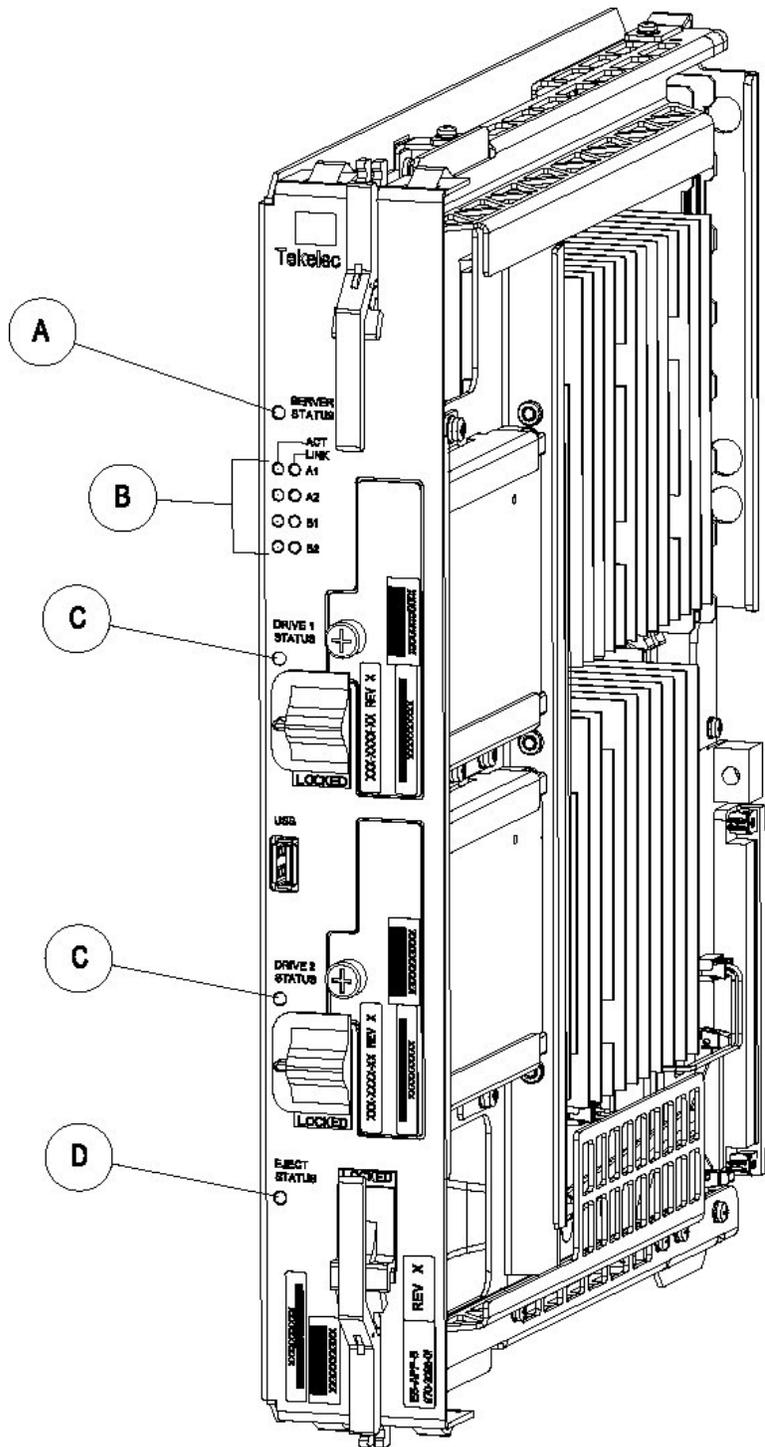
**Table 2: LSMS Hardware Components**

Qty	Hardware Item	For more detail, see:
2	<p>E5-APP-B cards, one for each LSMS server; each card includes the following components:</p> <ul style="list-style-type: none"> <li>• Dual Core 2.66 Gigahertz (GHz) 64-bit processor</li> <li>• Active/Trial BIOS architecture</li> <li>• 1333 Megahertz (MHz) processor front side bus speed</li> <li>• 8 Gigabyte (GB) DDR2 DRAM</li> <li>• Light Emitting Diode (LED) status display</li> <li>• Hardware monitors that read and report: <ul style="list-style-type: none"> <li>• Supply and core voltages</li> <li>• Fan alarm inputs</li> <li>• Ambient and processor temperatures</li> </ul> </li> <li>• Two drive modules (Field-replaceable units (FRUs))</li> <li>• Four serial interfaces</li> <li>• One USB port</li> <li>• Fan alarm</li> <li>• Four 1 Gigabit (Gb) Ethernet ports</li> </ul> <p>LSMS runs on E5-APP-B cards with Oracle Communications Tekelec Platform (TPD) 5.5.1 32 bit.</p>	<a href="#">Hardware and Installation Guide for E5-APP-B</a>
1	<p>E5-APP-B card for Oracle Communications LSMS Network Attached Storage (NAS)</p> <p>NAS runs on an E5-APP-B card with TPD 5.5.1 64 bit.</p>	<a href="#">NAS Overview</a>

### E5-APP-B Card LEDs

This section describes the LEDs found on the front face of the E5-APP-B card.

[Figure 1: E5-APP-B Card LEDs](#) shows the E5-APP-B card LEDs on the front panel



The following light-emitting diode (LED) status indicators can be found on the E5-APP-B card:

- One Server Status indicator (A)
- Four E-Net link and Active LED status indicators (B)
- Two drive module status indicators (C)

- One Card Eject status indicator (D)

Figure 1: E5-APP-B Card LEDs

Table 3: E5-APP-B LED Table

LED Name	HW/SW Controlled	Description
Server Status	SW	Solid Red - Server is halted Flashing Red - Server is booting Solid Amber - TKLC configuration beginning Solid Green - TPD loaded/operational state Flashing Green - Server is shutting down
Drive 1 Status	SW/HW	HW: Flashing Green - Drive activity SW: Flashing Red - Impending drive removal SW: Steady red - Drive ready for removal
Drive 2 Status	SW/HW	HW: Flashing Green - Drive activity SW: Flashing Red - Impending drive removal SW: Steady red - Drive ready for removal
Eject Status	SW	Red - Card ready for extraction Flashing Red - Card preparing for extraction Off - Card is not ready for extraction
Act LED A1	HW	Flashing Green - Link Activity
Act LED A2	HW	Flashing Green - Link Activity
Act LED B1	HW	Flashing Green - Link Activity
Act LED B2	HW	Flashing Green - Link Activity
Link LED A1	HW	Green - 10/100 Link Speed Amber - 1000 Link Speed
Link LED A2	HW	Green - 10/100 Link Speed Amber - 1000 Link Speed
Link LED B1	HW	Green - 10/100 Link Speed Amber - 1000 Link Speed
Link LED B2	HW	Green - 10/100 Link Speed Amber - 1000 Link Speed

## NAS Overview

LSMS 13.0 uses NAS on E5-APP-B for network backup of the system logs, application logs, and databases.

- Hardware Modifications

The E5-APP-B NAS uses a two-drive RAID configuration to save the LSMS logs and database. The E5-APP-B NAS uses the TPD 5.5.1 OS.

- Keys Exchange

The key exchange feature provided by TPD is used to exchange keys between LSMS and NAS. This feature facilitates user access to NAS from LSMS and to LSMS from NAS without providing a user ID and password.

- Backup

Both manual and automatic backup are supported. The LSMS interface is used to initiate the manual backup. The automatic backup is scheduled at 23:55 and cannot be rescheduled. A maximum of 5 backups are retained on NAS.

- Class Type for Storage Data

The class type of data must be known before storing the data. The class type can be defined specific to the server being backed up, or it can be files/data to be backed up on different servers based on the state of the system. For example, 'database' can be used to back up the database regardless of which server is performing the back up. The class types available are:

- logs
- DB
- lsmspri
- lsmssec
- logs\_lsmspri
- logs\_lsmssec

- Restore

You have the option to restore the backups stored on NAS to LSMS. The restore operation is performed on the LSMS server.

- Alarms

The NAS sends SNMP traps to LSMS, which in turn raises an alarm on LSMS. Multiple alarms can be raised simultaneously, which are triggered upon failure of a service. The NAS monitors two services:

- Free space

The free space service monitors the available space on a mounted device (/Volumes), and sends an alert when the free space is less than 5%.

- RAID

The RAID service monitors RAID set degradation and rebuilds.

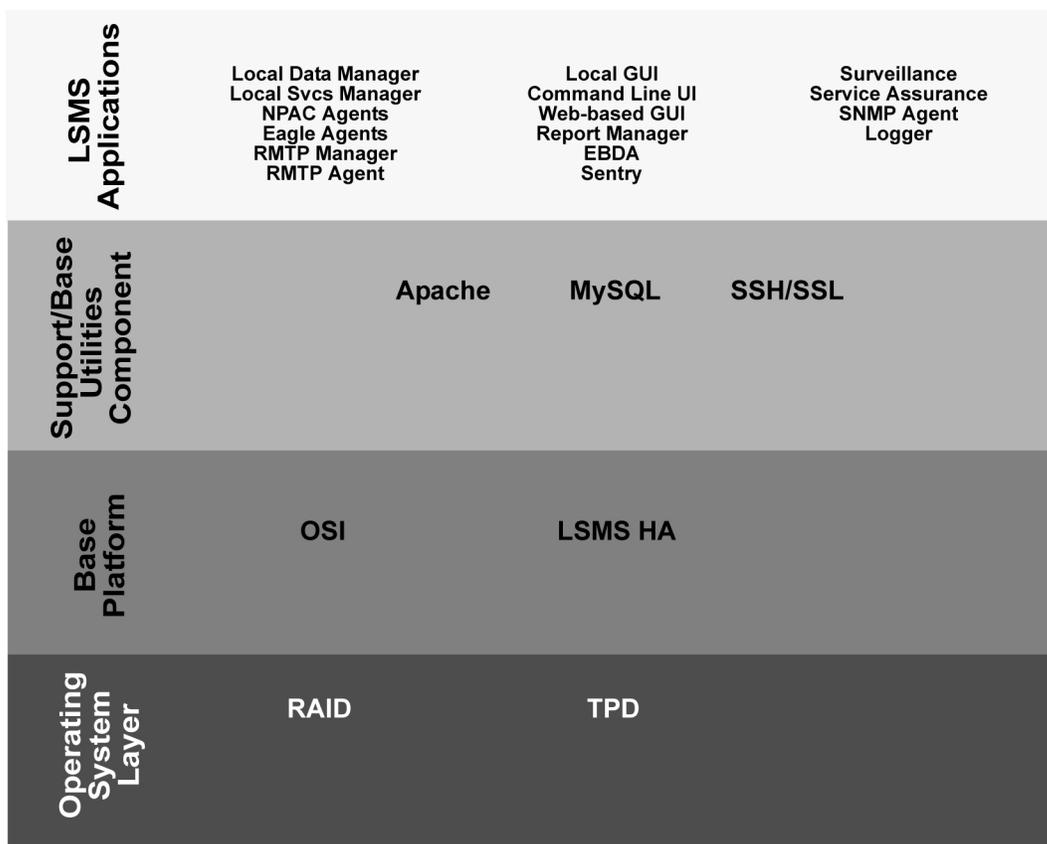
An alarm is cleared when a service makes the state transition from failure to success, if a corresponding alarm was previously sent.

- Login

After configuring NAS with LSMS, you can log into it by using the `ssh backupserver` command or the `minicom nas` command from the LSMS command line interface.

## LSMS Software Overview

*Figure 2: Software Allocation on the LSMS Platform* shows the layered organization of third party and Oracle application software used in the LSMS system. For more information about the LSMS applications, see *LSMS Applications*.



**Figure 2: Software Allocation on the LSMS Platform**

Following are descriptions of the various software elements by layer.

### Operating System Layer

The following elements appear in the Operating System Layer.

### Oracle Communications Tekelec Platform (TPD)

TPD is the operating system used for LSMS on E5-APP-B. The TPD software is installed on one internal disk drive and mirrored to a second internal disk for each server.

### Redundant Array on Inexpensive Disks (RAID)

The TPD uses Linux RAID for monitoring disks and recovery from disk problems. RAID provides the following benefits:

- Redundancy
- Recoverability from hard-disk crashes

## Base Platform Software

Following are the elements of the base platform software.

### OSI Stack

This package implements the OSI protocol to allow communications between the LSMS and the NPACs.

### LSMS HA

LSMS High Availability (HA) is software for a two-node cluster that provides automated switchover from an active server to a standby server when a server or monitored application experiences a failure. In the LSMS, the two servers are peers: either server can act as the active server (although only one server at a time can be the active server). When either automatic or manual switchover causes the standby server to become the active server, it can continue to be the active server until another switchover is needed.

**Note:** After switchover, the state of the previously active server is UNINITIALIZED "INHIBITED". As soon as possible, you need to perform the procedure described in [Starting a Server](#) to return the state of that server to STANDBY so that it is available when switchover is needed again.

## Support/Base Utilities Components

The following elements make up the Support/Base software utilities.

### Apache

The Apache process (*httpd*) is a Web server. When the optional IP User Interface feature is enabled, the Apache process serves the GUI based on Java™ 1.7 technology to client browsers.

### MySQL

The MySQL 5.6.14 database was selected for the LNP database to store all the LNP and service provider data. This database consists of a runtime application programming interface (API) and data files. The data files are organized as follows:

- One database that stores locally provisioned data
- One database for each supported NPAC region

- A resynchronization database that is used for automatic resynchronizations with network elements; this database can store up to one million data objects

Whenever the two LSMS servers are in active/standby mode, all databases are replicated between the two servers, with the active server acting as the master and the standby server acting as the slave.

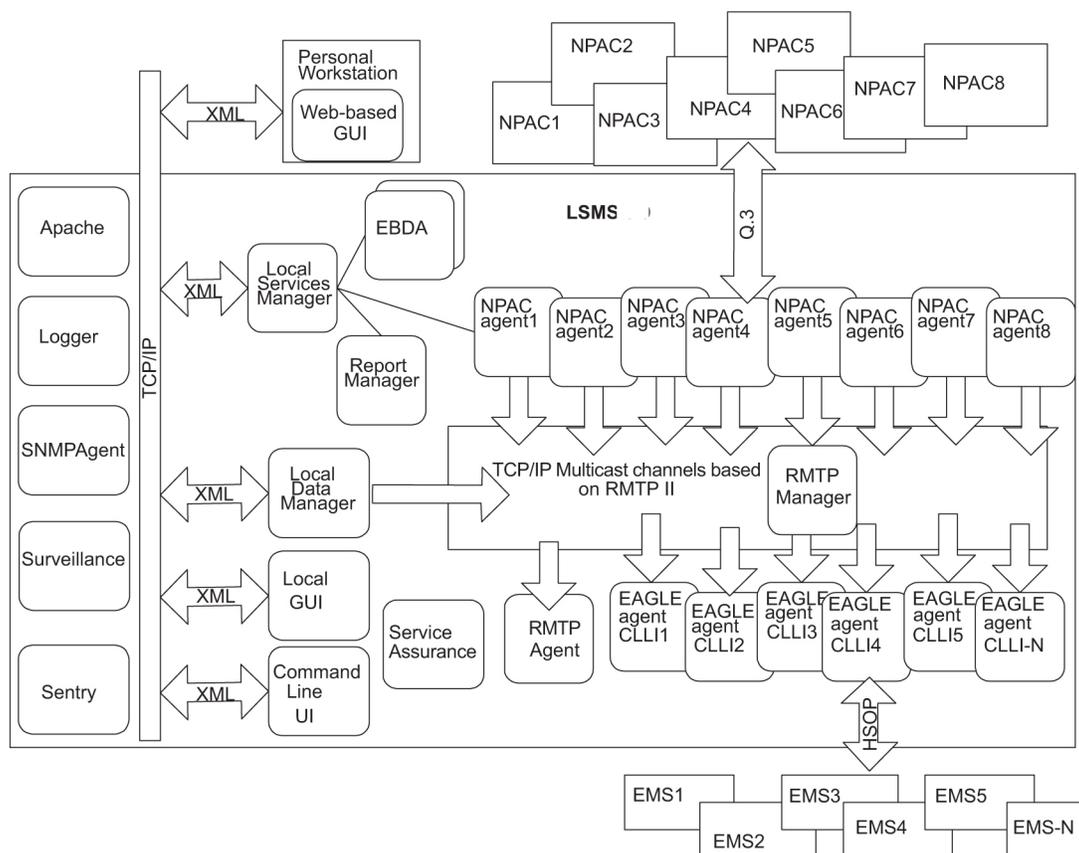
**SSH/SSL**

SSH/SSL is a robust, commercial-grade, and full-featured toolkit that implements the security and network encryption.

SSH/SSL provides secure data transmission through encryption keys. Encryption is required for the connection between the NPAC and the LSMS. The LSMS has a key for each NPAC that it services. For more information about keys, refer to the *Configuration Guide*.

**LSMS Applications**

The LSMS applications work together as shown below.



**Figure 3: LSMS Applications**

The LSMS applications provide the following functions:

### Local Services Manager

The Local Services Manager (`lsman`) is responsible for providing an interface between the Local GUI and the web-based GUIs and other LSMS processes. It acts as a gateway to the GUIs for processes (EBDA, Report Manager, and NPAC agents) that do not have direct access to the GUIs, using Extensible Markup Language (XML) messages to communicate.

The Local Services Manager also manages how many users can be running simultaneously. The maximum number of users allowed on the LSMS system is eight. A terminal is defined as any of the following:

- A local GUI
- A web-based GUI
- A running `lsmsclaa` application instance. An `lsmsclaa` application instance provides a command-line interface that can be used by a script or by entering commands on a keyboard. For more information, see [Command Line Application](#) and [Overview of LSMS Application Commands Entered at the Command-Line Prompt](#).

The Support for Additional Users optional feature enables you to have a maximum of 25 simultaneous users.

If you attempt to exceed the maximum allowable number of GUI sessions, an error message displays. For example, if you do not have the optional Support for Additional Users feature enabled and you start LSMS GUI sessions on eight different terminals and then attempted to start a ninth GUI session on another terminal, the following error message displays stating that the maximum number of users had been reached:

```
Maximum number of users reached.
```

### Local Data Manager

The Local Data Manager (`supman`) is responsible for:

- Provisioning of LSMS configuration information and local data
- Communicating with the GUIs using XML messages
- Broadcasts all locally provisioned LNP data updates using a Reliable Multicast Transport Protocol (RMTP II) multicast mechanism on a single channel
- Updating the resynchronization database with locally provisioned data to facilitate automatic resynchronization with Element Management Systems (EMSs) at the supported network elements

### NPAC Agents

The NPAC Agent application (`npacagent`) is responsible for:

- Connecting with a single NPAC system using the Q.3 protocol and providing all functions required by published NPAC standards
- Broadcasting all its updates using the RMTP II multicast mechanism over one broadcast channel
- Communicating with GUIs through the Local Services Manager

One instance of the `npacagent` process exists for each enabled NPAC region.

### EAGLE Agents

The EAGLE Agent application (`eagleagent`) is responsible for:

- Subscribing to the broadcast channels to receive all NPAC and local data updates
- Connecting with a single EAGLE node using the High Speed Operations Protocol (HSOP) and forwarding LNP updates to the EAGLE
- Filtering LNP data based on the provisioned filter information before forwarding it to the EAGLE (for more information, refer to the *Database Administrator's Guide*)
- Performing automatic resynchronization with an EAGLE node upon connection establishment (for more information, refer to the *LNP Database Synchronization User's Guide*)

One instance of the `eagleagent` process exists for each supported EAGLE node.

### RMTPManager

The RMTPManager (`rmtpmgr`) is responsible for facilitating the reliable multicast mechanism that allows LNP data updates to reach every EAGLE agent. It acts as a top node in an RMTP broadcast tree. A maximum of 9 broadcast channels exists (up to 8 channels for NPAC agents and 1 for the Local Data Manager).

### RMTPAgent

The RMTPAgent (`rmtpage`) is responsible for keeping the broadcast mechanism flowing even when no EAGLE agents are running. The RMTPAgent subscribes to all (up to 9) broadcast channels.

### Local GUI

The Local GUI application is responsible for providing a graphical user interface to allow operation of the LSMS by users who are logged into the LSMS administration console or a network-connected workstation through which they have made a telnet connection to the LSMS. Multiple instances of the Local GUI can exist.

### Command Line Application

This application enables users to enter text commands to control certain LSMS application functions otherwise available through the GUI. For more information, see [Using lsmsclaa Commands](#). Each instance of this application counts in the number of GUIs and command-line interfaces that can be run simultaneously, as described in [Local Services Manager](#).

### Web-Based GUI

The Web-based GUI application runs outside of the LSMS system on a client platform. It provides an IP-based GUI to operate the LSMS and has the same appearance and functionality as the local GUI. Multiple instances of the Web-based GUI can exist.

### Report Manager

The Report Manager (`reportman`) is responsible for producing reports on demand. It can produce up to 10 reports simultaneously.

## EBDA

The Enhanced Bulk Download and Audit process (*ebda*) is responsible for providing the capability of performing audits, reconciles, bulk loads and user-initiated resynchronizations of an EAGLE LNP database. Multiple instances of the *ebda* process can exist for different EAGLE nodes.

## Sentry

The Sentry process (*sentryd*) monitors other software processes and attempts to restart them automatically in certain failure conditions. For more information about the Sentry application, see [Automatically Restarting Software Processes](#).

## Surveillance

The LSMS Surveillance process (*survMon*) continually surveys the LSMS hardware and software and sends surveillance notifications to the server's serial port. Users who want to display surveillance notifications on an administration console can connect Serial Port 3 to the administration console (see [Configuring a Customer-Provided Administration Console](#)).

Surveillance is also responsible for monitoring and restarting the *sentryd* and Service Assurance processes. For more information, see [Understanding the Surveillance Feature](#).

## Service Assurance

The Service Assurance feature allows an external system to access subscription version data from the LNP databases in the LSMS. For more information, see [Understanding the Service Assurance Feature](#).

## SNMPAgent

The SNMPAgent (*lsmsSNMPAgent*) is a process running on the LSMS platform; it supports only the SNMP version 1 *trap* operation. This process receives (through UDP Linux sockets) LSMS notification events from other LSMS processes and formats these events into *trap* requests. For more information, see [Understanding the SNMP Agent Process](#).

## Logger

The Logger process (*lsmslogd*) is responsible for:

- Receiving log entries from application processes
- Storing them in appropriate log files
- Starting new log files every midnight

## Overview of High Availability

To provide a high likelihood of the LSMS being able to function (high availability), the LSMS is implemented with hardware redundancies and with software that monitors hardware status and allows the LSMS functions to be run on either server (but not both at once).

## Hardware Redundancies

Each server contains two internal mirrored disks.

The LSMS is implemented with a pair of redundant servers and the following redundant heartbeat connections between them:

- A bonded pair of Ethernet connections for heartbeats
- A serial cable connection for heartbeats

### Redundant Servers

Two servers, one active and one standby, provide redundancy in processing. If the active server fails, the LSMS can run on the standby server.

Changing from one server to another is called *switchover*. The server on which the LSMS is running at a given time is called the *active server* and the other server is called the *standby server*.

For some types of failure on the active server, the LSMS automatically attempts to switch over. You can also manually switch over at any time. For more information about switching over, see the following:

- [Understanding Switchover](#)
- [Understanding Automatic Switchover](#)
- [Manually Switching Over from the Active Server to the Standby Server](#)

### Redundant Data

The LSMS is designed with the following data redundancies:

- Each server contains mirrored disks. If both sides of the mirrors fail on the active server, the LSMS automatically attempts to switch over to the standby server. For more information, see [Automatic Switchover Due to Hardware-Related Failure](#).
- The database on the active server is replicated by the standby server.

### Redundant Heartbeats

The servers use heartbeats to monitor each other. The servers are connected by a pair of redundant Ethernet connections and a serial connection. As long as each server is functioning, it sends its *heartbeat* to the other server over these connections. These two Ethernet connections are implemented on separate Ethernet cards, so that the failure of one Ethernet card does not prevent heartbeats from being sent.

The heartbeats are monitored by the Surveillance feature. If a heartbeat cannot be detected, one of the following notifications is posted:

```
LSMS4015|14:58 Jun 22, 2000|xxxxxxx|Notify:Sys Admin - Heartbeat 1 failure
```

```
LSMS4016|14:58 Jun 22, 2000|xxxxxxx|Notify:Sys Admin - Heartbeat 2 failure
```

## Software Availability Design

The following LSMS software design features enhance the availability of the LSMS:

- The LSMS HA utility monitors the states of both servers, detects failure conditions, and automatically switches over for certain failures on the active server. For more information, see [Managing Server States](#)
- The Surveillance feature monitors critical processes and interfaces and posts notifications. For more information, see [Understanding the Surveillance Feature](#).
- The `sentryd` feature detects certain application failures and automatically attempts to restart the failed applications. Full functionality of this feature requires that the Surveillance feature be enabled. For more information about `sentryd`, see [Restarting Software Processes](#)
- The LSMS provides the following automatic attempts to reassociate and resynchronize after outages between NPACs and the LSMS or between the LSMS and network elements (when automatic recovery is not possible, notifications are posted, and operator-initiated recovery procedures are documented as indicated):
  - Automatic reassociation with an NPAC after some association outages (for operator-initiated recovery procedures, refer to the *Configuration Guide*)
  - Automatic resynchronization of NPAC and LSMS data after reassociation (when automatic resynchronization is not possible, notifications are posted, and operator-initiated recovery procedures are documented in [Resynchronizing After an Outage Between an NPAC and the LSMS](#))
  - Automatic resynchronization of the LSMS and network element data after outage (when automatic recovery is not possible, notifications are posted, and operator-initiated recovery procedures are documented in the *LNP Database Synchronization User's Guide*)

## Enhancing High Availability with a Shadow LSMS

To further enhance the availability of LSMS functions, you can choose to implement a shadow LSMS, where a shadow LSMS is an entire LSMS (with its own service provider ID) located in a separate geographical location from the main LSMS. Having a shadow LSMS available reduces the time needed to restore service in situations of severe error or disaster, such as fire or flood. The following types of shadow strategies are available:

- Active shadow—a shadow LSMS that is connected to NPACs
- Inactive shadow—a shadow LSMS exists but is not connected to NPACs

For more information about a shadow LSMS, and recovery procedures for each strategy, see [Recovering from Site Failures](#). This chapter also describes the procedure for restoring a main LSMS after a site failure when no shadow is available.

## Understanding the Surveillance Feature

On each server, the LSMS Surveillance feature continually surveys the LSMS hardware and software and sends surveillance notifications to Serial Port 3 on each server. The Surveillance feature also logs all surveillance notifications in the file `survlog.log` in the `/var/TKLC/lsmc/logs` directory. The Surveillance feature starts when LSMS starts.

The Surveillance feature also monitors network interfaces. For information about configuring the Surveillance feature for this purpose, refer to the *Configuration Guide*.

The Surveillance feature enables remote personnel to monitor the LSMS and detect conditions that require immediate action. Some surveillance notifications are sent only when the event occurs; other notifications are sent both when the event first occurs and also every five minutes thereafter until the condition is cleared. Every five minutes, the Surveillance feature also sends a *keep alive* notification to the Surveillance serial port and logs the *keep alive* in the file `survlog.log`.

The following topics are described in this section:

- [Configuring a Customer-Provided Administration Console](#)
- [Controlling the Surveillance Feature](#)
  - [Starting the Surveillance Feature](#)
  - [Stopping the Surveillance Feature](#)
  - [Determining the Surveillance Status](#)
- [Understanding Surveillance Notifications](#)
- [Logging Surveillance Notifications](#)

### Configuring a Customer-Provided Administration Console

If customers desire a local administration console for displaying Surveillance notifications, they can attach their own administration console to Serial Port 3 on each of the LSMS servers. The following requirements are needed to provide and configure a customer-provided administration console:

- A workstation that can display text
- Two cables that connect to the RJ-45 interface used by Serial Port 3 on each LSMS server
- Configure the connections as:
  - 115200 baud
  - Parity 8E1
- Software running on the workstation that can determine from which cable the Surveillance notification is arriving (the Surveillance notifications do not identify which server is generating them)

## Controlling the Surveillance Feature

The Surveillance feature starts on each server when the server starts. The following topics explain how to use LSMS commands to start, stop, and check the status of the Surveillance feature.

**Note:** These commands affect only the server on which they are entered.

## Starting the Surveillance Feature

Use the `lsmssurv start` command to start the Surveillance feature on the server that you are logged into.

1. Log in as `root` on either server.
2. Type the following command to start surveillance:

```
lsmssurv start
```

Either of the following messages appears, depending on whether surveillance was already running:

```
LSMS Surveillance feature started
LSMS Surveillance feature is currently running
```

3. Repeat this procedure for the other server, if desired.

## Stopping the Surveillance Feature

Use the `lsmssurv stop` command to stop the Surveillance feature on the server that you are logged into.

1. Log in as `root` on either server.
2. Type the following command to stop surveillance:

```
lsmssurv stop
```

Either of the following messages appears, depending on whether surveillance was already stopped:

```
LSMS Surveillance feature stopped
LSMS Surveillance feature is not currently running
```

3. Repeat this procedure for the other server, if desired.

## Determining the Surveillance Status

Use the `lsmssurv status` command to check the status of the Surveillance feature. This command allows you to determine if the Surveillance feature is already running or has already been stopped.

1. Log in as `root` on either server.
2. Type the following command to get surveillance status:

```
# lsmssurv status
```

You will receive one of the following messages:

```
LSMS Surveillance feature is currently started
LSMS Surveillance feature is currently stopped
```

3. Repeat this procedure for the other server, if desired.

## Understanding Surveillance Notifications

*Introduction* provides information about the format of Surveillance notifications and how they correlate to GUI notifications and traps. In addition, for each Surveillance notification, ordered by its event number, the appendix provides the following information:

- It output text string
- Explanation of possible cause, beyond the text that fits into the notification text string
- Suggested recovery actions
- Source from which the notification is sent
- Frequency with which the notification appears

### Logging Surveillance Notifications

In addition to displaying Surveillance notifications, the Surveillance feature logs all Surveillance notifications in the file `survlog.log` in the `/var/TKLC/lsmc/logs` directory.

If the LSMS Surveillance feature becomes unable to properly report conditions, it logs the error information in a file, named `lsmcSurv.log`, in the `/var/TKLC/lsmc/logs` directory on each server's system disk. When the size of `lsmcSurv.log` exceeds 1MB, it is copied to a backup file, named `lsmcSurv.log.bak`, in the same directory. There is only one LSMS Surveillance feature backup log file, which limits the amount of log disk space to approximately 2MB.

## Understanding the Service Assurance Feature

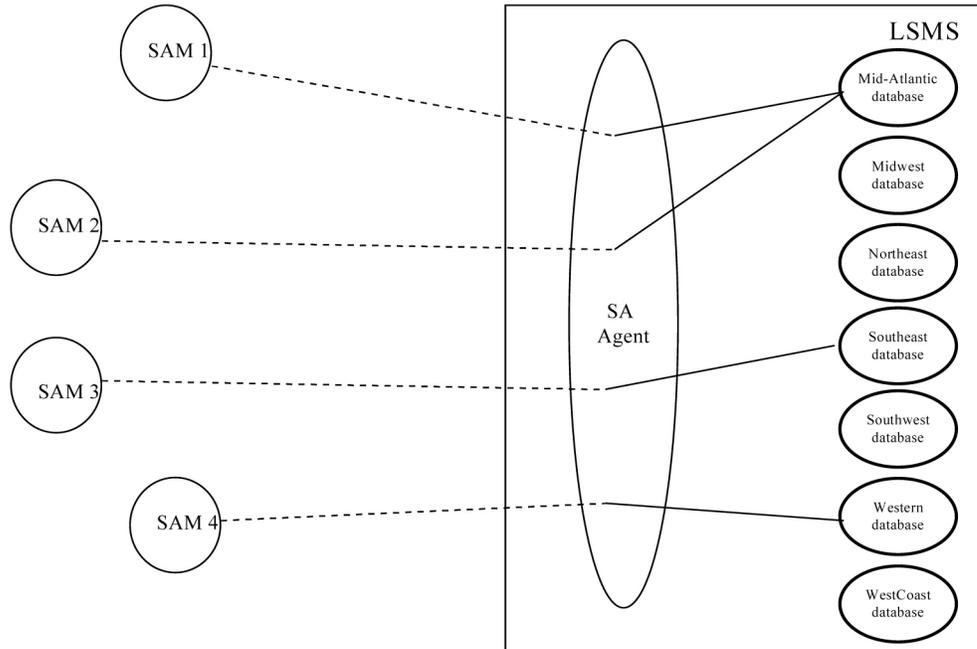
The Service Assurance feature allows an external system to access subscription version data from the LNP databases in the LSMS. This information is useful in verifying correct porting of data, and helps in troubleshooting problems. There is one LNP database for each of the NPACs associated with the LSMS.

The external system uses Service Assurance Manager (SAM) application software to initiate service assurance data requests and associations. Single or multiple SAMs may exist on the external computer system. The SAM communicates with the LSMS through the Service Assurance Agent (SAA) application software that resides in the LSMS. The SAM application software is not Oracle software and is only resident on the external system.

The SAA decodes the queries from the SAM and then accesses the LNP database. The SAA forms the subscription version data into a message and that message is sent to the SAM making the query.

Service Assurance works in conjunction with the Surveillance feature. The Surveillance feature issues the command to start the Service Assurance agent (part of the Service Assurance feature that is described in this document), and it monitors the status of the Service Assurance agent.

A maximum of eight SAM/SAA sessions are allowed at one time.



**Figure 4: Service Assurance System within a Network**

The architecture used to provide the access is a Connection Oriented Manager / Agent using Common Management Information Protocol (CMIP). CMIP provides an industry standard interface between Manager and Agent applications. This allows you to use standard products and tool kits to develop applications.

### Service Assurance Terminology

The following terms are used to describe Service Assurance:

- *Service Assurance Manager (SAM)*: Initiator of service assurance associations and data requests. This is *not* part of the LSMS application. A SAM application runs on a computer but is not the computer itself. Multiple SAMs can run on the same computer, or each SAM can run on a different computer.
- *Service Assurance Agent (SAA)*: Software residing on the LSMS and considered part of the LSMS application. This software consists of one or more Linux processes and one or more Linux scripts.
- *NPAC Database*: This refers to the database stored on the NPAC.
- *LNP Database*: This refers to the database that contains subscriptionVersions, Service Provider Network, Service Provider LRN and Service Provider NPA-NXX objects. This database resides on the LSMS. Each NPAC has one LNP Database on the LSMS.
- *Manager/Agent*: This term describes the two peer processes that work together to implement the Service Assurance feature. The Manager is the customer's application, which is used to initiate the association and send the query to the Agent process. The Agent process decodes the query message, then accesses the LNP Database.

The Agent extracts the data from the database, then builds and sends the reply to the Manager. This feature allows the Manager to send a single subscription TN or list of subscription TNs to query. The Agent extracts each instance that it can find from the LNP Database and returns a response to the Manager.

The architecture is connection oriented to restrict access to the LNP databases. This system is assumed to be within the customer's private network, so no encryption security is included. The CMIP protocol defines the method for establishing and terminating associations. This application uses the access control and user data space in the association messages to restrict access to the system.

The SAM is restricted to querying subscription versions by the subscriptionTN field. Up to four SAMs can query the LSMS at the same time.

The Service Assurance feature interfaces to the LSMS by means of a 10 Mbps Ethernet interface. The Application WAN is also used as the interface for the X-terminals connected to the LSMS. The network connecting the Service Assurance systems to the LSMS is the responsibility of the customer.

### Interface Implementation

The LSMS Service Assurance interface is implemented over a standard CMIP/CMISE-based OSI protocol stack (Q.3). RFC1006 is used for the transport layer.

This interface is limited to the retrieve capabilities of the local LSMS database. The object to be retrieved is the subscription Version defined in *NPAC SMS Interoperable Interface Specification*, NANC Version 1.5, September 1997.

### Allowed Functions on the Interface

The LSMS responds to association (bind) requests, release (unbind) requests, aborts, and subscription query (m-get) messages. No other functions are allowed over this interface and will be rejected.

### Support of OSI Addresses

The LSMS supports four OSI address connections for Service Assurance interfaces, which correspond to eight domains.

Each Service Assurance system needs to establish only the associations it requires, without regard to whether the LSMS is operating with the primary or secondary server. Upon switchover, the association is momentarily lost. The Service Assurance system tries to reestablish the association. When the active system finishes coming up, it then responds to the Service Assurance system association requests. The Service Assurance system does not know whether the primary or secondary system is running.

Association information is specified by Oracle. This information must be present in the bind request. This data in the association information, such as the system name, is used to verify the source of a bind request. Bind requests with invalid association information are rejected.

Establishment of association between the LSMS and the Service Assurance system is initiated by the Service Assurance Manager. This applies to initial association as well as to reestablishing the association after outages (regardless of the cause of the loss of association). When it does not have an association, the Service Assurance system periodically tries to establish the association until a successful response is received from the LSMS. The minimum retry interval is one minute.

The LSMS provides a response to the bind request to indicate:

- Successful connection
- Access control failure (authority violation - unknown address requesting association)
- LSMS data access failure
- Resource failure (maximum number of associations already established)

### Number of Associations Per Service Assurance System

The LSMS supports one association per Service Assurance system.

If a Service Assurance agent within the LSMS is unable to establish a connection with the LSMS NPAC database, the association with the Service Assurance system is aborted.

### Notification Upon Loss of Association

The LSMS provides a notification when the association with any of the Service Assurance Manager is lost or established.

## Understanding the SNMP Agent Process

The optional Remote Monitoring feature provides the capability for the LSMS to report certain events and alarms to a remote location, using the industry-standard Simple Network Management Protocol (SNMP). The LSMS implements an SNMP agent with the SNMP agent process running on the LSMS platform.

Customers can use this feature to cause the LSMS to report events and alarms to another location, which implements an SNMP Network Management System (NMS). An NMS is typically a standalone device, such as a workstation, which serves as an interface through which a human network manager can monitor and control the network. The NMS typically has a set of management applications (for example, data analysis and fault recovery applications). The SNMP feature must be enabled while configuring the NMS.

### Overview of SNMP Protocols

An SNMP agent, such as that implemented by the LSMS, is responsible for SNMP managed objects; each managed object represents a data variable. A collection of managed objects is called a management information base (MIB). A copy of the MIB is maintained both at the SNMP agent and also at the NMS. The MIB can be read with a text editor.

An SNMP agent can do the following:

- Respond to requests from the NMS for information and/or action. The SNMP architecture defines a limited set of management commands and responses. The NMS can issue *Get*, *GetNext*, and *Set* messages to retrieve single or multiple object variables or to modify the value of a single variable. The SNMP agent sends a response message to complete the *Get*, *GetNext*, or *Set*. This release of the LSMS does not support these functions.
- Send event notifications, called *trap* requests, to the NMS to identify the occurrence of conditions, such as the failure or restoration of a link interface.

The SNMP protocol uses the User Datagram Protocol (UDP) transport protocol in a TCP/IP network. UDP is a connectionless protocol and does not guarantee reliable delivery of data. Therefore, SNMP does not use a preestablished connection to send data and does not guarantee reliable delivery of data.

### The LSMS SNMP Agent Implementation

The LSMS SNMP agent process supports only the SNMP version 1 *trap* operation. The SNMP agent receives (through UDP Linux sockets) LSMS notification events from the following processes and formats these events into *trap* requests:

- The Surveillance process, which continually monitors the LSMS hardware and software.
- The LSMS graphical user interface (GUI) process.
- One or more regional agent (`npacagent`) processes, each of which receives commands from Number Portability Administration Centers (NPACs) and the GUI process, interprets those commands, and initiates appropriate LSMS activities to manage regional NPAC data. The LSMS can support up to eight regions; each region corresponds to an NPAC.
- One or more `eagleagent` processes, each of which receives commands from the GUI process, interprets those commands, and initiates appropriate LSMS activities to send data to the network elements. The LSMS can support up to eight pairs of network elements.
- The Local Data Manager (`supman`) process, which manages locally provisioned data that is entered through the GUI and sent to the network elements which the LSMS supports.

The LSMS SNMP agent formats the information received from these processes into an SNMPv1 *trap* protocol data unit (PDU) and sends the *trap* request to one or more NMSs. Each NMS (provided by the customer) has a local copy of the LSMS MIB. When the NMS receives a *trap* request from the LSMS, it compares the information in the *trap* request to information in its own MIB to determine what event has occurred at the LSMS.

For information about the format of a *trap* and which events are reported in traps, see [Automatic Monitoring of Events](#)

### Configuring the SNMP Agent

If you install the optional Remote Monitoring feature, refer to the *Configuration Guide* to configure the IP addresses and community names for each of the NMSs to which you want the LSMS to send *trap* requests. You can also perform this procedure if you want to add or delete NMSs after you have started the LSMS. The LSMS can support up to five NMSs simultaneously.

### Controlling the SNMP Agent

If the optional Remote Monitoring feature is installed, it is managed by the sentry process (`sentryd`) and can also be controlled by the user.

After the LSMS boots up, the sentry process (`sentryd`) constantly monitors the LSMS SNMP agent process. If the SNMP agent process exits abnormally, the sentry process (`sentryd`) restarts it.

Any user who belongs to the `lsmsadm` permission group can use the new `lsmsSNMP` command to start, stop, or display status of the LSMS SNMP agent.

## Stopping the SNMP Agent

Perform the following procedure to stop the SNMP agent process:

1. Log in to the active server as a member of the `lsmsadm` permission group.
2. To stop the SNMP agent, enter the following command:

```
$LSMS_DIR/lsmsSNMP stop
```

## Starting the SNMP Agent

Perform the following procedure to start the SNMP agent process:

1. Log in to the active server as a member of the `lsmsadm` permission group.

2. To start the SNMP agent, enter the following command:

```
$LSMS_DIR/lsmSNMP start
```

## Determining the Status of the SNMP Agent

Perform the following procedure to determine the status of the SNMP agent process:

1. Log in to the active server as a member of the `lsmadm` permission group.
2. To retrieve the status of the SNMP agent, enter the following command:

```
$ $LSMS_DIR/lsmSNMP status
```

Output similar to the following appears:

```
LSMS SNMP AGENT PROCESS STATUS:
TOTAL SUCCESSFUL TRAP REQUEST= 12
TOTAL FAILED TRAP REQUEST = 2
== IP-ADDRESS ==    == STATUS =====
177.88.34.7         Failed
198.77.39.2         SNMP Session Established
```

This output provides the following information:

- A title line to indicate that the output is LSMSSNMP agent process status
- The total number of successful SNMP trap requests sent by the LSMSSNMP agent since it started
- The total number of failed SNMP trap requests sent by the LSMSSNMP agent since it started
- The status of each UDP socket session to an NMS, along with the IP address of the NMS:
  - `Failed` indicates that an SNMP session was never established
  - `SNMP Session Established` indicates that the session was successfully established

## Logging SNMP Agent Actions

When the LSMS SNMP agent process starts, stops, or sends a *trap* request, it logs information about the action in a log file. The log file is named `lsmSNMP.log<MMDD>`, where `<MMDD>` represents the current month and day. The log file is stored in the directory `var/TKLC/lsm/logs/snmp` and is automatically deleted after 7 days. If either the log file or its directory does not already exist, the agent process creates the file or the directory, or both, when one of these actions occurs.

For more information about what is logged in this file, see [Logging SNMP Agent Actions](#).

# Chapter 3

## Routine Procedures

---

### Topics:

- *Introduction.....53*
- *Using Login Sessions.....53*
- *Powering On the LSMS.....69*
- *Powering Off the LSMS.....70*
- *Managing the System Clock.....71*
- *Managing User Accounts.....75*

This chapter explains the procedures that system administrators regularly perform. These procedures include establishing remote login procedures, starting up and shutting down the LSMS system, setting the system clock, and managing user accounts.

## Introduction

This chapter explains the procedures that system administrators regularly perform. These procedures include establishing remote login procedures, starting up and shutting down the LSMS system, setting the system clock, and managing user accounts.

The procedures in this chapter assume that you are familiar with the LSMS hardware. For more information about the hardware, refer to the *Hardware and Installation Guide* for E5-APP-B.

## Using Login Sessions

Login sessions are used for the following user functions:

- To use the command line for any of the following functions:
  - To access the `lsmsmgr` text interface, which is used for configuring and maintaining the LSMS system
  - To enter LSMS commands (generally used for managing LSMS applications); for more information, see [Commands](#)
  - To start the optional Command Line Administration Capability feature (the `lsmsclaa` utility); for more information, see [Using lsmsclaa Commands](#)
- To use the graphical user interface (GUI), which is generally used for the following functions:
  - Configuration (for more information, refer to the *Configuration Guide*)
  - Database administration (for more information, refer to the *Database Administrator's Guide*)
  - Synchronization of the LSMS LNP database with the LNP databases at network elements (for more information, refer to the *LNP Database Synchronization User's Guide*)

### Support of Multiple Users

The LSMS allows, as a standard feature, a maximum of eight simultaneous users. The Support for Additional Users optional feature enables you to have a maximum of 25 simultaneous users. A user is defined to be any of the following:

- `lsmsmgr` user (a user who logs in as the `lsmsmgr` user to start the `lsmsmgr` text interface)
- Server-side GUI user (a user who has logged into the command line of a server and started a GUI with the `start_mgui` command)
- Web-based GUI user (a user who has logged into the active server GUI over the web; this function requires the IP User Interface optional feature)
- `lsmsclaa` user (a user who is using the optional LSMSCommand Class Management optional feature)

### Establishing Login Sessions

From any network-connected terminal, you can establish a variety of sessions with the active server or with a specific server in one of the following ways:

- Display the `lsmsmgr` text interface of either the active server or of a specific server.

- Display the command line of either the active server or a specific server for entering commands; see [Logging In to LSMS Server Command Line](#).

From the displayed command line, you can start a server-side GUI, as described in [Starting a Server-Side LSMS GUI Session](#).

- Display the GUI remotely (if the optional IP User Interface feature is installed) by using a web browser; see [Starting a Web-Based LSMS GUI Session](#).

## Logging In to LSMS Server Command Line

You can log into the LSMS active server or into a specific server from any terminal that has a Secure Shell (ssh) client installed.

**Note:** If your terminal does not already have ssh installed, PuTTY (Oracle does not make any representations or warranties about this product) is an open source ssh utility for Windows that you can download from the web.

You must have a user ID and password before you can log in to LSMS.

1. From a command-line prompt, enter one of the following commands (depending on the terminal operating system) to start a secure shell session with the LSMS server:

- On a Windows-based or Linux-based terminal, enter:

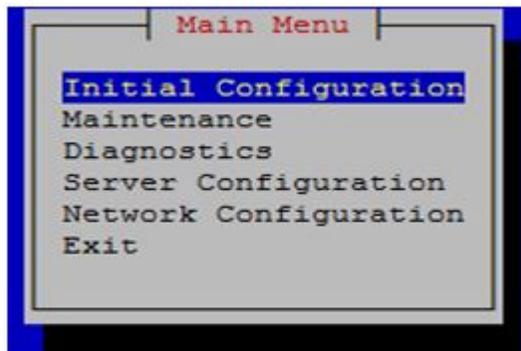
```
ssh -X <username>@<server_IP_address>
```

For <username> and <server\_IP\_address>, specify values shown in [Table 4: Parameters Used in Accessing Server Command Line](#) that are appropriate to the procedure you are performing:

**Table 4: Parameters Used in Accessing Server Command Line**

Parameter	Value
<username>	Use one of the following: <ul style="list-style-type: none"> <li>• <code>lsmsmgr</code> to access the <code>lsmsmgr</code> text interface for configuration, diagnostics, and other maintenance functions</li> <li>• <code>syscheck</code> to run the <code>syscheck</code> command with no options, which returns overall health checks and then exits the login session (for more information about the <code>syscheck</code> command, see <a href="#">syscheck</a>)</li> <li>• Other user names, as directed by a procedure</li> </ul>
<server_IP_address>	Use one of the following: <ul style="list-style-type: none"> <li>• Virtual IP address (VIP) to access the LSMS Web GUI</li> <li>• IP address of the specific server, when directed by a procedure to access a particular server</li> </ul>

2. When prompted, enter the password associated with the user name.
3. You can now continue with any of the following functions:
  - If you entered `lsmmgr` as the username, the `lsmmgr` text interface displays. You can use any of the `lsmmgr` functions.



**Figure 5: lsmmgr Text Interface Main Menu**

**Note:** Selections in the `lsmmgr` text interface are made by either using the Up and Down Arrow keys on your keyboard or typing the first letter of any menu item to change which menu item is highlighted. When the desired menu item is highlighted, press the Enter key.

In this manual, menu selections are indicated as a series; for example, select Maintenance>Start Node indicates that you should highlight the Maintenance item on the main menu, press Enter, then highlight the Start Node item on the next menu, and press Enter.

- If you entered `syscheck` as the username, the command line window displays the System Health Check output. For more information about `syscheck`, see [syscheck](#).
- If you entered any other username the command line prompt displays a prompt that shows the username and host name, similar to the following example (in this example, the user logged in as the `lsmadm` user to the server whose host name is `lsmspri`):

```
[lsmadm@lsmspri lsmadm] $
```

**Note:** In this manual, the prompt will be indicated simply by `$`.

At this prompt, you can do any of the following:

- Enter LSMS commands.
- Start the `lsmclaa` utility, if you have the LSMS Command Class Management optional feature installed.
- If you need to start an LSMS GUI session, see [Starting a Server-Side LSMS GUI Session](#).

## Logging in from One Server to the Mate's Command Line

Sometimes it may be necessary to have access to the command line interfaces for both servers. You can log into each server separately using `ssh`, or you can use `ssh` to go back and forth between servers.

To log in from one server's command line to the mate server's command line, use the following procedure:

1. Log in as any user except `lsmmgr` or `syscheck`, using the procedure described in [Logging In to LSMS Server Command Line](#) to log into a server command line.

2. Enter the following command to access the command line on the mate server:

```
$ ssh mate
```

If you have not previously logged into the mate, the following information displays:

```
The authenticity of host 'mate (192.168.1.1)' can't be established.
RSA key fingerprint is 1c:14:0e:ea:13:c8:68:07:3d:7c:4d:71:b1:0c:33:04.
Are you sure you want to continue connecting (yes/no)?
```

Type **yes**, and press **Enter**.

3. When prompted, enter the password for the same user name.
4. The prompt on your terminal now displays the host name of the mate server, and you can enter commands for the mate server.

Following is an example of the sequence of commands and prompts that display during this procedure:

```
[lsmsadm@lsmspri lsmsadm]$ ssh mate
lsmsadm@mate's password:
[lsmsadm@lsmssec lsmsadm]$
```

## Starting an LSMS GUI Session

You can start an LSMS GUI session in either of the following ways:

- If you have activated the optional IP User Interface feature, you can use a web browser to connect to the LSMS, as described in [Starting a Web-Based LSMS GUI Session](#)
- If you have not activated the optional IP User Interface feature, establish a login session first from an X-windows compatible terminal (as described in [Establishing Login Sessions](#)) and then start a GUI (as described in [Starting a Server-Side LSMS GUI Session](#))

## Starting a Server-Side LSMS GUI Session

To start an LSMS GUI session on an X-windows compatible terminal through which you have made a secure shell connection to the LSMS, use the following procedure.

1. Use the procedure described in [Logging In to LSMS Server Command Line](#) to log into the active server as an `lsmsadm` (system configuration), `lsmsuser` (database administration), `lsmsview` (viewer), `lsmsuext` (external user), or `lsmsall` (all) user.

(For more information about user types, see [Non-Configurable Permission Groups](#)).

2. Do one of the following:

- If you are performing this procedure on a Linux-based terminal, go to the next step (the `-X` you specified when you logged into the server command line enables the GUI to be displayed on your terminal).
- If you are performing this procedure on a Windows terminal, enter the following command to cause the GUI display to be sent to the terminal, where `<ipaddress>` is the IP address of the terminal:

```
export DISPLAY=<ipaddress>:0
```

3. Verify that the browser is not running on the terminal from which you logged into the server command line.

(If the browser is running, you will not be able to view reports or log files.)

4. Enter the following command to start the GUI session:

```
$LSMS_DIR/start_mgui
```

The **Welcome/Login** window displays. Next, perform the procedure described in [Logging Into the LSMS Console Window](#).

## Starting a Web-Based LSMS GUI Session

The LSMS offers, as the optional IP User Interface feature, a web-based graphical user interface (GUI) intended for remote users. The web-based GUI can be run:

- On a PC with Microsoft® Windows installed, using Microsoft Internet Explorer (version 8.0 or 9.0)
- On a Linux workstation, using Mozilla® Firefox® 3.0.0 or later

The web-based GUI is accessible from any machine that can access the network on which the LSMS resides. The functionality of the web-based GUI is the same as that of the server-side GUI.

**Note:** When you have completed logging into a web-based LSMS GUI, the session has these operating characteristics:

- Pressing the Back button from the browser from which the GUI was launched terminates that GUI session. To reopen the GUI, you must click the Refresh button and begin the login process again.
- Pressing the Refresh button from the browser from which the GUI was launched terminates that GUI session. To reopen the GUI, you must begin the login process again.
- You cannot use a browser window that was started by selecting File > New > Window from the browser window to launch another web-based LSMS GUI.

To start the web-based GUI, verify that the IP User Interface feature has been activated and perform the following procedure:

1. Start your web browser (Mozilla® Firefox® or Internet Explorer).
2. Enter the LSMS Virtual IP (VIP) address, followed by :8200, in either of the following locations, depending on which platform your web-based GUI runs:
  - a) For Mozilla® Firefox®, in the Location: field
  - b) For Internet Explorer, in the Address: field

For example, enter `http://<VIP_address>:8200`, where <VIP\_address> is the Virtual IP address used by your LSMS system. (The VIP address is always associated with the active server; when switchover occurs, the VIP address association is switched over from previously active server to the newly active server.)

3. Press **Return**.

The Oracle Communications LSMS start page displays.



**Figure 6: Oracle Communications LSMS Start Page**

4. If you are logging in for the first time from this terminal, click the **Java Setup** button and follow the instructions on the displayed page to install a Java plug-in and set up a security policy. Otherwise, go to step [Step 5](#).

**Note:** LSMS supports Java 1.7 clients.

5. Open the **Java Control Panel** for your terminal, go to the **Security** tab, and click on **Edit Site List**:

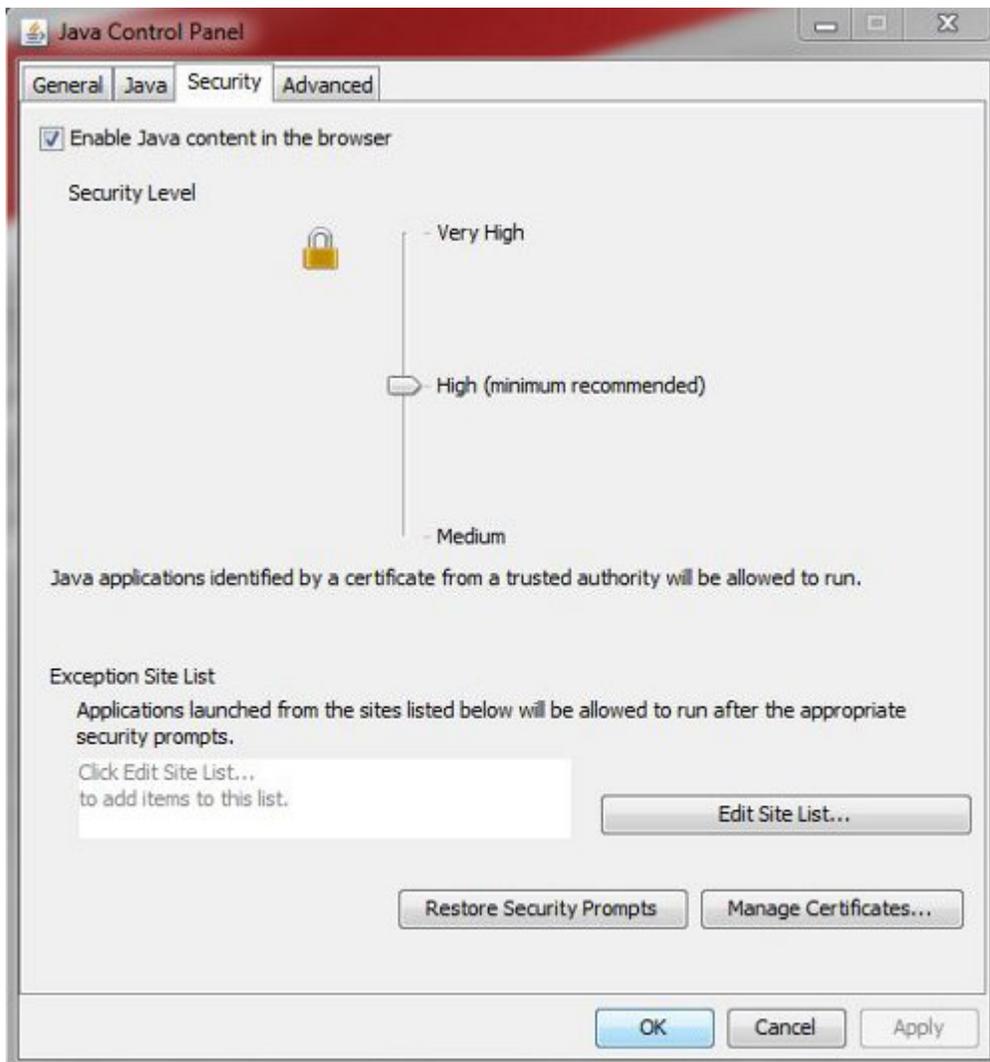


Figure 7: Security Tab of Java Control Panel

6. After clicking on Edit Site List, click on Add:

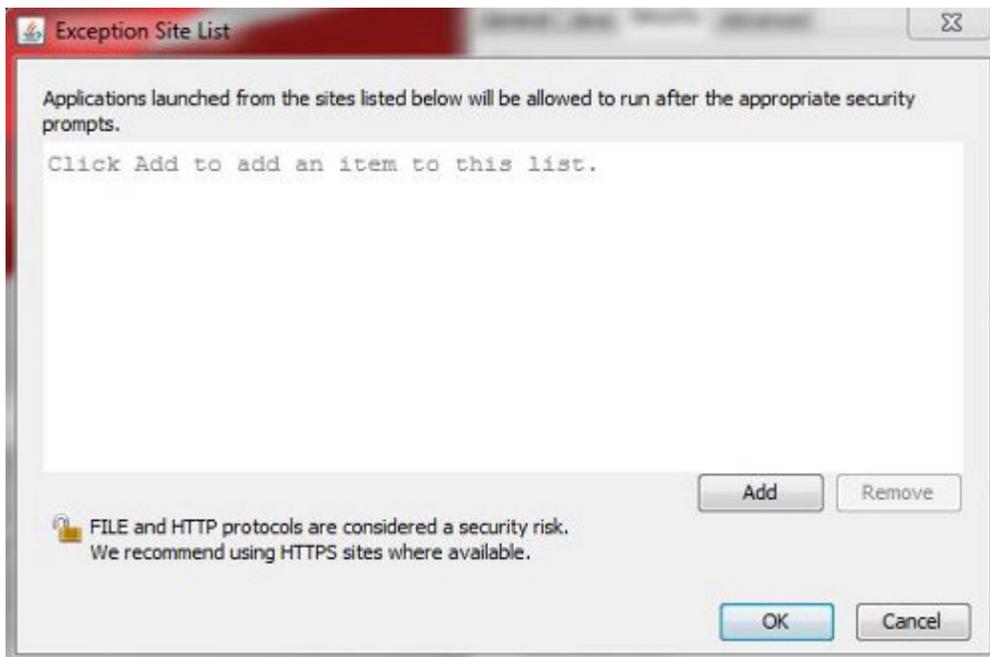


Figure 8: Adding to the Exception Site List

7. Type in the location of your LSMS server (`http://IP_address:8200`):

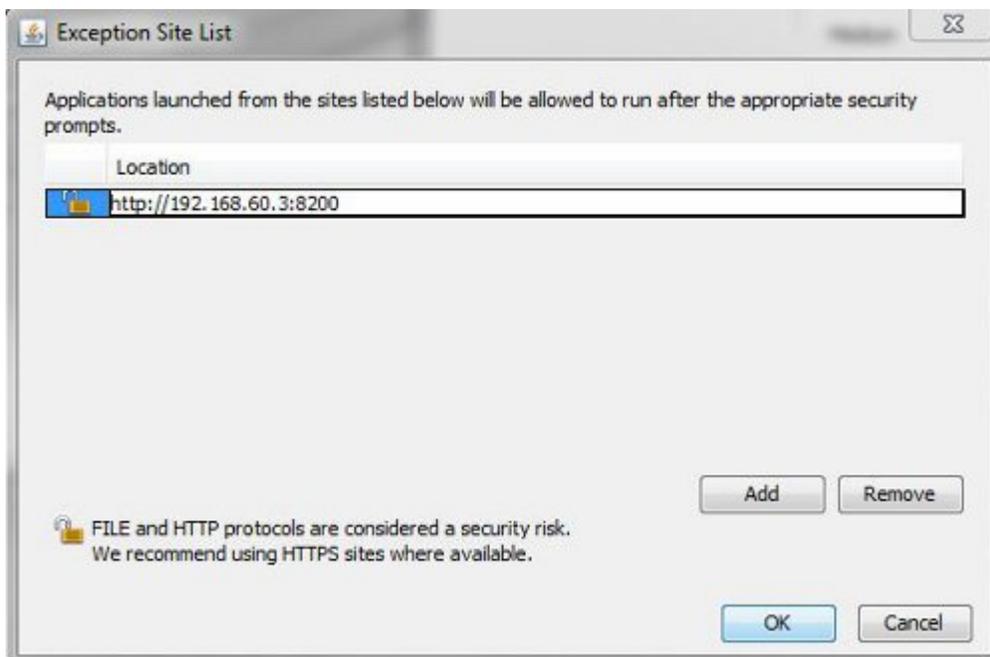


Figure 9: Adding the LSMS Server to the Exception Site List

8. Click **OK**.  
If you are adding an http site, a warning similar to the following warning is displayed:



**Figure 10: Security Warning for HTTP Location**

9. Click **Continue** to add the server to the Exception Site List.  
The **Security** tab will now show the server in the Exception Site List, as shown in the following example:

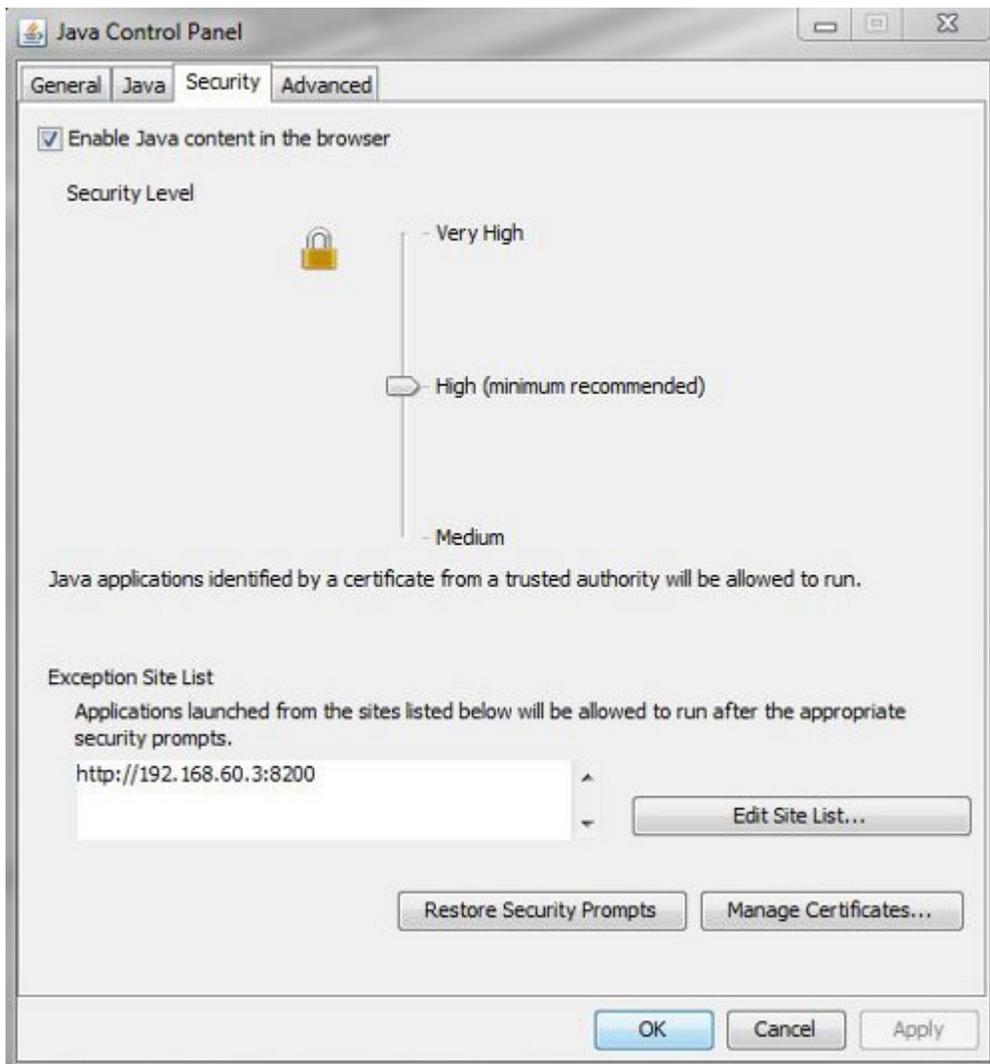


Figure 11: Exception Site List Including the LSMS Server

10. Click **OK** to exit the **Java Control Panel** and return to the GUI.
11. Back at the **Oracle Communications LSMS Start Page**, click on the **Web Interface** button.  
A security warning similar to the following warning is displayed:



Figure 12: Application Security Warning

12. Check the box to accept the risk to run the application, and click **Run**; the **LSMS Web GUI Start Page** displays:

---

**LSMS Web GUI Start Page**

---



---

*Generated by Forte for Java*

**Figure 13: LSMS Web GUI Start Page with Login Button**

13. Click the **Login** button.

The LSMS Login screen appears. From this point on, the web-based GUI works exactly like the server-side GUI. Next, perform the procedure described in [Logging Into the LSMS Console Window](#).



**Figure 14: LSMS Welcome/Login Window**

**Note:** If you log out of this web-based LSMS GUI session, you must start a new browser to log back in. If you only want to change user, select User/Session>Change User from the main LSMS menu.

## Logging Into the LSMS Console Window

After one or more SPIDs have been defined, use the following procedure to log into the LSMS console.

1. After you have completed the procedure described in [Starting a Server-Side LSMS GUI Session](#) or the procedure described in [Starting a Web-Based LSMS GUI Session](#), the **LSMS Welcome/Login Window** displays.



Figure 15: LSMS Welcome/Login Window

2. Enter the Service Provider ID (SPID), username, and password, which must be as follows:
  - The username and password must have been defined as described in [Managing User Accounts](#) (the group definition determines to which GUI menu items the username will have access).
  - The SPID must be one that has been defined on this LSMS, as described in “Service Provider Contact Information” in the *Configuration Guide*. In addition, if the SPID Security feature has been enabled, you must enter a username that has been authorized to access the SPID you enter. For information about authorizing usernames to SPIDs, refer to the *Configuration Guide*.
3. Click **Login**.
  - If the Customizable Login Message feature is not enabled (or it is enabled, but no message text has been created), the **LSMS Console** window displays.

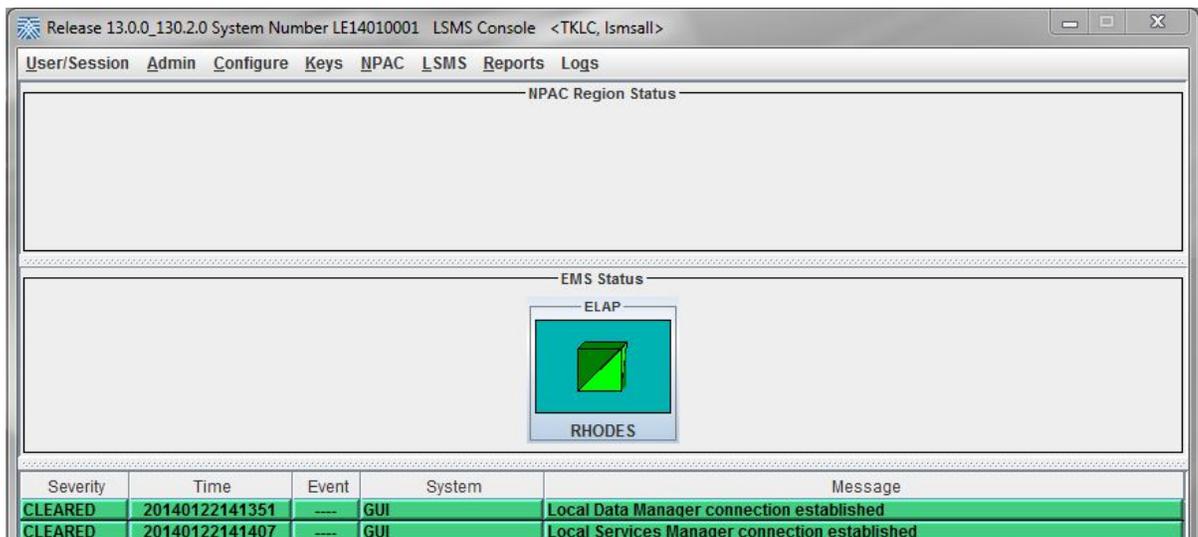


Figure 16: LSMS Console Window

- If the Customizable Login Message feature is enabled and there is user-defined login message text configured, the Login Message dialog displays the message as shown in [Figure 17: Example of Login Message Dialog](#) before the **LSMS Console** window is displayed. System administrators are responsible for creating the customizable login message text (for information about how to create this message text, refer to the *Configuration Guide*). Oracle Customer Service is responsible for enabling the feature.

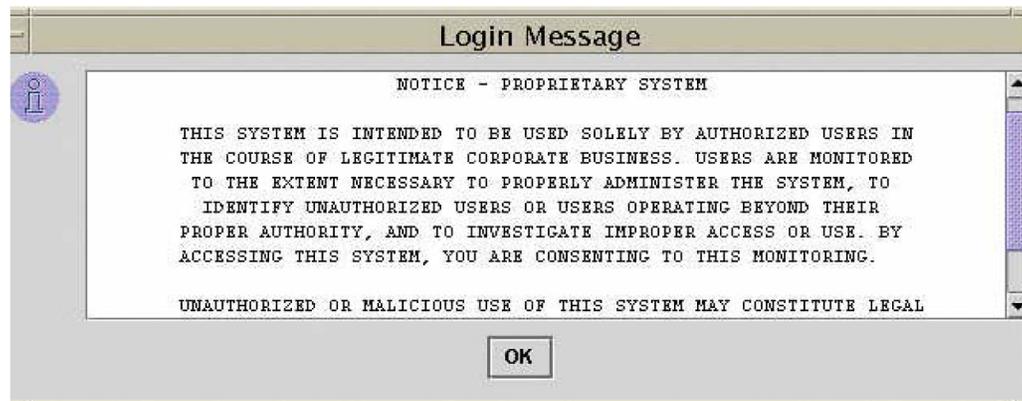


Figure 17: Example of Login Message Dialog

The Login Message dialog displays a 10 line by 80 character viewing area, with a scrollable text area up to a maximum of 5000 characters. Users must acknowledge this message by clicking the OK button.

## Modifying Title Bar in LSMS Console Window

After you successfully log in to LSMS, the console window displays. If the `/usr/TKLC/lsms/config/LSMSname` file exists and contains a (0–30 character) unique LSMS name,

the name (in this example, “Oracle - Morrisville”) is displayed in the title bar along with the SPID and user name. If the file does not exist or is empty (null), no name will be displayed and the title bar will look as before—displaying only the SPID and user name.

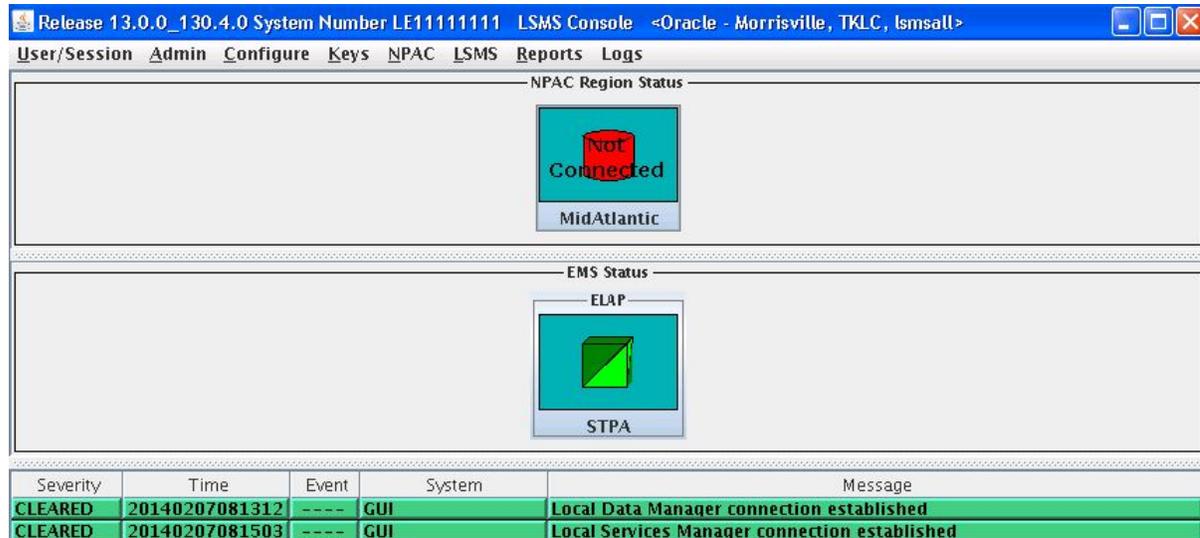


Figure 18: LSMS Console Window with Modified Title Bar

## Command Line Interface Utility

To use the command line interface, use the following procedures to start and exit the command line interface utility.

### Starting the Command Line Interface

You can use the command line interface utility, `lsmsclaa`, to manage some functions that can also be managed from the LSMS graphical user interface. Once the command line interface is running, you can enter as many of its allowed actions as are required to fulfill a task.

For detailed information about using the command line interface utility, including error situations, see [Using lsmsclaa Commands](#).

Use the following procedure to start the command line interface utility:

1. Use the procedure described in [Logging In to LSMS Server Command Line](#) to log in to the command line of the active server as a member of the permission group required for the function you need to perform.

For more information about permission groups and authorized functions, and for more information about the command line interface, see [Using lsmsclaa Commands](#).

2. Start the command line interface by entering the following command with parameters as defined in [Table 5: Parameters Used by Command Line Interface](#):

```
$ LSMS_DIR/start_cmdLine <SPID> <REGION> [ <COMMANDFILE> ]
```

Table 5: Parameters Used by Command Line Interface

Parameter	Description	Required?	Characters
<SPID>	Service Provider ID	Yes	4
<REGION>	Name of NPAC region	Yes	6 to 11
<COMMANDFILE>	Full name of a text file that contains a series of commands to be run by the command line interface utility	No	1 to 256

3. The following prompt appears, at which you enter the action you desire:

```
Enter command ->
```

### Exiting the Command Line Interface

Use the following procedure to exit the command line interface utility:

Enter the following at the command line interface prompt:

```
Enter Command -> EXIT
```

## Powering On the LSMS

For information about powering on the LSMS servers (LSMSPRI and LSMSSEC), refer to the *Hardware and Installation Guide* for E5-APP-B.

**Note:** Powering on the LSMS servers (which can be done in any order) does not start the LSMS application and MySQL database services. To start those functions after restoring power to the servers, perform the following steps:

1. Log in to LSMSPRI as `lsmsmgr`.  
(For information about logging in, see [Logging In to LSMS Server Command Line.](#))
2. Select **Maintenance > Start Node** to initiate the following activities:
  - Uninhibit LSMSPRI
  - Transition LSMSPRI to the HAACTIVE state

**Note:** The database on LSMSPRI becomes the master.
3. Log in to LSMSSEC as `lsmsmgr`.  
(For information about logging in, see [Logging In to LSMS Server Command Line.](#))
4. Select **Maintenance > Start Node** to initiate the following activities:
  - Copy the database on LSMSPRI to LSMSSEC

- Begin database replication on LSMSEEC.  
**Note:** The LSMSEEC database becomes a slave.
- HA uninhibits LSMSEEC, allowing LSMSEEC to transition to a HASTANDBY state  
LSMSPRI is now active and running the LSMS application; LSMSEEC is in a standby state.

## Powering Off the LSMS

Before you turn off the system power, all applications on each server must be stopped and the operating system on each server must be stopped. Use the following procedure to power off the LSMS; contact the [Customer Care Center](#) if additional assistance is needed.



**Warning:** Do not disconnect or connect any cables to the system while the power is on. This action can damage the internal circuits.

### 1. On the inactive server:

- a) Log in to the inactive server as root.  
(For information about logging in, see [Logging In to LSMS Server Command Line](#).)
- b) Enter:  

```
# init 0
```

The inactive server shuts down and powers off.

### 2. On the active server:

- a) Log in to the active server as lsmsmgr.  
(For information about logging in, see [Logging In to LSMS Server Command Line](#).)
- b) Select **Maintenance > Stop Node** (see [Figure 19: Example Cautionary Message - Displayed after Selecting Stop Node](#) and [Figure 20: Example Message - Stop Node Completed Successfully](#) for example screens that display after selecting Stop Node).

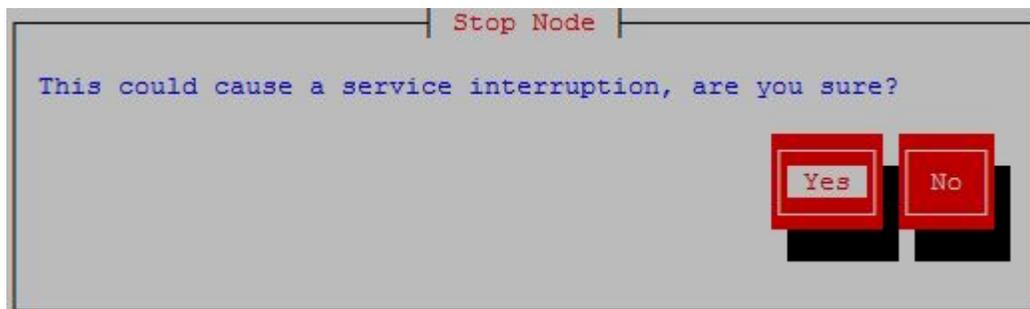


Figure 19: Example Cautionary Message - Displayed after Selecting Stop Node

- c) Select **Yes** to continue the Stop Node process.

**Note:** Selecting **Yes** on this screen stops the LSMS application and it also stops the MySQL database services from running.



**Figure 20: Example Message - Stop Node Completed Successfully**

- d) Press any key to continue.
- e) Exit the lsmsmgr interface by highlighting **Exit** and pressing **Enter** until you have completely exited.
- f) Log in as `root` on the active server.  
(For information about logging in, see [Logging In to LSMS Server Command Line.](#))
- g) Enter:  
`# init 0`  
The active server shuts down and powers off.

## Managing the System Clock

The NPAC and LSMS system times must be within five minutes of each other, with the NPAC serving as the master. If the NPAC and LSMS system times are not within five minutes of each other, one of the following GUI notifications may be posted:

```
[Critical]: <Timestamp> 2003: NPAC [<PRIMARY|SECONDARY>] Connection Aborted by  
PEER : Access Control Failure
```

```
[Critical]: <Timestamp> 2012: NPAC [<PRIMARY|SECONDARY>] Connection Attempt  
Failed : Access Control Failure
```

If one of these notifications appears, verify and, if necessary, reset the LSMS time using the methods described in either of the following sections:

- *Automatically Controlling the LSMS Time Using NTP*. Using the Network Time Protocol (NTP) requires access to accurate NTP servers, but results in the LSMS rarely, if ever, being out of synchronization with the NPAC. This section describes how to troubleshoot the rare problems with NTP.
- *Manually Controlling the LSMS Time Without an External NTP Source*. Using only manual methods to control the LSMS time can result in cases of the LSMS being out of synchronization with the NPAC.

## Automatically Controlling the LSMS Time Using NTP

The LSMS allows you to configure the LSMS as an industry-standard Network Time Protocol (NTP) client that communicates with one or more NTP servers elsewhere in your network. NTP reads a time server's clock and transmits the reading to one or more clients with each client adjusting its clock as required.

### Configuring the LSMS as an NTP Client

The NTP client protocol is incorporated with the operating system that is included with LSMS. If you choose to implement the LSMS as an NTP client, you must set up one or more NTP servers in your own network (or synchronize with some portion of the existing NTP subnet that runs on the Internet) and configure the LSMS to contact those NTP servers. For information about selecting NTP servers and configuring the LSMS as an NTP client and about displaying current settings for NTP, refer to the *Configuration Guide*.

If you prefer not to configure the LSMS as an NTP client, you can manually reset the LSMS time when it drifts out of synchronization with the NPAC time, as described in *Manually Controlling the LSMS Time Without an External NTP Source*.

### Verifying NTP Service

Use the following procedure to verify that the time server is working.

Log in to lsmspri as root and enter the following command:

```
$ ntpdate -q ntpserver1
```

- If the time server is working, output similar to the following displays:

```
server 198.89.40.60, stratum 2, offset 106.083658, delay 0.02632
22 May 14:23:41 ntpdate[7822]: step time server 198.89.40.60 offset 106.083658
sec
```

- If the time server is not working or is unavailable, output similar to the following displays:

```
server 198.89.40.60, stratum 0, offset 0.000000, delay 0.000000
22 May 14:33:41 ntpdate[7822]: no server suitable for synchronization found
```

## Troubleshooting NTP Problems

If you configure the LSMS to communicate with several NTP servers, you should rarely encounter any problems with NTP. This section describes how to troubleshoot the following rare, but possible, error conditions:

- [Reference Time Off By More Than Twenty Minutes](#)
- [Violation of Maximum Oscillator Frequency in Network](#)

### *Reference Time Off By More Than Twenty Minutes*

The LSMS's NTP client daemon expects that the LSMS system time has been set close to the real time. If the reference time received from the NTP server is significantly different from the LSMS system time, the daemon waits up to twenty minutes until it sets the time. However, if the reference time is off more than about twenty minutes (which is rare), the daemon terminates and does not set the system time.

If you think that the daemon may have terminated, perform the following procedure:

1. Determine whether the `ntpd` daemon process is running by logging in as `root` and entering the following command:

```
# ntpq -p
```

If the daemon is not running, check the `/var/log/messages` file.

2. To set the system clock, either perform the process described in [Manually Controlling the LSMS Time Without an External NTP Source](#) or enter the following command:

```
# ntpdate <IP_address_of_NTP_server>
```

3. Start the `ntpd` daemon by entering the following commands:

```
# /etc/rc4.d/S58ntpd start
```

4. Verify that the `ntpd` daemon started by repeating step 1.

### *Violation of Maximum Oscillator Frequency in Network*

The NTP protocol specifies that systems should have a maximum oscillator frequency tolerance of plus or minus 100 parts-per-million (ppm). This tolerance allows relatively inexpensive workstation platforms to use the NTP protocol. For platforms that meet this tolerance, NTP automatically compensates for the frequency errors of the individual oscillator, such that no additional adjustments are required to either the configuration file or to various kernel variables.

However, some platforms routinely violate this tolerance, and their violation can affect other time servers or time clients in a network. Although the LSMS meets the tolerance requirement, if your network contains other systems that do not meet the tolerance requirement, you may need to adjust the values of certain kernel variables.

## Manually Controlling the LSMS Time Without an External NTP Source

If you choose not to configure the LSMS to use an NTP server, you can use the following procedure to resynchronize the LSMS system time with the NPAC time when one of the notifications described in [Managing the System Clock](#) is posted:

Generally, the following procedure is used only when the LSMS is first installed. However, if you are not able to use another method of synchronizing time with an NPAC (as described in [Automatically Controlling the LSMS Time Using NTP](#)), you can contact the NPAC administrator, inquire the time used at the NPAC, and use the following procedure to manually set the LSMS system time and date.

Internal system times are stored in GMT; however, the time and date are typed in the local time zone and converted automatically. If you need to check the local time zone, you can use the `env` command with the `TZ` variable.

1. Log in to active server as `lsmsmgr`.  
(For information about logging in, see [Logging In to LSMS Server Command Line](#).)
2. From the main `lsmsmgr` menu, select **Server Configuration > Set Clock**.

A window similar to [Figure 21: Set Clock Window](#) displays.

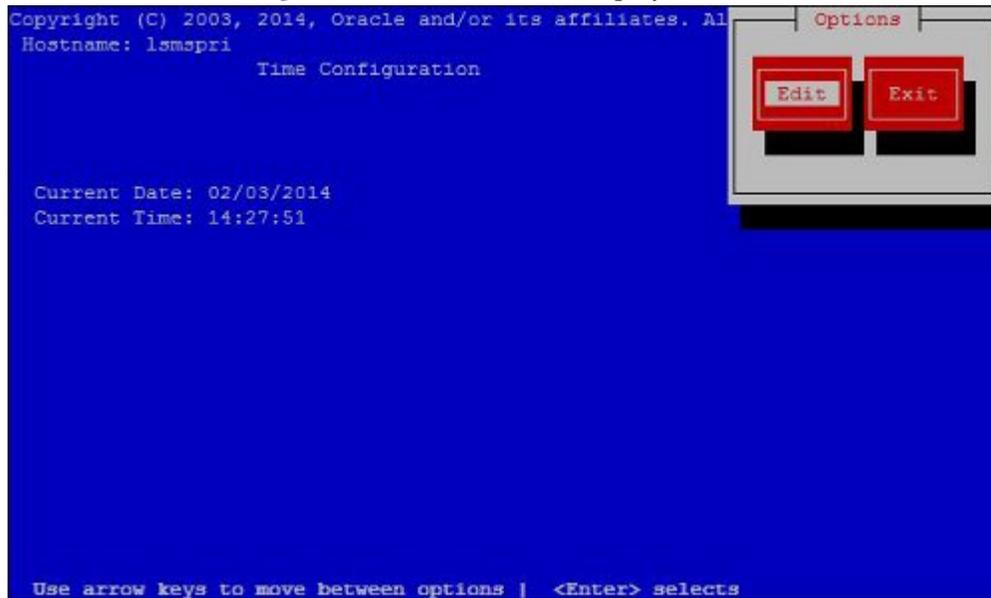


Figure 21: Set Clock Window

3. If you need to change the current date or time, press `Enter` while the `Edit` button is highlighted.  
A window similar to [Figure 22: Change Date and Time Window](#) displays.



Figure 22: Change Date and Time Window

4. Use the down and up arrow keys to move to the field that you want to change.  
Within a field, use the right and left arrow keys to move within a field, delete digits by pressing the Delete key and enter digits by typing them in. When you the values are what you want, press the down arrow key until the OK button is highlighted, and then press Enter. The window shown in [Figure 21: Set Clock Window](#) is displayed again, and it should now display the date and time you set in this step.
5. Log in to the standby server as `lsmmgr`, and repeat steps 1 through 4.
6. If you have changed the time by more than five minutes, it is recommended that you reboot each server.

## Managing User Accounts

This section provides information about the following topics:

- Overview information about user names and passwords
- Overview information about the SPID Security feature
- Non-configurable permission groups
- Configurable permission groups
- Managing user accounts on the primary and secondary servers
- Managing user accounts on the administration console
- Changing account passwords using Linux commands
- Activating the SPID Security feature

### Overview of User Names and Passwords

The system administrator assigns user names and passwords. Each user name is assigned to one of the following permission groups:

**Note:** It is possible for an individual user name to have the same value as a group name. For example, usually a user named `lsmadm` is assigned to the `lsmadm` permission group. Some LSMS commands require the user to be logged in with the `lsmadm` user name.

- `lsmall`
- `lsmadm`
- `lsmuser`
- `lsmuext`
- `lsmview`

The permission groups govern which commands and which GUI functions the user is allowed to use.

### Overview of SPID Security Feature

In addition, the LSMS offers the optional SPID Security feature that allows the LSMS administrator to assign only certain usernames to be allowed to log on with a specified Service Provider Identifier (SPID). Alternatively, the LSMS administrator can assign a username to be given access to all SPIDs; such a user is called a “golden user.”

Association of a username with a SPID allows the LSMS system administrator to restrict access to the following types of locally provisioned data (for more information about associating usernames with SPIDs, see [Activating the SPID Security Feature](#)):

- Default global title translation (GTT)
- Override GTT
- GTT Groups
- Telephone number (TN) filters
- Assignment of GTT groups and TN filters to an Element Management System (EMS). For more information about GTT groups, refer to the *Database Administrator's Guide*.

Accessibility to these types of data are protected by SPID security for any access method (for example, through the GUI, through input data by file, audit, and reconcile).

The SPID Security feature is especially useful for LSMS customers that act as service bureaus, offering LSMS services to other service providers. The service bureau may administer locally provisioned data for a client and may choose to allow the client to administer or view its own data without allowing that client to view or change data belonging to other clients.

**Note:** Without this optional feature, any user can log in using any SPID that is defined on the LSMS. The user is able to view any data for any SPID, and depending on which user privileges were assigned to that username, may be able to change data associated with any SPID.

## Non-Configurable Permission Groups

[Table 6: User Types](#) shows a summary of privileges allowed to each user type.

**Table 6: User Types**

User type	Privileges	User secondary group name	SPID value for logging in
System Administration User	Allows the user to inherit all the privileges of all other user types	lsmsall	NPAC-assigned SPID (refer to the <i>Configuration Guide</i> ).
System Configuration User	Allows the user to: <ul style="list-style-type: none"> <li>• Create, modify and maintain the LNP systems, key lists, associations, and the MySQL databases</li> <li>• Stop automatic audits.</li> <li>• Inherit all the privileges of the Viewer User</li> </ul>	lsmsadm	NPAC-assigned SPID (refer to the <i>Configuration Guide</i> ).
Database Administration User	Allows the user to: <ul style="list-style-type: none"> <li>• Modify and maintain the NPAC</li> </ul>	lsmsuser	Any SPID. If a shadow LSMS exists, use the same SPID for similar

User type	Privileges	User secondary group name	SPID value for logging in
	and supported service provider data <ul style="list-style-type: none"> <li>• Have unlimited access to all LNP related-logs, data, and tables</li> <li>• Inherit all the privileges of the Viewer User</li> </ul>		functions on main and shadow LSMS.
External User	Allows the user the same access as <code>lsmsuser</code> , but the user is not permitted access to the NPAC menu on LSMS GUI	<code>lsmsuext</code>	Any SPID. If a shadow LSMS exists, use the same SPID for similar functions on main and shadow LSMS.
Viewer User	Allows the user: <ul style="list-style-type: none"> <li>• Read access to the LNP data and tables</li> <li>• Limited read access to resource displays and logs</li> <li>• Unlimited access to viewing and acknowledging all alarms</li> </ul>	<code>lsmsview</code>	Any SPID.

#### User Permissions for LSMS Commands

[Table 7: Access to LSMS Commands](#) shows the commands each user type has permission to execute. For more information about the commands, see [Commands](#).

**Table 7: Access to LSMS Commands**

Command	root	lsmsadm	lsmsuser	lsmsview	lsmsall	lsmsuext
Command permissions: X = Users in this group have permission to use this command. lsmsadm = The user must be logged in with the name lsmsadm to have permission to use this command. root = The user must be logged in with the name root to have permission to use this command.						
autoxfercfg		X				
chglct		X				
chkfilter		X				

Command	root	lsmsadm	lsmsuser	lsmsview	lsmsall	lsmsuext
eagle		lsmsadm				
import		X	X	X	X	X
keyutil		lsmsadm				
lsms		lsmsadm				
lsmsdb	root	X	X	X	X	X
lsmsSNMP	root					
lsmsurv	root					
massupdate		lsmsadm				
measdump			X	X	X	X
npac_db_setup		lsmsadm				
npacimport		lsmsadm				
report		X	X	X	X	X
resync_db_setup		lsmsadm				
SAagent		X				
spidsec		lsmsadm				
start_cmdLine		Permissions for following actions depend on type of user who enters this command				
	ABORT	X				
	ASSOCIATE	X				
	AUDIT	X	X			
	EXIT	X	X	X		
	GET	X	X	X		
	HELP	X	X	X		
	SYNCH	X				
start_mgui		Access to local GUI functions depends on type of user who enters this command (see <a href="#">User Permissions for LSMS Commands</a> ).				
sup		lsmsadm				
sup_db_setup		lsmsadm				

Command	root	lsmsadm	lsmsuser	lsmsview	lsmsall	lsmsuext
survNotify	root	X	X	X	X	X
syscheck	root					

### User Permissions for GUI Functions

For information about the GUI functions each permission group can access, refer to the tables in the *Configuration Guide* (Admin GUI Access, Configure User Access, and Keys GUI Access) and the *Database Administrator's Guide* (User/Session GUI Access, NPAC GUI Access, LSMS GUI Access, Reports GUI Access, Logs GUI Access, and Popup Menus GUI Access).

## Configurable Permission Groups (LSMS Command Class Mgmt)

When the optional LSMS Command Class Management feature is enabled, LSMS supports configurable GUI permission groups *in addition to* the five non-configurable GUI permission groups (lsmsadm, lsmsuser, lsmsview, lsmsall, and lsmsuext).

The LSMS supports the creation of 128 additional, configurable GUI permission groups that can be used to ensure a specific and secure environment. After creating the new, configurable GUI permission groups, the system administrator can assign users to the appropriate group.

The configurable GUI permission groups control access to GUI commands, the CLAA (Command Line Administration Application) equivalent, or any command-line equivalent of GUI functions.

A method to control access to a fixed set of commands is provided. Existing commands, executables, and scripts are classified as follows:

- Command-line equivalents of GUI commands (Reports and functions of CLAA)  
These commands are controlled by the assignment of the corresponding GUI function.
- Optional command-line capability for Report Generator (LQL)  
This command may be assigned individually, similar to GUI commands, to one or more permission groups.
- Root privilege-only commands  
These commands are root-only and are not assignable to any permission group.
- Other commands owned by lsmsadm  
These commands include those used by the LSMS application, those used to control processes, and those for setup and configuration. Commands in this category are grouped as a single set of administration commands. Users may or may not be granted access to this command-line group, in addition to being assigned to the appropriate GUI group.

Some commands in this group, although owned by lsmsadm, are accessible to non-owners for limited operation, such as status. The incorporation of this feature will not have any impact on the current privileges of commands for non-owners.

Example:

To set up a custom environment, system administrators should define the GUI permission groups and populate those groups with the appropriate commands:

**Table 8: Define GUI Permission Groups and Assign Command Privileges**

GUI Permission Group	Command Privileges
Custom GUICONFIG	All Configuration Commands
Custom GUIEMS	All EMS-related Commands
Custom GUISUPER	All GUI Commands

Optionally, assign users (for example, Mike, Sally, and Bill) to a specific command-line permission group (in this example, `lsmsadm`) or GUI permission group.

**Table 9: User Assignment Examples**

User	Linux Permission Group	GUI Permission Group
Mike	<code>lsmsadm</code>	Custom GUICONFIG
Joe	<code>lsmsall</code>	Custom GUIEMS
Sally	<code>lsmsadm</code>	<code>lsmsadm</code>
Bill	<code>lsmsadm</code>	Custom GUISUPER

**Note:** Secure activation is required because this is an optional feature.

After activating this feature, you can create permission groups and assign users to these new groups.

**Note:** Changes in privileges do not automatically occur upon feature activation.

### Permission Group Naming

- The LSMS supports the ability to uniquely name each configurable GUI permission group.
- A group name can consist of a minimum of one character to a maximum of 40 characters (only alphanumeric characters are permitted).

### Permission Group Contents

- Each configurable GUI permission group supports any or all of the LSMSGUI commands.
 

**Note:** The GUI command represents the function, via either the GUI, CLAA, or command-line equivalent of GUI commands.
- Any GUI command may be associated with multiple GUI permission groups.
- The optional LQL command for the Report Generator feature can be placed in GUI permission groups.
- The LSMS supports a group containing the current `LSMSlsmsadm` commands with the exception of Report, Audit, and LQL.

### Permission Group Commands

The LSMS enables you to perform the following tasks:

- Create and modify GUI permission groups.

- Assign a user to a single GUI permission group.
- Assign a user access to the command group in addition to a GUI permission group.
- Retrieve the names of all permission groups, all the commands permitted within a permission group, and the names of all permission groups that contain a particular command.

## Permission Group Processing

### GUI Functions:

The LSMS allows a GUI user access to GUI commands, CLAA commands, or command-line equivalents of GUI commands only if that user is an authorized user.

### Command-Line-Level:

The LSMS allows a user access to command-line-level scripts and executables only if that user is an authorized user.

**Note:** For more information about command class management and configurable permission groups, refer to the *Configuration Guide*.

## Managing User Accounts on the Primary and Secondary Servers

To manage user accounts, LSMS utilizes the `lsmsdb` command. This command allows you to add and delete user accounts, change passwords, and list users. The `lsmsdb` command makes the appropriate changes in the system `/etc/passwd` file.

The following topics explain how to use the `lsmsdb` command to administer LSMS user accounts:

- [Adding a User](#)
- [Deleting a User](#)
- [Setting the System Level Password Timeout Using the Command Line](#)
- [Setting the User Level Password Timeout Using the Command Line](#)
- [Displaying All LSMS User Accounts](#)

**Note:** The `lsmsdb` command modifies files on the local system (the system on which `lsmsdb` is executed). It does not modify or update global network databases.

Therefore, if you add or modify users on one server, make the same change on the other server. Sometimes, for specific administration purposes, you might add or modify users on the servers without adding or modifying them on the administration console.

The following topics explain how to use the LSMS GUI to administer LSMS user accounts:

- [Setting the System Level Password Timeout Using the GUI](#)
- [Setting the User Level Password Timeout Interval Using the GUI](#)
- [Viewing the Active User List](#)
- [Terminating an Active User Session](#)

## Adding a User

Use the following procedure to add a user account:

1. Log in as `root` and type your password.  
For more information, see [Logging In to LSMS Server Command Line](#).
2. Execute `lsmsdb` with the `adduser` command option:  

```
$ cd $LSMS_TOOLS_DIR
$ lsmsdb -c adduser -u <username>
```
3. When the following prompt appears, enter the user password.

```
Enter password:
```

4. When the following prompt appears, enter the user password again.

```
Re-enter password:
```

**Note:** If you did not enter the same password in Steps 3 and 4, the following warning is displayed:

```
WARNING: Passwords must match.
#
```

In this case, go back to Step [Step 1](#); otherwise, proceed with Step [Step 5](#).

5. When the following prompt is displayed, select the LSMS group name (`lsmsadm`, `lsmsuser`, `lsmsview`, `lsmsuext`, or `lsmsall`) for the user by entering the corresponding number in the CHOICE field, then press `<return>`.

```
Select Secondary Permission Group From List:
1) lsmsadm
2) lsmsuser
3) lsmsview
4) lsmsuext
5) lsmsall
CHOICE:
```

6. When the following prompt appears, enter `Y` or `N` in the CHOICE field to indicate whether you want to enter an expiration date for this login.

```
Set expiration date? Y/N
CHOICE:
```

**Note:** If you enter an expiration date, the user will not be allowed to login to this account after that date.

If you enter `Y` in the CHOICE field, the following prompt appears:

```
Enter expiration date (mm/dd/yyyy):
```

- When the following prompt appears, enter **Y** or **N** in the `CHOICE` field to indicate whether you want to enter an **Inactivity Value** (in days) for this account.

```
Set inactivity value? Y/N  
CHOICE:
```

**Note:** If you enter a value (in days), the account will be declared invalid and the user will not be allowed to use that account for the number of days specified.

If you enter **Y** in the `CHOICE` field, the following prompt appears:

```
Enter a number (of days):
```

- If any other error or warning message displays, contact the [Customer Care Center](#).
- Repeat on other server, if desired.

## Deleting a User

Use the following procedure to remove a user account:

- Log in as `root` and type your password.  
For more information, see [Logging In to LSMS Server Command Line](#).
- Execute `lsmsdb` with the `rmuser` command option:  

```
$ cd $LSMS_TOOLS_DIR  
$ lsmsdb -c rmuser -u <username>
```

Upon completion of the command, the prompt will be returned.
- If an error or warning message displays, contact the [Customer Care Center](#).

## Changing a User Password

Use the following procedure to change a user password:

**Note:** The `lsmsdb -c chguserpw -u <username>` command must be run on both the primary and the secondary servers to completely change the password.

- Log in as `root`, or as the user for which the password is going to be changed, and type your password.  
For more information, see [Logging In to LSMS Server Command Line](#).
- Execute `lsmsdb` with the `chguserpw` command option:  

```
$ cd $LSMS_TOOLS_DIR  
$ lsmsdb -c chguserpw -u <username>
```
- When the following prompt appears, enter the current user password.

```
Enter current password:
```

4. When the following prompt appears, enter the new user password.

```
Enter new password:
```

5. When the following prompt appears, enter the new user password again.

```
Re-enter new password:
```

**Note:** If you did not enter the same password in Steps 3 and 4, the following warning is displayed:

```
WARNING: Passwords must match. #
```

In this case, go back to Step 1; otherwise, proceed with Step 6.

6. If any other error or warning message displays, contact the [Customer Care Center](#).

### Setting the System Level Password Timeout Using the Command Line

Use the following procedure to set the system level password timeout using the command line:

1. Log in as `lsmsadm` and type your password.  
For more information, see [Logging In to LSMS Server Command Line](#).
2. Execute `lsmsdb` with the `syspwexp` command option:  

```
$ cd $LSMS_TOOLS_DIR
$ lsmsdb -c syspwexp
```
3. When the following prompt appears, enter **Y**.

```
Configured value: -1
Set password expiration interval? Y/N
```

**Note:** A configured value of -1 indicates the password timeout has not been configured. A configured value of 0 indicates the password timeout has been configured and the password is valid for an indefinite period of time.

4. When the following prompt appears, enter the password timeout interval.

```
Set maximum number of days before password expires for users.
This will set the default password expiration interval for all users.
Valid values are 0 (never expire) or 1 to 180 days.
Enter value:
```

### Setting the System Level Password Timeout Using the GUI

Use the following procedure to set the system level password timeout using the GUI:

1. Log in to the **LSMS Console** as a user in the `lsmsadm` or `lsmsall` group.
2. From the main menu, select **Admin > Password Timeout > System Level > Modify**.

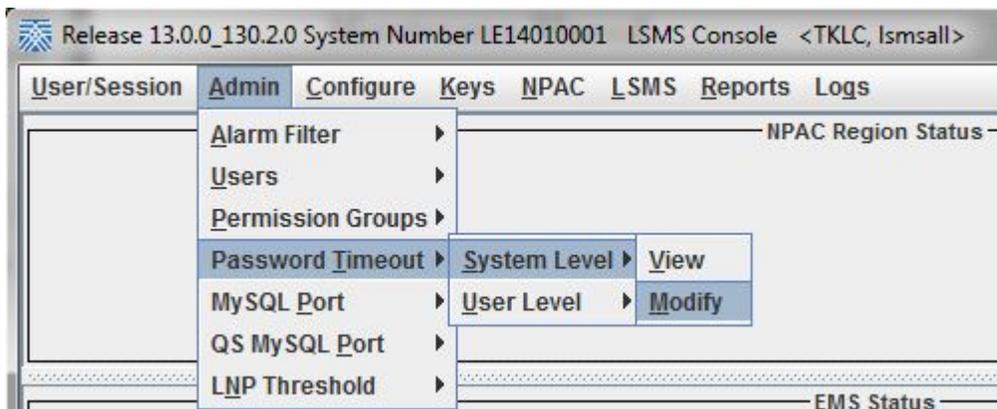


Figure 23: Modifying the System Level Password Timeout

3. Click **Modify**, and the Modify System Level Password Timeout dialog displays.



Figure 24: Modify System Level Password Timeout

4. Type in the number of days for the password timeout interval, then click **OK** .  
If you have successfully modified the password timeout, then the Update Successful dialog displays.



Figure 25: Update Successful

5. Click **OK** .

### Setting the User Level Password Timeout Using the Command Line

Use the following procedure to set the system level password timeout using the command line:

1. Log in as `lsmsadm` and type your password.

For more information, see [Logging In to LSMS Server Command Line](#).

- Execute `lsmsdb` with the `usrpwexp` command option:

```
$ cd $LSMS_TOOLS_DIR
$ lsmsdb -c usrpwexp -u <username>
```

- When the following prompt appears, enter **Y**.

```
Configured value: -1
Set password expiration interval? Y/N
```

**Note:** A configured value of -1 indicates the password timeout has not been configured. A configured value of 0 indicates the password timeout has been configured and the password is valid for an indefinite period of time.

- When the following prompt appears, enter the password timeout interval.

```
Set maximum number of days before password expires for the user.
Valid values are 0 (never expire) or 1 to 180 days.
Enter value:
```

## Setting the User Level Password Timeout Interval Using the GUI

Use the following procedure to set the system level password timeout using the GUI:

- Log in to the **LSMS Console** as a user in the `lsmsadm` or `lsmsall` group.
- From the main menu, select **Admin > Password Timeout > User Level > Modify**.

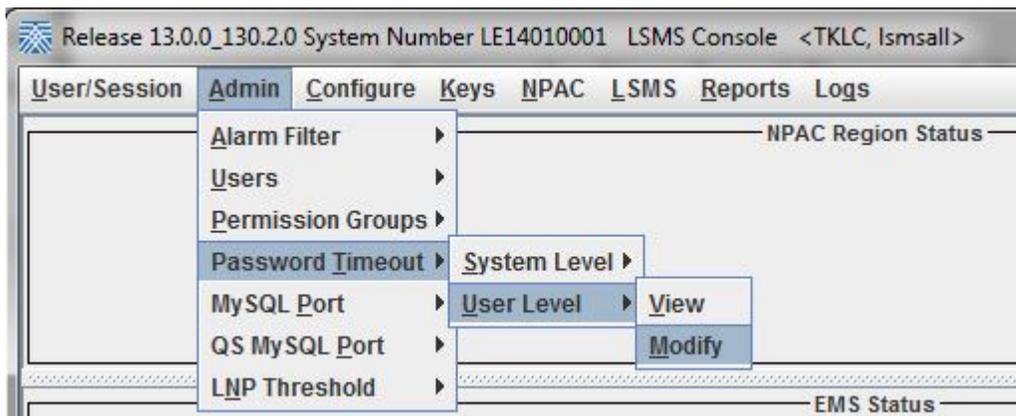


Figure 26: Modifying the User Level Password Timeout Interval

- Click **Modify**, and the **Modify User Level Password Timeout** dialog displays.



Figure 27: Modify User Level Password Timeout

4. Select a user whose password timeout interval you want to modify.
5. Type in the number of days for the password timeout interval, then click **OK** .  
If you have successfully modified the password timeout, then the Update Successful dialog displays.

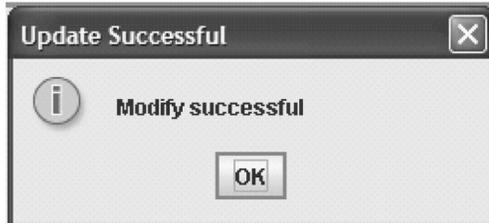


Figure 28: Update Successful

6. Click **OK** .

## Displaying All LSMS User Accounts

Use the following procedure to display a list of all LSMS GUI Users:

1. Log in as **root** and type your password.  
For more information, see [Logging In to LSMS Server Command Line](#).
2. Execute `lsmsdb` with the `users` command option:  

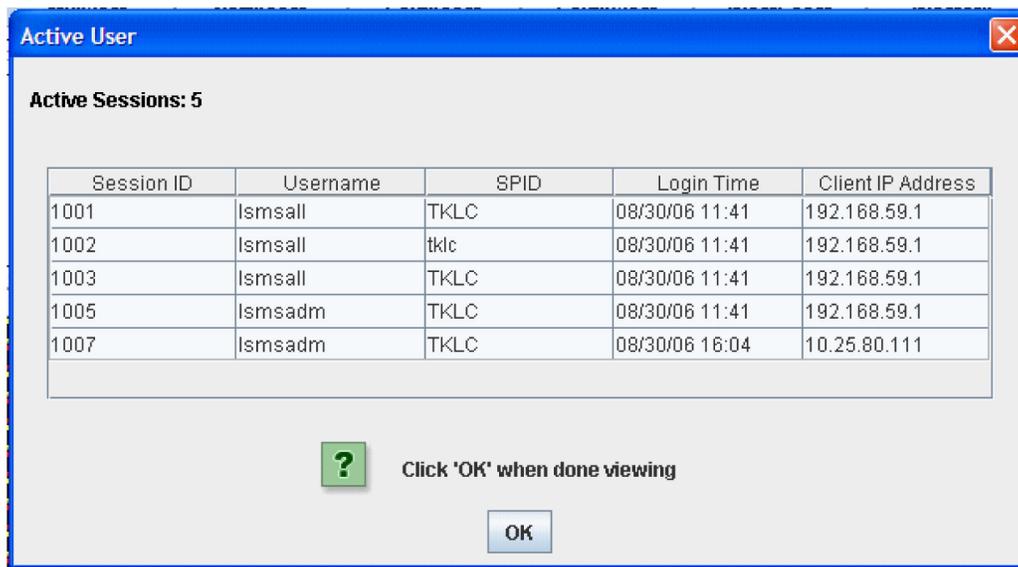
```
$ cd $LSMS_TOOLS_DIR
$ lsmsdb -c users
```

The configured LSMS users will be output one user per line.

## Viewing the Active User List

Use the following procedure to display a list of active LSMS GUI Users:

1. Log in to the **LSMS Console** as a user in the `lsmsadm` or `lsmsall` group.
2. From the main menu, select **User/Session > View Active User Sessions**.
3. After clicking **View Active User Sessions**, the View Active User Sessions dialog displays.



**Figure 29: View Active User Sessions Dialog**

**Note:** Timed-out sessions are included in the active sessions list.

4. Click OK when you are done viewing the Active User list.

### Terminating an Active User Session

Use the following procedure to terminate the session of an active LSMS GUI User:

1. Log in to the **LSMS Console** as a user in the `lsmsadm` or `lsmsall` group.
2. From the main menu, select **User/Session > Terminate User Session**.
3. After clicking **Terminate User Session**, the Terminate User Session dialog displays.

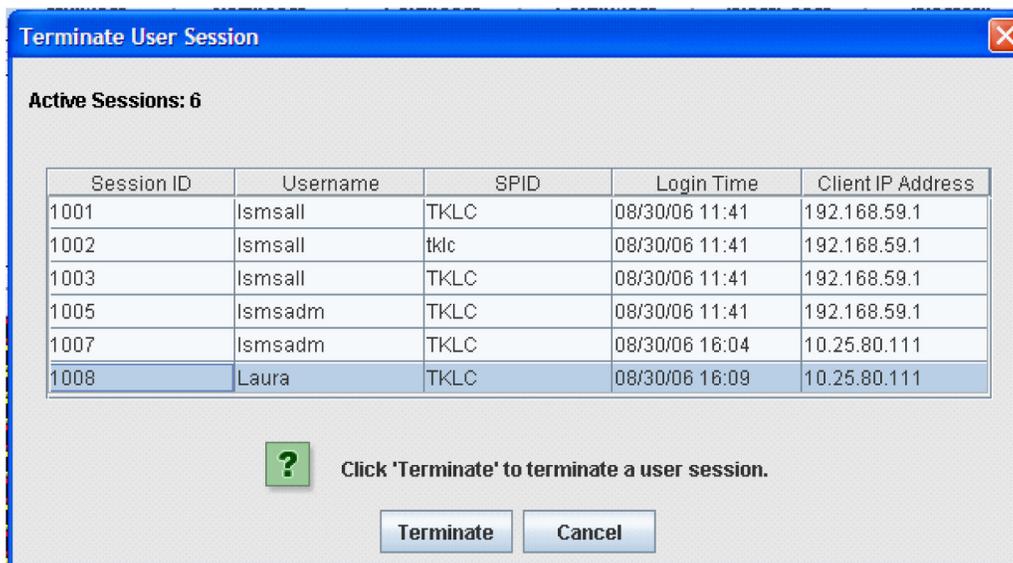


Figure 30: Terminate User Session Dialog

4. Click on the user session you want to end and click **Terminate**.
5. If you are sure you want to terminate the session, click **Yes** in the Confirm Delete dialog, otherwise click **No**.

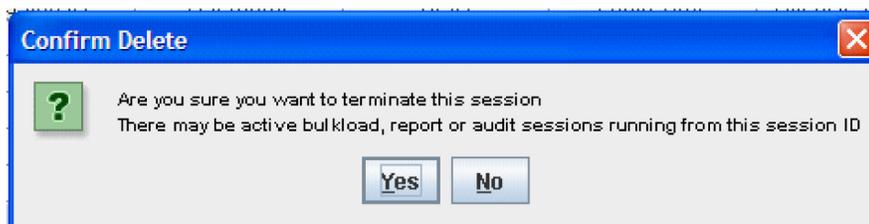


Figure 31: Confirm Delete Dialog

6. After you successfully terminate a user session, click **OK** in the Delete Successful dialog.

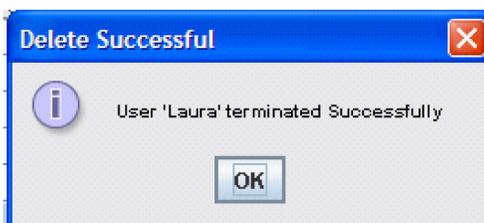


Figure 32: Delete Successful Dialog

## Activating the SPID Security Feature

This feature is activated by Oracle customer service using secure activation procedures. Once the feature is activated, the following actual usernames (not user group names) are defined to be “golden users” having access to all SPID and all other usernames are defined to have no access to any SPIDs:

- `lsmsadm`
- `lsmsview`
- `lsmsall`
- `lsmsuser`
- `lsmsuext`

After the feature has been activated, the LSMS administrator (`lsmsadm`) is advised to immediately define associations between usernames and SPIDs as described in the following procedure:

1. Log in as `lsmsadm` on the active server.
2. If you do not wish the username `lsmsadm` to have access to all SPIDs, enter the following command to remove the username from golden access:
 

```
$ spidsec -r -u lsmsadm -s golden
```
3. If desired, repeat step [Step 2](#) for the usernames `lsmsview`, `lsmsall`, `lsmsuser`, and `lsmsuext`.
4. To display all the usernames currently defined on the LSMS, see [Displaying All LSMS User Accounts](#).
5. For each displayed username, determine which SPIDs you wish to allow this user access to and enter the following command to authorize this username for the specified SPID:

```
$ spidsec -a -u <username> -s {<spid>|golden}
```

The following parameters and options apply to this command:

<b>&lt;username&gt;</b>	A valid LSMS username that has been provisioned using <code>admintool</code>
<b>&lt;spid&gt;</b>	A valid SPID defined on the LSMS (alternatively, you can enter <code>golden</code> to allow this username access to all SPIDs defined on the LSMS)

To authorize this username to multiple SPIDs, but not for all SPIDs, you must enter the command once for each SPID.

6. Repeat step [Step 5](#) for each user displayed in step [Step 4](#).

# Chapter

# 4

## Preventive Maintenance

---

### Topics:

- *Introduction.....92*
- *Recommended Daily Monitoring.....92*
- *LSMS Database Defragmentation.....93*
- *Using Backup Procedures.....94*
- *Using Restore Procedures.....103*
- *Additional Tools for Monitoring the LSMS Hardware and the Network.....104*
- *Managing Automatic File Transfers.....108*

This chapter describes preventive maintenance of the LSMS. Included are topics on backing up databases and file systems, monitoring hardware and network performance, and routine cleaning.

## Introduction

This chapter describes preventive maintenance of the LSMS. Included are topics on backing up databases and file systems, monitoring hardware and network performance, and routine cleaning.

Use the system monitoring features regularly, especially during times of peak load, to verify that the system has adequate resources. This practice provides an insight into system resource utilization and provides early warning if the system capacity limits are being approached.

The procedures in this chapter assume that you are familiar with the LSMS hardware. For more information about the hardware, refer to the *Hardware and Installation Guide* for E5-APP-B.

## Recommended Daily Monitoring

To properly maintain your LSMS system, it is recommended that you perform the activities described in this section on a daily basis.

### Continuous Monitoring Activities

Perform the following activities continually:

- Always keep at least one graphical user interface (GUI) open. Monitor the GUI especially for any red or yellow conditions, either on the NPAC and EMS status icons or in the notifications display area. For more information about the display areas of the GUI, refer to the *Database Administrator's Guide*. For information about notifications displayed in the notifications display area, see [Automatic Monitoring of Events](#).
- Monitor the latest Surveillance notifications in either or both of the following ways:
  - Connect a customer-provided administration console to Serial Port 3 of each server so that Surveillance notifications can be displayed there.
  - View the Surveillance log file, `/var/TKLC/lsmc/logs/survlog.log`. To display the latest contents of this file, log in as any user and enter the following command:

```
$ tail -f /var/TKLC/lsmc/logs/survlog.log
```

For more information about the Surveillance feature, see [Understanding the Surveillance Feature](#).

### Once a Day Monitoring Activities

It is recommended that once each day you perform the following:

- Examine logs for abnormalities. For more information, see [Daily Examination of Logs for Abnormalities](#).
- Determine the success or failure of the database and file system backups by examining the backup log (`/var/TKLC/log/backup/backup.log`) and the surveillance log (`/var/TKLC/lsmc/logs/survlog.log`). For more information, see [Daily Determination of Success or Failure of Backup](#).

### Daily Examination of Logs for Abnormalities

Examine the following logs for any abnormalities once a day, preferably near the end of the day. In each of these logs, <MMDD> indicates the month and day. Each log is kept for seven days. For more information about these logs, refer to the *Database Administrator's Guide*. You can view the logs using the GUI or you can use any text editor.

- Examine the following exception log files:
  - Run the `chkfilter` command and then examine `/var/TKLC/lsmc/logs/trace/LsmcSubNotFwd.log.<MMDD>`. This log contains subscription versions (SVs) or number pool blocks (NPBs) that have been received from an NPAC but could not be forwarded to a network element because the LSMS has no EMS routing defined for the SVs or NPBs.
  - `/var/TKLC/lsmc/logs/<clli>/LsmcRejected.log.<MMDD>`. This log contains transactions that the LSMS attempted to forward to a network element, but which were rejected by the network element.
- Examine the following alarm logs to verify that you are aware of all alarms (these events will also have been reported in the GUI notifications display).
  - `/var/TKLC/lsmc/logs/alarm/LsmcAlarm.log.<MMDD>`. This log contains events associated with the Local Data Manager, the Local Services Manager and regional NPAC agent processes.
- Examine the following transaction logs for any abnormalities:
  - `/var/TKLC/lsmc/logs/<clli>/LsmcTrans.log.<MMDD>` for each network element identified by <clli>. These logs contain all transactions forwarded to EMS agents, including information associated with M-Create, M-Set, and M-Delete operations initiated from the NPAC.
- Examine the Surveillance log `/var/TKLC/lsmc/logs/survlog.log` for any abnormalities. This log contains all surveillance notifications that have been posted.

### Daily Determination of Success or Failure of Backup

Each day, check the backup log from the previous day on each server (as you can see from the timestamps in [Figure 33: Example of Successful Backup Log for STANDBY Server](#) and [Figure 34: Example of Successful Backup Log for ACTIVE Server](#), backups generally begin a few minutes before midnight). Ensure that the backup logs contain text similar to that shown in the referenced figures. If you need help interpreting the logs, contact the [Customer Care Center](#).

If you determine that the automatic backup(s) did not complete successfully, perform a manual backup right away.

## LSMS Database Defragmentation

In previous releases of LSMS, a database sort was sometimes required to keep the LSMS operating at maximum efficiency in terms of transactions per second (TPS). This was a manually-intensive operation that could be performed only by the Technical Assistance Center (TAC). LSMS 13.0 uses the E5-APP-B platform, which has solid state drives (the old platform used disk drives) that by design do not require

defragmentation. Oracle performed testing to validate that fragmentation will not be an issue on the E5-APP-B platform. However, if for some reason there is any indication of a need for database sorting, contact the [Customer Care Center](#) so your system can be fully evaluated. If it is determined there is a need for database sorting, the Customer Care Center has access to MO006201 which defines this database sort procedure.

## Using Backup Procedures

The most basic form of backup happens continuously and automatically, as the redundant LSMS servers contain duplicate hardware, and the standby server replicates the active server's database.

However, if data becomes corrupted on the active server's database, because data on the active server's database is automatically replicated to the standby server, you must also follow more conventional backup procedures so that you can recover from a corrupted database. A database saved to file on the Network Attached Storage (NAS) device is a precaution against database corruption.

## Understanding How the LSMS Backs Up File Systems and Databases

Each night at midnight, the LSMS automatically backs up the following to disk:

- Platform configuration (for each server), stored as `plat.xml`
- The entire LSMS database, stored as `lsmsdb.xml`
- The entire LSMS logs filesystem, stored as `lsmslogs.xml`

When both servers are functioning, the automatic backup function backs up the database (`lsmsdb.xml`) and logs (`lsmslogs.xml`) from the standby server, and backs up only the platform configuration (`plat.xml`) from the active server.

If only one server is active, the automatic backup function backs up all the files shown in the bulleted list above from the active server.

In addition, you can perform the same backups manually at any time (see [Backing Up the LSMS Manually](#)).

## Understanding the Backup Results

The result of each backup is posted to the log file on the server on which the backup was scheduled to take place.

1. Log into the server as `lsmsview`.
2. At the command line prompt, enter the following command to view the log:  

```
# more /var/TKLC/log/backup/backup.log
```
3. Output:
  - a) The example backup log for the standby server indicates that on Wednesday, December 7, an automatic backup was performed on the standby server.

After completing the backup task for each respective backup type (platform, database, and logs), an entry was generated and stored in the backup log. If the backup was successful, output similar to the following displays:

```
lsmsbkp:*** Backup started at Wed Dec  7 23:55:04 EST 2005 ***
lsmsbkp: Local HA status:  STANDBY.
lsmsbkp: Remote HA status: ACTIVE.

lsmsbkp: Backup type:      Platform.

lsmsbkp: Backup type:      DataBase.

lsmsbkp: Backup type:      Logs.
```

---

### Figure 33: Example of Successful Backup Log for STANDBY Server

The example backup log for the active server indicates that on Wednesday, December 7, an automatic backup was also performed on the active server. After completing the backup task for the platform files, an entry was generated and stored in the backup log. If the backup was successful, output similar to the following displays:

```
lsmsbkp:*** Backup started at Wed Dec  7 23:55:05 EST 2005 ***
lsmsbkp: Local HA status:  ACTIVE.
lsmsbkp: Remote HA status: STANDBY.

lsmsbkp: Backup type:      Platform.
```

---

### Figure 34: Example of Successful Backup Log for ACTIVE Server

- b) If the backup was unsuccessful, output similar to the following displays:

```
lsmsbkp:*** Backup started at Thu Jan 12 14:03:52 EST 2006 ***
lsmsbkp: Local HA status:  ACTIVE.
lsmsbkp: Remote HA status: STANDBY.

lsmsbkp: Backup type:      Platform.

ERROR: Remote command failed: RC=1
ERROR: reported: ssh: connect to host backupserver-lsmspri port 22: No route to
host

WARNING: Could not create lockfile /Volumes/LVstorage/LOCK.lsmspri
err | Repository is already locked!
```

### Figure 35: Example of Unsuccessful Backup Log for ACTIVE Server

## Backing Up the LSMS Manually

Before beginning a manual backup, read [Understanding How the LSMS Backs Up File Systems and Databases](#). Also, check the GUI notification information and surveillance logs for database errors before beginning the manual backup procedure to ensure that the LSMS is functioning correctly.

The following procedure explains how to start a backup manually. If a backup procedure fails, contact the [Customer Care Center](#).

1. Perform the procedure described in [Checking for Running Backups](#) to ensure that no other backup (automatic or manual) is already running.
2. Ensure that none of the following processes are running.  
All of these processes use temporary file space on the LSMS. If you attempt to start a backup, you may run out of file space.
  - Starting a standby node (to change its state from UNINITIALIZED "INHIBITED" to STANDBY)
  - An `import` command
  - An `lsmsdb quickaudit` command
  - A query server snapshot (`lsmsdb snapshot`)
3. Log into the active server as `lsmsmgr`.  
(For more information, see [Logging In to LSMS Server Command Line](#).)
4. View the backup log and ensure that the backup completed successfully.  
**Note:** The backup log shows only the active server's backup results.  
For more information, see [Daily Determination of Success or Failure of Backup](#).
5. From the Main Menu on the active server, select **Maintenance > Backup and Restore > Network Backup**.

The **Select Backup Configuration Menu** is displayed.

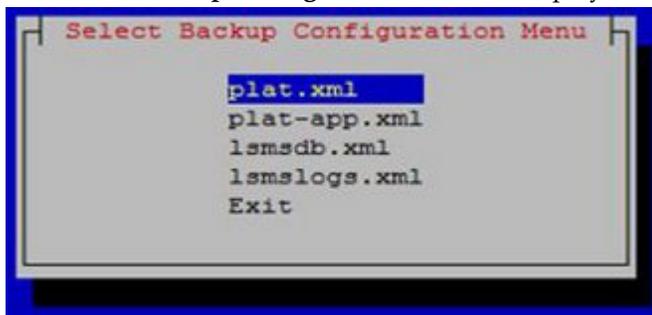
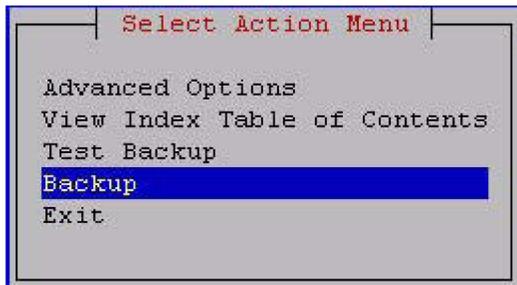


Figure 36: Select Backup Configuration Menu

- **plat.xml** is provided by TPD and is used to back up all platform files (such as log, pkg, and rcs files) from LSMS to NAS.
- **plat-app.xml** is provided by LSMS and is used to back up all platform files (such as log, pkg, and rcs files) from LSMS to NAS.
- **lsmsdb.xml** is used to back up the LSMS database on NAS.
- **lsmslogs.xml** is used to back up the LSMS logs on NAS.
- **Exit** returns control to the **Backup and Restore** menu.

Select **plat.xml** as shown.

6. Press **Enter** and the **Select Action Menu** is displayed.



**Figure 37: Select Backup on Active Server**

- **Advanced Options** enables specification of backup host details, the archive directory, the repository, and other options. For example:

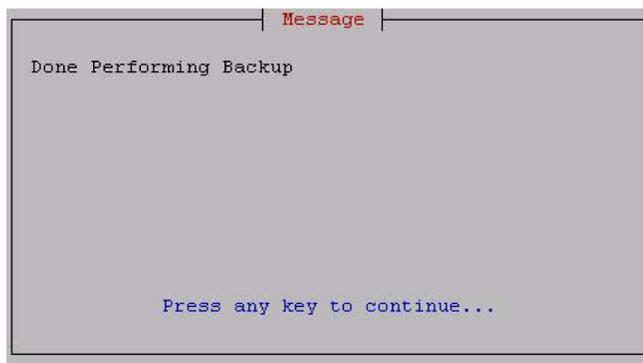
```

Backup Host: backupserver
Backup Host user: root
Archive directory: /Volumes/LVstorage
Repository: logs (automatically selected based on the type of backup selected
previously)
Depth: 5 (numerical value, use of 1-5 is suggested)
Prune: (*)Yes or ()No
  
```

- **View Index Table of Contents** lists the data to be backed up.
- **Test Backup** performs a test backup.
- **Backup** performs backup of LSMS data on NAS.
- **Exit** returns control to the **Backup and Restore** menu.

Select **Backup** as shown.

7. When the backup is complete, press any key to continue.



**Figure 38: Backup Complete on Active Server**

8. Log into the standby server as **lsmsmgr**.  
(For information, see [Logging in from One Server to the Mate's Command Line.](#))

**Note:** If the standby server is not functional, perform the rest of the procedures on the active server.

9. Select **plat.xml** on the standby server, and press **Enter**.

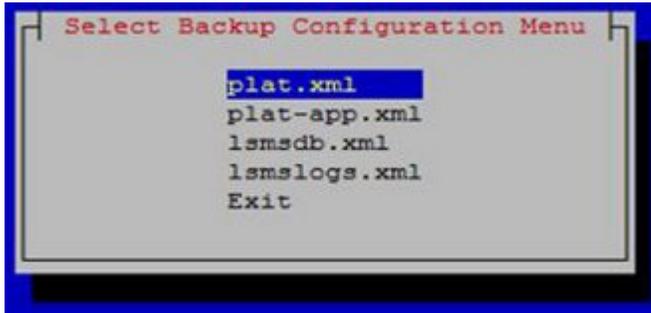


Figure 39: Select plat.xml on Standby Server

10. Select **Backup**.

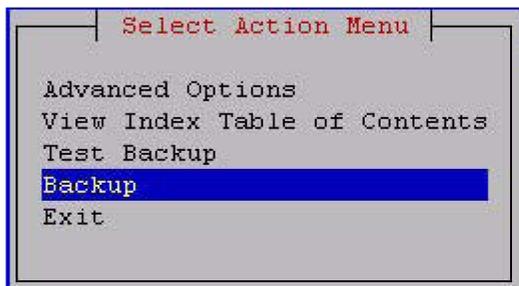


Figure 40: Select Backup on Standby Server

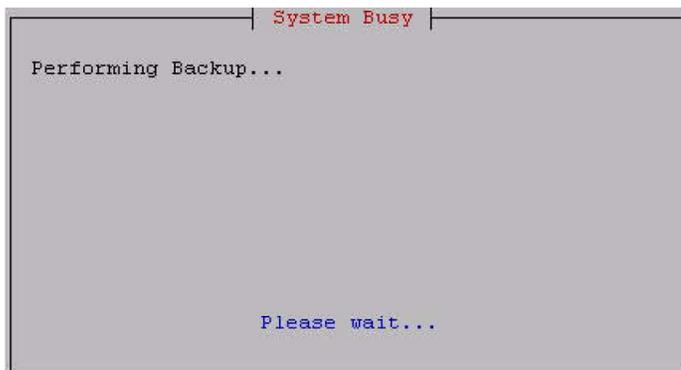


Figure 41: Performing Backup Screen

11. When the backup is complete, press any key to continue.

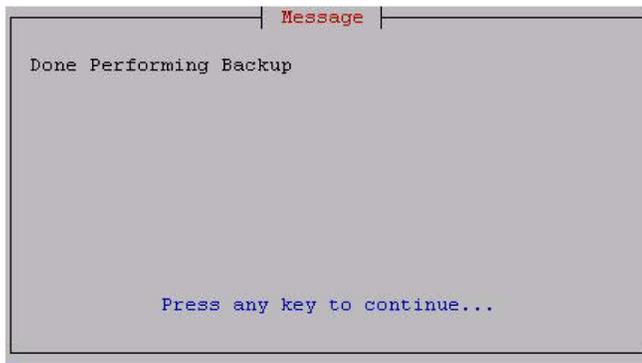


Figure 42: Backup Complete on Standby Server

12. Select `lsmlogs.xml` on the standby server, and press **Enter**.

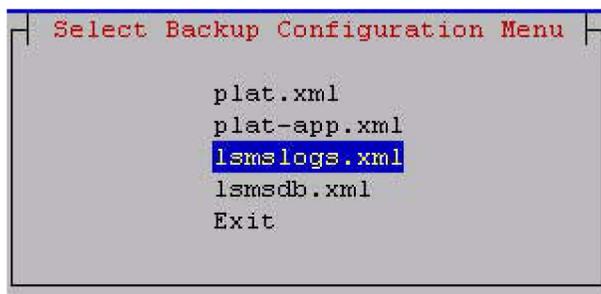


Figure 43: Select `lsmlogs.xml` on Standby Server

13. Select **Backup**.

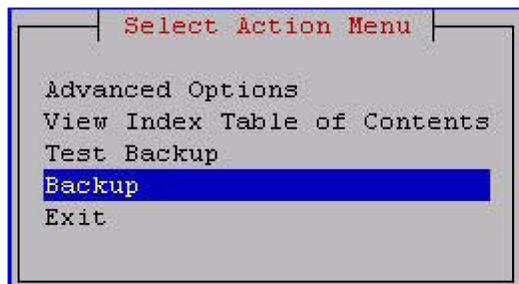


Figure 44: Select **Backup** on Standby Server

14. When the backup is complete, press any key to continue.

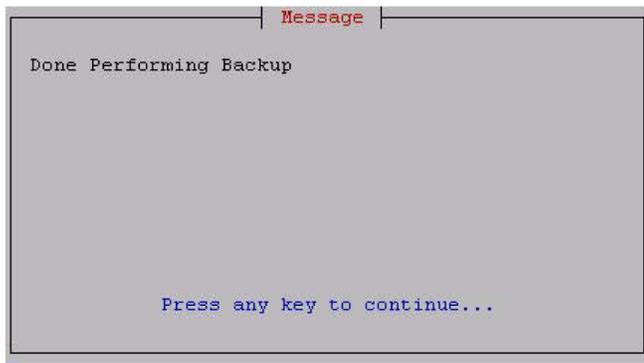


Figure 45: Backup Complete on Standby Server

15. Select **lsmsdb.xml**, and press **Enter**.

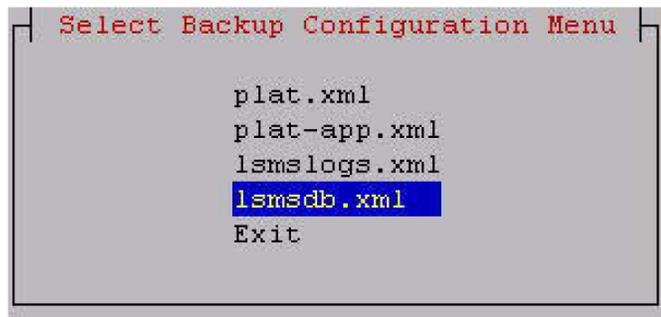


Figure 46: Select lsmsdb.xml on Standby Server

16. When the server has completed loading the **Select Action Menu** displays.

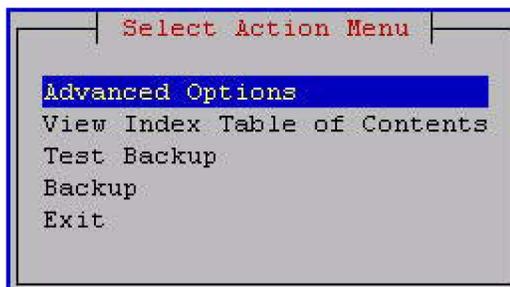


Figure 47: Select Action Menu

17. Select **Backup**, and press **Enter**.

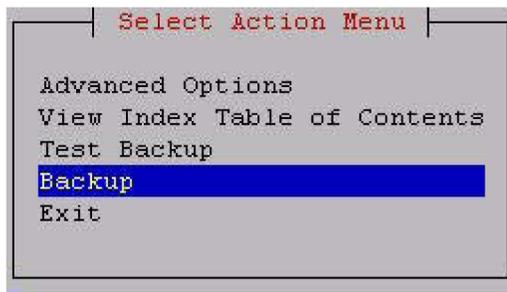


Figure 48: Backup

18. When the backup completes, press any key to continue.

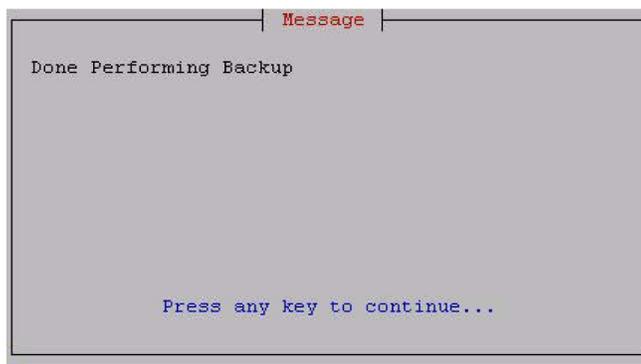


Figure 49: Backup Complete

You can now exit to the Main Menu, or choose another menu item.

## Stopping an Automatic or Manual Backup

Under normal conditions, backups complete relatively quickly (in less than 45 minutes). However, if no backup has been previously performed or if the previous backup was stopped before it completed, the next backup can take up to 4 hours.

It is advisable to allow a backup to complete. However, if you accidentally start a backup or need to stop the backup process, use the following procedure. You must log into both the active and standby servers to stop a backup.

Note that a backup cannot restart at the point where it was aborted because various lock files are created to prevent conflicting backups. To restart a manual backup, start the procedure from the beginning. See *Backing Up the LSMS Manually* if you need help.

If you need to restore data from a previously recorded backup, contact the [Customer Care Center](#).

1. Log in as root on active server.
2. To find the process ID of the processes involved in backing up the databases, enter the following command:

```
# ps -ef | egrep "rsync|netbackup|lsmsbcp" | grep -v grep
```

The output from the above command includes the process ID (PID), also referred to as the job number, for each process that has the characters `rsync`, `netbackup`, or `lsmsbkgp` in its name. Note the first PID (shown in **bold** text in the following example) displayed on the line for each process.

```

root      5673 32428  0 13:43 pts/0      00:00:00 /bin/sh
/usr/TKLC/lsms/tools/lsmsbkgp
root      5759 5673  4 13:43 pts/0      00:00:00 /usr/bin/perl -T
/usr/TKLC/plat/bin/netbackup
--config=/usr/TKLC/plat/etc/BackupTK/plat.xml
root      5942 5759 25 13:43 pts/0      00:00:00 /usr/bin/rsync --archive
--delete --delete-excluded --relative --sparse --files-from=-
--rsh=/usr/bin/ssh /
root@backupserver-lsmsgsec:/Volumes/LVstorage/lsmsgsec/00-Oct21_13:43
root      5943 5942 12 13:43 pts/0      00:00:00 /usr/bin/ssh -l root
backupserver-lsmsgsec rsync --server -logDtpRS --delete-excluded .
/Volumes/LVstorage/lsmsgsec/00-Oct21_13:43

```

3. To stop the backup, enter the following command:

```
# kill <jobnumber1> <jobnumber2> ...
```

where `<jobnumber1>` is the PID of the first process to stop and `<jobnumber2>` is the PID of the second process to stop. Enter a job number for each line that displays in step 2. For the example output in step 2, enter the following command:

```
kill 5673 5759 5942 5943
```

4. Verify that all relevant processes have been stopped by entering the following command and ensuring that no output appears:

```
# ps -ef | egrep "rsync|netbackup|lsmsbkgp" | grep -v grep
```

If no output appears, the backup has been stopped.

5. Clean up any remaining lock files by entering the following command:

```
# rm -f /TOC
```

6. Repeat steps 1 through 5 on the standby server to stop that server's backup.
7. To clear up any lingering lock files on the NAS, enter the following command on either server:

```
# ssh backupserver /etc/rc3.d/S99TKLCclearlocks start
```

When the OK in the following output displays, all lock files on the NAS have been cleared.

```
Clearing backup locks:[ OK ]
```

## Checking for Running Backups

Both database backups and query server snapshots use the same file space on the LSMS. If a backup is in process and a query server snapshot or another backup is started, the first backup process will terminate prematurely, and the next backup will take significantly longer to complete. Therefore, it is very important that you perform the following procedure to check for a running backup before starting a manual backup or creating a query server snapshot.

In addition, the following tasks all use temporary file space on the LSMS. If you attempt to run these processes simultaneously, you may run out of disk space. Since backups can be run automatically, it is recommended that you perform the following procedure before attempting any of these tasks to ensure that no database backups are running:

- Starting a standby node (changing its state from UNINITIALIZED "INHIBITED" to STANDBY)
  - Running the `import` command
  - Running the `lsmsdb quickaudit` command.
1. Log in as the `lsmsadm` or `lsmsall` user to the active server (for information about logging in, see [Logging In to LSMS Server Command Line](#)).
  2. Enter the following command to determine whether any database backups are running:

```
$ ps -ef | grep netbackup
```

- If output similar to the following displays (only `grep netbackup` displays after `00:00:00`), no backup is running, and you may continue with the procedure you were performing:

```
lsmsadm 6826 6312 0 16:58 pts/12 00:00:00 grep netbackup
```

- If output similar to the following displays (with one or more processes after `00:00:00`), a backup is running. **DO NOT** proceed with the procedure that you are performing. (This output displays all on one line although it does not fit on one line in this manual.)

```
lsmsadm 25742 25596 0 11:20 ? 00:00:00 /usr/bin/perl -T
/usr/TKLC/plat/bin/netbackup --config=/usr/TKLC/plat/etc/BackupTK/lsmsdb.xml
```



**Caution:** While a backup is in progress, do not attempt to start a standby node (change its state from UNINITIALIZED "INHIBITED" to STANDBY), run the `import` command, run the `lsmsdb quickaudit` command, create a query server snapshot, or start another backup. All of these tasks use temporary file space. If you attempt to start one of these processes, you may run out of disk space.

Before restarting or attempting to proceed with the procedure you were performing, run the command in this step again.

## Using Restore Procedures

The `platcfg` utility provides for network backup and restore operations. From the Main Menu, selecting **Backup and Restore** displays the **Backup and Restore** menu as shown.

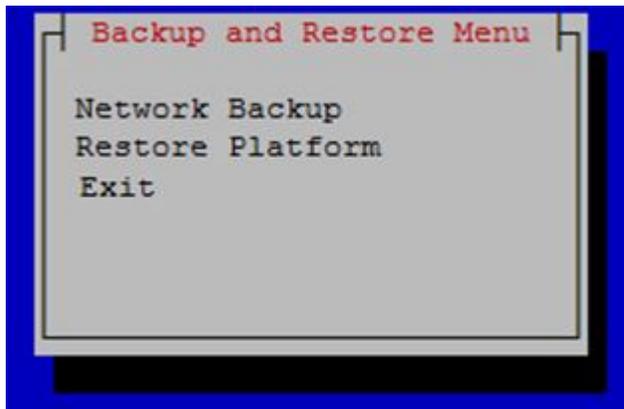


Figure 50: Backup and Restore Menu

- **Network Backup** works in the same way as it does for lsmmgr. For more information, see [Backing Up the LSMS Manually](#).
- **Restore Platform** enables restoration of data from NAS to LSMS.

Selecting **Restore Platform** transfers control to the **Restore Backup Menu** as shown.

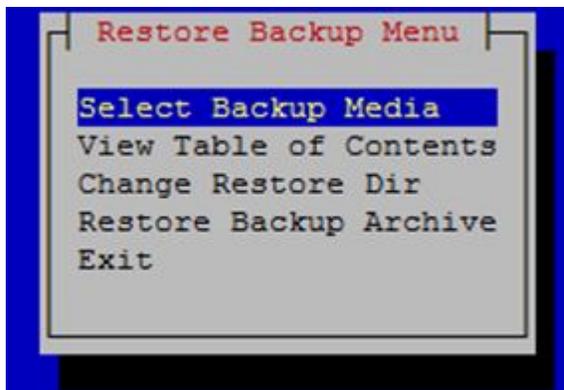


Figure 51: Restore Backup Menu

- **Select Backup Media** enables selection of the backup archive to be restored from NAS to LSMS.
- **View Table of Contents** displays the contents of the selected backup archive. If no backup archive is selected, a message is displayed indicating that you must select the media first.
- **Change Restore Dir** is used to indicate the restore directory to which the archive will be restored.
- **Restore Backup Archive** restores the selected archive from NAS to LSMS. If no backup archive is selected, a message is displayed indicating that you must select the media first.

## Additional Tools for Monitoring the LSMS Hardware and the Network

LSMS provides various tools that you can use to monitor the LSMS hardware and the network. Monitoring can help you prevent and diagnose errors.

Use the system monitoring features regularly, especially during times of peak load, to verify that the system has adequate resources. This practice provides an insight into system resource utilization and provides early warning if the system capacity limits are being approached.

## Verifying Active Server Network Interfaces and NPAC Connections

Use one or more of the following methods to verify network connectivity:

- The `ifconfig` command
- The `traceroute` utility to verify network connectivity and routing between hosts
- The LSMS graphical user interface (GUI) to determine connectivity to NPACs

### Using the `ifconfig` Command

Use the `ifconfig -a` command on the target host to verify that ports are in the UP state.

1. Log in as `root` on the active server.
2. Enter the following command to test the interfaces:

```
# ifconfig -a
```

Verify the output. The successful completion is indicated by the word `UP` in the output, which is highlighted in **bold** in the following example. A failure is indicated by the absence of the word `UP` in the output.

```
bond0      Link encap:Ethernet  HWaddr 00:00:17:0F:2D:06
           inet addr:192.168.1.1  Bcast:192.168.1.255  Mask:255.255.255.0
           inet6 addr: fe80::200:17ff:fe0f:2d06/64 Scope:Link
           UP BROADCAST RUNNING MASTER MULTICAST  MTU:1500  Metric:1
           RX packets:13234317 errors:0 dropped:0 overruns:0 frame:0
           TX packets:49892404 errors:0 dropped:0 overruns:0 carrier:0
           collisions:0 txqueuelen:0
           RX bytes:930274679 (887.1 MiB)  TX bytes:2323295112 (2.1 GiB)

bond0.2    Link encap:Ethernet  HWaddr 00:00:17:0F:2D:06
           inet addr:192.168.2.1  Bcast:192.168.2.255  Mask:255.255.255.0
           inet6 addr: fe80::200:17ff:fe0f:2d06/64 Scope:Link
           UP BROADCAST RUNNING MASTER MULTICAST  MTU:1500  Metric:1
           RX packets:42010 errors:0 dropped:0 overruns:0 frame:0
           TX packets:43401 errors:0 dropped:0 overruns:0 carrier:0
           collisions:0 txqueuelen:0
           RX bytes:8261939 (7.8 MiB)  TX bytes:9152913 (8.7 MiB)

eth0       Link encap:Ethernet  HWaddr 00:00:17:0F:2D:04
           inet addr:192.168.60.11  Bcast:192.168.60.255  Mask:255.255.255.0
           inet6 addr: fd0d:deba:d97c:a0:200:17ff:fe0f:2d04/64 Scope:Global
           inet6 addr: fe80::200:17ff:fe0f:2d04/64 Scope:Link
           UP BROADCAST RUNNING MULTICAST  MTU:1500  Metric:1
           RX packets:85601 errors:0 dropped:0 overruns:0 frame:0
           TX packets:145415 errors:0 dropped:0 overruns:0 carrier:0
           collisions:0 txqueuelen:1000
           RX bytes:18515983 (17.6 MiB)  TX bytes:27768794 (26.4 MiB)

eth1       Link encap:Ethernet  HWaddr 00:00:17:0F:2D:05
           inet addr:192.168.3.1  Bcast:192.168.3.255  Mask:255.255.255.0
           inet6 addr: fe80::200:17ff:fe0f:2d05/64 Scope:Link
           UP BROADCAST RUNNING MULTICAST  MTU:1500  Metric:1
```

```

RX packets:1851 errors:0 dropped:0 overruns:0 frame:0
TX packets:1867 errors:0 dropped:0 overruns:0 carrier:0
collisions:0 txqueuelen:1000
RX bytes:144660 (141.2 KiB) TX bytes:124694 (121.7 KiB)

eth2    Link encap:Ethernet HWaddr 00:00:17:0F:2D:06
        UP BROADCAST RUNNING SLAVE MULTICAST MTU:1500 Metric:1
        RX packets:13234314 errors:0 dropped:0 overruns:0 frame:0
        TX packets:49892392 errors:0 dropped:0 overruns:0 carrier:0
        collisions:0 txqueuelen:1000
        RX bytes:930274503 (887.1 MiB) TX bytes:2323294344 (2.1 GiB)

eth3    Link encap:Ethernet HWaddr 00:00:17:0F:2D:06
        UP BROADCAST RUNNING SLAVE MULTICAST MTU:1500 Metric:1
        RX packets:3 errors:0 dropped:0 overruns:0 frame:0
        TX packets:12 errors:0 dropped:0 overruns:0 carrier:0
        collisions:0 txqueuelen:1000
        RX bytes:176 (176.0 b) TX bytes:768 (768.0 b)

lo      Link encap:Local Loopback
        inet addr:127.0.0.1 Mask:255.0.0.0
        inet6 addr: ::1/128 Scope:Host
        UP LOOPBACK RUNNING MTU:16436 Metric:1
        RX packets:1658459 errors:0 dropped:0 overruns:0 frame:0
        TX packets:1658459 errors:0 dropped:0 overruns:0 carrier:0
        collisions:0 txqueuelen:0
        RX bytes:126522800 (120.6 MiB) TX bytes:126522800 (120.6 MiB)

```

## Using the traceroute Utility

The `traceroute` utility determines the path between the host where the utility is run and the remote host named by the utility's input parameter. The utility also reports the latency of each hop along the route.

**Note:** If the network between the hosts contains firewalls, this utility may fail unless the firewalls are properly set up. Setting up firewalls is the responsibility of the customer.

Use the following procedure to run the `traceroute` utility:

1. Log in as the `lsmsmgr` user on the server from which you want to test the route.  
(For information, see [Logging In to LSMS Server Command Line](#).)
2. From the `lsmsmgr` interface, select **Diagnostics > Network Diagnostics > Traceroute**.

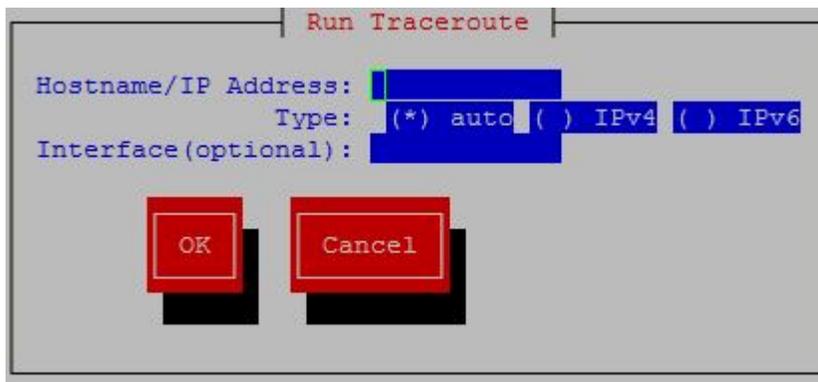


Figure 52: TraceRoute

3. Ensure the cursor is placed in the Hostname/IP Address field, and type the IP address of the system to which you wish to trace the route, then use the down arrow key to highlight the **OK** button, and press **Enter**.

The results display in a window similar to the following.



Figure 53: TraceRoute Results

4. The output depends on how many hops exist between the server you logged into and the IP address you entered.

To interpret output similar to the following example, see [Table 10: Interpreting traceroute Output](#).

```
traceroute to 198.89.34.19 (198.89.34.19), 30 hops max, 40 byte packets
 1 192.168.51.250 (192.168.51.250)  2 ms  2 ms  2 ms
 2 198.89.39.250 (198.89.39.250)  3 ms  4 ms  1 ms
 3 198.89.34.19 (198.89.34.19)  5 ms  *  4 ms
```

**Table 10: Interpreting traceroute Output**

Line Number	Meaning
1	Indicates the IP address of the interface from which the <code>traceroute</code> packets left the originating host
2	Indicates the IP address of the router that routed the <code>traceroute</code> packets
3	Indicates the IP address of the remote host. The * shown in this line indicates that there was packet loss connecting to this computer.

## Managing Automatic File Transfers

The LSMS generates many logs, measurements, and data files on a regular basis. These files are maintained on the LSMS for seven days. Customers can use the data in these files for traffic pattern analysis, identification of various network events, and investigation of problems.

The optional Automatic File Transfer feature enables customers to set up an automatic method of transferring selected files to specified remote sites at a specified frequency. Using this feature can reduce costs and also the chance of user error that could result in missed transfers of required data.

Whenever an error occurs during an automatic file transfer, an entry is made in the file `aft.log.<MMDD>` in the directory `/var/TKLC/lsms/logs/aft` (where `<MMDD>` is the month and day when the error occurred).

Use the `autoxfercfg` command, as described in the following subsections, to set up and manage automatic file transfers. To initially set up an automatic transfer of files, perform in the order shown below, the procedures in the following sections:

1. [Adding a New Remote Location for Automatic File Transfers](#)
2. [Scheduling an Automatic File Transfer](#)

In addition, you can use the `autoxfercfg` command to perform the following functions:

- [Displaying Remote Locations Used for Automatic File Transfers](#)
- [Deleting a Remote Location for Automatic File Transfers](#)
- [Displaying Previously Scheduled Automatic File Transfers](#)
- [Removing a Scheduled Automatic File Transfer](#)

## Displaying Remote Locations Used for Automatic File Transfers

To display all remote locations that have been previously added using this feature, perform the following procedure.

1. Log in to the active server as `lsmsadm`.
2. Enter the following command (for more information about the format of this command, see [autoxfercfg](#)):

```
$ $LSMS_DIR/autoxfercfg
```

3. The following menu is displayed:

```
Select one of the following menu options:  
1) Display valid remote locations  
2) Add new remote location  
3) Remove remote location  
4) Display all scheduled transfers  
5) Add new scheduled transfer  
6) Remove scheduled transfer  
7) Exit
```

4. Enter 1.

Output similar to the following displays:

```
Valid remote machine names:  
1. lnp3  
2. ftp.lnp25  
<hit any key to continue>
```

5. After you have pressed any key, the output displayed in step 3 is displayed again.  
If you desire to perform other functions, enter a number and follow the procedure described in one of the other sections that describe this feature. For a list of the sections, [Managing Automatic File Transfers](#).
6. If you do not need to perform any other function, type 7.

## Adding a New Remote Location for Automatic File Transfers

To add a new remote location for files to be automatically transferred to, perform the following procedure.

1. Log in to the active server as `lsmsadm`.
2. Enter the following command (for more information about the format of this command, see [autoxfercfg](#)):

```
$ $LSMS_DIR/autoxfercfg
```

3. The following menu is displayed:

```
Select one of the following menu options:  
1) Display valid remote locations  
2) Add new remote location
```

```

3) Remove remote location
4) Display all scheduled transfers
5) Add new scheduled transfer
6) Remove scheduled transfer
7) Exit

```

4. Enter 2.

Output similar to the following displays:

```

Enter remote machine name:
Enter user name:
Enter password: .....
Verify password: .....

```

5. Type the desired values in all four fields, and then press **Return**.

For example, type the following values shown in **bold** and press Return. (The passwords do not display as you type them; they are shown here to demonstrate that you must enter the same value twice.)

```

Enter remote machine name: ftp.oracle.com
Enter user name: anonymous
Enter password: xy1524wp
Verify password: xy1524wp

```

The following output displays:

```

Site configured. ** Make sure the host is reachable from this system **
<hit any key to continue>

```

6. After you have pressed any key, the output displayed in step 3 is displayed again.

If you desire to perform other functions, enter a number and follow the procedure described in one of the other sections that describe this feature. For a list of the sections, [Managing Automatic File Transfers](#).

7. If you do not need to perform any other function, type 7.

## Deleting a Remote Location for Automatic File Transfers

To delete a remote locations that has been previously added using this feature, perform the following procedure.

1. Log in to the active server as lsmsadm.
2. Enter the following command (for more information about the format of this command, see [autoxfercfg](#)):

```
$ $LSMS_DIR/autoxfercfg
```

The following menu is displayed:

```
Select one of the following menu options:
```

```
1) Display valid remote locations
2) Add new remote location
3) Remove remote location
4) Display all scheduled transfers
5) Add new scheduled transfer
6) Remove scheduled transfer
7) Exit
```

3. Enter 3.

Output similar to the following displays:

```
Enter remote machine name:
```

4. Type the name of the location you wish to delete and press **Return**.

For example:

```
Enter remote machine name: ftp.oracle.com
```

The following output displays:

```
Verify: remove ftp.oracle.com (y/n)?
```

5. Enter **y** to verify that the site shown is the remote site you wish to delete.

The following output displays:

```
Site removed.
<hit any key to continue>
```

6. After you have pressed any key, the output displayed in step 3 is displayed again.  
If you desire to perform other functions, enter a number and follow the procedure described in one of the other sections that describe this feature. For a list of the sections, [Managing Automatic File Transfers](#).
7. If you do not need to perform any other function, type 7.

## Displaying Previously Scheduled Automatic File Transfers

To display all automatic transfers that have been previously set up using this feature, perform the following procedure.

**Note:** Any file transfers that have been set up to be performed one time only are not displayed.

1. Log in to the active server as `lsmsadm`.
2. Enter the following command (for more information about the format of this command, see [autoxfercfg](#)):

```
$ $LSMS_DIR/autoxfercfg
```

The following menu is displayed:

```
Select one of the following menu options:
1) Display valid remote locations
2) Add new remote location
3) Remove remote location
4) Display all scheduled transfers
5) Add new scheduled transfer
6) Remove scheduled transfer
7) Exit
```

3. Enter 4.

Output similar to the following displays:

```
Scheduled transfers:
# SMTWHFS HHMM Filespec Remote
001 * 0200 /var/TKLC/lsms/logs/Midwest/Lsms ftp.lnp25:/tmp
* ftp.lnp25:/tmp
002 ***** 0230 /var/TKLC/lsms/logs/survlog.log lnp3:/common/logs
<hit any key to continue>
```

This display shows that all files with filenames that start with Lsms in the directory /var/TKLC/lsms/logs/Midwest are transferred to ftp.lnp25:/tmp at 2 a.m. every Monday, and that the file survlog.log in the /var/TKLC/lsms/logs directory is transferred to lnp3:/common/logs every night at 2:30 a.m.

4. After you have pressed any key, the output displayed in step 3 is displayed again.

If you desire to perform other functions, enter a number and follow the procedure described in one of the other sections that describe this feature. For a list of the sections, [Managing Automatic File Transfers](#).

5. If you do not need to perform any other function, type 7.

## Scheduling an Automatic File Transfer

To set up files to be transferred automatically, perform the following procedure. It is recommended that you schedule transfers according to the following guidelines:

- Choose an off-peak time, such as very early in the morning.
- Avoid planning transfers that would result in the same file being transferred more than once. For example, because LSMS application logs are maintained on the LSMS for seven days, they only need to be scheduled for a weekly transfer. If you schedule a daily transfer for logs of that type, the same file will be transferred each day for seven days. For this reason the display described in [Displaying Previously Scheduled Automatic File Transfers](#) shows that the files with filenames that start with Lsms in the /var/TKLC/lsms/logs/Midwest directory are transferred only on Mondays.

Transferring large numbers of files does not impact the processing performance of the LSMS, but it can impact network performance. This feature is designed for insignificant network degradation for up to 10 configured remote locations with up to 600 transferred files.

1. Log in to the active server as lsmsadm.
2. Enter the following command (for more information about the format of this command, see [autoxfrcfg](#)):

```
$LSMS_DIR/autoxfercfg
```

The following menu is displayed:

```
Select one of the following menu options:
1) Display valid remote locations
2) Add new remote location
3) Remove remote location
4) Display all scheduled transfers
5) Add new scheduled transfer
6) Remove scheduled transfer
7) Exit
```

3. Enter 5.

Output similar to the following displays:

```
Enter filespec:
Enter remote machine name:
Enter remote directory:
Enter FTP port [21]:
Enter transfer time (HHMM):
Run (O)nce, (D)aily, (W)eekly:
Enter day of the week: (SU,MO,TU,WE,TH,FR,SA):
```

4. Type the desired values in all four fields, and then press Return.

For the time, use the twenty-four hour notation, where 11 p.m is represented as 2300. To specify multiple files, you can use a wildcard character (\*) in file names. For example, to set up a weekly transfer of the file `haEvents.err` in the `/var/TKLC/lms/logs` directory every Tuesday morning at 1:30 a.m, type the following values, as shown in **bold**, and press Return:

```
Enter filespec:  /var/TKLC/lms/logs/haEvents.err
Enter remote machine name:  lnp3
Enter remote directory:  /common/logs
Enter FTP port [21]:  80
Enter transfer time (HHMM):  0130
Run (O)nce, (D)aily, (W)eekly:  W
Enter day of the week: (SU,MO,TU,WE,TH,FR,SA):  TU
```

Output similar to the following displays to verify your input. If the display agrees with your input, type **y**, as shown in **bold**, and press Return:

```
SMTWHFS HHMM Filespec Remote
*      0230 /var/TKLC/lms/logs/haEvents.err lnp3:/common/logs
Is this correct (y/n)?  y
```

The following output displays:

```
Automatic transfer successfully scheduled.
<hit any key to continue>
```

5. After you have pressed any key, the output displayed in step 3 is displayed again.

If you desire to perform other functions, enter a number and follow the procedure described in one of the other sections that describe this feature. For a list of the sections, [Managing Automatic File Transfers](#).

6. If you do not need to perform any other function, type 7.

## Removing a Scheduled Automatic File Transfer

To remove an automatic transfer that has been previously set up using this feature, perform the following procedure.

**Note:** Any file transfers that have been set up to be performed one time only cannot be removed.

1. Log in to the active server as `lsmsadm`.
2. Enter the following command (for more information about the format of this command, see [autoxfercfg](#)):

```
$LSMS_DIR/autoxfercfg
```

The following menu is displayed:

```
Select one of the following menu options:
1) Display valid remote locations
2) Add new remote location
3) Remove remote location
4) Display all scheduled transfers
5) Add new scheduled transfer
6) Remove scheduled transfer
7) Exit
```

3. Enter 6.

Output similar to the following displays to show all currently scheduled transfers. Enter the number of the transfer that you want to remove (in this example, the first transfer is to be removed, as shown by 1, in **bold**), or enter 0 to quit:

```
Scheduled transfers:
# SMTWHFS HHMM Filespec Remote
001 * 0200 /var/TKLC/lsms
/
logs/Midwest/Lsms* ftp.lnp25:/tmp
002 ***** 0230 /var/TKLC/lsms/logs/survlog.log lnp3:/common/logs
Remove transfer # (0-3, 0=quit): 1
```

4. The following output displays.

```
Scheduled transfer successfully removed.
<hit any key to continue>
```

5. After you have pressed any key, the output displayed in step 3 is displayed again.

If you desire to perform other functions, enter a number and follow the procedure described in one of the other sections that describe this feature. For a list of the sections, [Managing Automatic File Transfers](#).

6. If you do not need to perform any other function, type 7.

# Chapter 5

## Restarting Software Processes

---

### Topics:

- [Introduction.....117](#)
- [Automatically Restarting Software Processes..117](#)

This chapter describes how the LSMS automatically attempts to restart certain types of failures. It also describes how to manually verify and restart LSMS software components.

## Introduction

This chapter describes how the LSMS automatically attempts to restart certain types of failures. It also describes how to manually verify and restart LSMS software components.

## Automatically Restarting Software Processes

The LSMS Automatic Software Recovery feature, available as a standard feature for LSMS Release 2.0 and later, detects failures in certain LSMS processes and attempts to restart the processes without the need for manual intervention by the customer. This feature is implemented by the `sentryd` utility.

### Detecting Failure Conditions

*Table 11: Processes Monitored by the Automatic Software Recovery Feature* shows which processes are checked by `sentryd` and the error conditions for which they are checked.

**Table 11: Processes Monitored by the Automatic Software Recovery Feature**

Process	Unintentional Exit	Inability to Perform Defined Tasks	Failed to Initialize During Startup	See section:
EAGLE agents	X	X	X	<i>Automatically Monitoring and Restarting EAGLE Agent Processes</i>
Regional NPAC agents	X	X	X	<i>Automatically Monitoring and Restarting NPAC Agent Processes</i>
OSI	X			<i>Automatically Monitoring and Restarting OSI Process</i>
Service Assurance	X			<i>Automatically Monitoring and Restarting the Service Assurance Process</i>
Local Services Manager	X	X	X	<i>Automatically Monitoring and Restarting Other Processes</i>

Process	Unintentional Exit	Inability to Perform Defined Tasks	Failed to Initialize During Startup	See section:
Local Data Manager	X	X	X	<i>Automatically Monitoring and Restarting Other Processes</i>
Logger Server	X		X	<i>Automatically Monitoring and Restarting Other Processes</i>
LSMS SNMP Agent	X		X	<i>Automatically Monitoring and Restarting Other Processes</i>
Apache web server	X		X	<i>Automatically Monitoring and Restarting Other Processes</i>
RMTP Manager	X		X	<i>Automatically Monitoring and Restarting the rmtpmgr Process</i>
RMTP Agent	X		X	<i>Automatically Monitoring and Restarting the rmtpageant Process</i>
Report Manager	X		X	<i>Automatically Monitoring and Restarting Other Processes</i>

The `sentryd` process uses either of the following methods to detect failures:

- Verifying that the process has updated its timestamp in the supplemental database periodically
- Using standard Linux commands to determine whether a process is running

For more information about specific methods used to detect failures, see the section shown in the last column of [Table 11: Processes Monitored by the Automatic Software Recovery Feature](#).

### Reporting Failures Through the Surveillance Feature

If the Surveillance feature is not enabled, `sentryd` still detects failures and attempts to restart processes, but important information concerning the state of the LSMS is neither displayed nor logged.

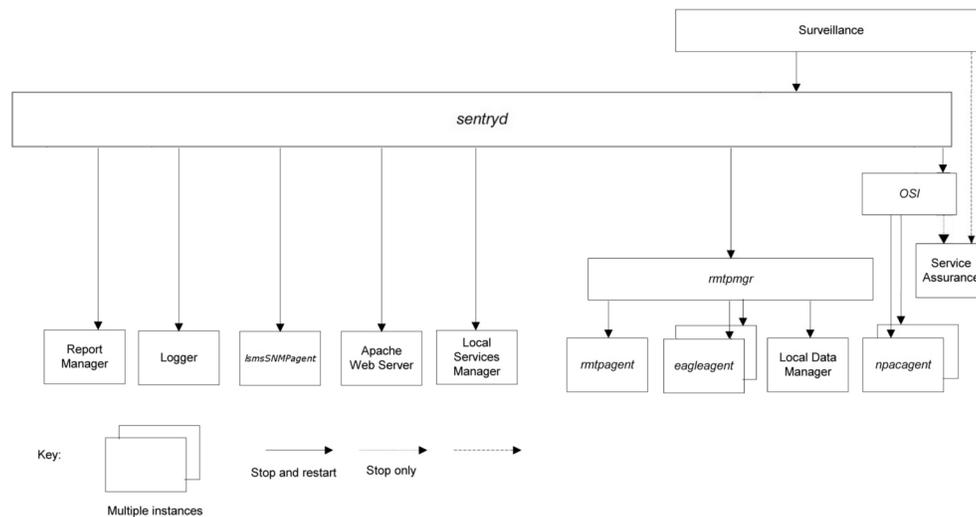
To obtain the full benefit of this feature, the Surveillance feature must be enabled. The Surveillance feature displays and logs (in `/var/TKLC/lsmc/logs/survlog.log`) the following notifications regarding the following conditions:

- Software failures
- Successful recovery of the software
- Unsuccessful recovery of the software

Also, whether or not the Surveillance feature is enabled, surveillance agents will restart the `sentryd` process if it exits abnormally.

### Automatically Restarting Processes Hierarchically

*Figure 54: Order of Automatically Restarting Processes* shows how `sentryd` restarts processes in a hierarchical order.



**Figure 54: Order of Automatically Restarting Processes**

This figure illustrates:

- Which processes `sentryd` monitors.
- When a failure is detected in a process, `sentryd` attempts to restart the failed process and all processes shown below it.
- The optional Service Assurance process is monitored for failure, but is not restarted by `sentryd`. Also, if `sentryd` restarts the OSI process, it stops the Service Assurance process. (The Surveillance feature restarts the Service Assurance process whenever it detects that the Service Assurance process has stopped.)

All recovery procedures start within 60 seconds of failure detection.

## Automatically Monitoring and Restarting EAGLE Agent Processes

The following sections describe the failure conditions for which `sentryd` monitors the EAGLE agent processes (`eagleagent`) and the steps performed in attempts to restart the process after failure has been detected.

### Monitoring EAGLE Agent Processes

The `sentryd` process monitors each EAGLE agent process for the following conditions:

- Failure to initialize during automatic system startup
- Failure to initialize during manual startup using the `eagle` command
- An abnormal exit during normal operation
- Inability to perform its defined tasks, for example, because it is in an infinite loop

### Restarting an EAGLE Agent Process

When one of conditions described in [Monitoring EAGLE Agent Processes](#) has been detected, `sentryd` performs the following tasks:

1. Generates the following surveillance notification, which represents the Common Language Location Identified (CLLI) of the EAGLE:

```
LSMS6004|08:40 Sep 11, 1998|xxxxxxx|Notify:Sys Admin - FAILED: eagleagent <CLLI>
```

2. Attempts to stop and restart the `eagleagent`. If the `eagleagent` restarts, `sentryd` generates the following Surveillance notification:

```
LSMS6005|08:40 Sep 11, 1998|xxxxxxx|Notify:Sys Admin - RECOV: eagleagent <CLLI>
```

### Continuing Attempts to Restart an EAGLE Agent Process

If the attempt to restart the `eagleagent` fails, `sentryd` attempts again.

If this attempt is also unsuccessful, the `sentryd` process generates the following Surveillance notification and continues to attempt to restart the `eagleagent` process.

```
LSMS6006|08:40 Sep 11, 1998|xxxxxxx|Notify:Sys Admin - RFAILED: eagleagent <CLLI>
```

If this notification appears several times in a row, contact the [Customer Care Center](#).

## Automatically Monitoring and Restarting NPAC Agent Processes

The following sections describe the failure conditions for which `sentryd` monitors the regional NPAC agent processes (`npacagents`) and the steps performed in attempts to restart an `npacagent` process after failure has been detected.

### Monitoring NPAC Agent Processes

For each region, `sentryd` monitors its `npacagent` process for the following conditions:

- Failure to initialize during automatic system startup
- Failure to initialize during manual startup using the `lsms` command
- An unintentional exit or crash during normal operation
- Inability to perform its defined tasks, for example, because it is in an infinite loop

### Restarting NPAC Agent Processes

When one of conditions described in [Monitoring NPAC Agent Processes](#) has been detected, `sentryd` performs the following tasks:

1. Generates the following surveillance notification:

```
LSMS6008|08:40 Sep 11, 1998|xxxxxxx| Notify:Sys Admin - FAILED:  
<NPAC_region> agent
```

where `<NPAC_region>` indicates the name of the region whose `npacagent` process has failed.

2. Attempts to stop and restart the failed `npacagent`. If the `npacagent` restarts, `sentryd` generates the following Surveillance notification:

```
LSMS6009|08:40 Sep 11, 1998|xxxxxxx| Notify:Sys Admin - RECOV:  
<NPAC_region> agent
```

### Continuing Attempts to Restart NPAC Agent Processes

If the attempt to restart the `npacagent` fails, `sentryd` attempts again. If this attempt is also unsuccessful, the `sentryd` process generates the following Surveillance notification and continues to attempt to restart the `npacagent` process.

```
LSMS6010|08:40 Sep 11, 1998|xxxxxxx|Notify:Sys Admin - RFAILED:  
<region> agent
```

If this notification appears several times in a row, contact the [Customer Care Center](#).

## Automatically Monitoring and Restarting OSI Process

The following sections describe the failure conditions for which `sentryd` monitors the OSI process and the steps performed in attempts to restart the processes after failure has been detected.

### Monitoring the OSI Process

The `sentryd` process monitors the OSI process for the following conditions:

- An unintentional exit or crash during normal operation

### Restarting the OSI Process

When one of conditions described in *Monitoring the OSI Process* has been detected, `sentryd` performs the following tasks:

1. Generates the following surveillance notification:

```
LSMS8037|08:40 Sep 11, 1998|xxxxxxx|Notify:Sys Admin - FAILD: OSI
```

2. Stops all running `npacagent` processes and the Service Assurance process, if it is running.
3. Attempts to restart the OSI process and all `lsmsagent` processes that were previously running. If all processes restart, `sentryd` generates the following Surveillance notifications, where `<NPAC_region>` is the name of the region served by the `npacagent` process and `<CLLI>` is the name of the EAGLE agent:

```
LSMS8038|08:40 Sep 11, 1998|xxxxxxx|Notify:Sys Admin - RECOV: OSI
LSMS6005|08:40 Sep 11, 1998|xxxxxxx|Notify:Sys Admin - RECOV:
eagleagent <CLLI>
LSMS6009|08:40 Sep 11, 1998|xxxxxxx|Notify:Sys Admin - RECOV:
<NPAC_region> agent
```

### Continuing Attempts to Restart the OSI Process

If the attempt to restart the OSI process fails, `sentryd` attempts again. After two failed attempts, `sentryd` generates the following Surveillance notification.

```
LSMS8039|08:40 Sep 11, 1998|xxxxxxx|Notify:Sys Admin - RFAILD: OSI
```

If this notification appears, contact the [Customer Care Center](#).

## Automatically Monitoring and Restarting the Service Assurance Process

The following sections describe the failure conditions for which `sentryd` monitors the optional Service Assurance process (`sacw`) and states that the Surveillance feature restarts `sacw` when it fails.

### Monitoring the Service Assurance Process

The `sentryd` process monitors the optional Service Assurance process (`sacw`) so that it can be stopped if the OSI process need to be restarted. It is monitored for the following conditions:

- An unintentional exit or crash during normal operation
- Inability to perform its defined tasks, for example, because it is in an infinite loop

### Restarting the Service Assurance Process

The `sentryd` does not attempt to restart the Service Assurance process when it fails. The Surveillance feature performs that function. For more information about the Service Assurance process, see [Understanding the Service Assurance Feature](#).

## Automatically Monitoring and Restarting the `rmtpmgr` Process

The following sections describe the failure conditions for which `sentryd` monitors the RMTP Manager process (`rmtpmgr`) and the steps performed in attempts to restart `rmtpmgr` after failure has been detected.

### Monitoring the `rmtpmgr` Process

The `sentryd` process monitors `rmtpmgr` for the following conditions:

- Failure to initialize during automatic system startup
- An unintentional exit or crash during normal operation
- Inability to perform its defined tasks, for example, because it is in an infinite loop

### Restarting the `rmtpmgr` Process

When one of conditions described in [Monitoring the `rmtpmgr` Process](#) has been detected, `sentryd` performs the following tasks:

1. Generates the following surveillance notification:

```
LSMS4021|08:40 Sep 11, 1998|xxxxxxx|Notify:Sys Admin - rmtpmgr
failed
```

2. Attempts to stop and restart the process. If the process restarts, no notification is posted. After the `sentryd` process has restarted the `rmtpmgr` process, `sentryd` then attempts to restart the following processes that exited previously due to the `rmtpmgr` failure:
  - NPAC agents (see [Restarting NPAC Agent Processes](#))
  - EAGLE agents (see [Restarting an EAGLE Agent Process](#))
  - Local Data Manager (see [Restarting Other Processes](#))

### Continuing Attempts to Restart the `rmtpmgr` Process

If the attempt to restart the `rmtpmgr` process fails, `sentryd` attempts again. If the attempt fails again, `sentryd` generates the LSMS4021 notification again. If this notification appears several times in a row, contact the [Customer Care Center](#).

## Automatically Monitoring and Restarting the `rmtpage` Process

The following sections describe the failure conditions for which `sentryd` monitors the RMTP Agent process (`rmtpage`) and the steps performed in attempts to restart `rmtpage` after failure has been detected.

### Monitoring the `rmtpage` Process

The `sentryd` process monitors `rmtpage` for the following conditions:

- Failure to initialize during automatic system startup
- An unintentional exit or crash during normal operation
- Inability to perform its defined tasks, for example, because it is in an infinite loop

### Restarting the `rmtpage` Process

When one of conditions described in [Monitoring the `rmtpage` Process](#) has been detected, `sentryd` performs the following tasks:

1. Generates the following surveillance notification:

```
LSMS4021|08:40 Sep 11, 1998|xxxxxxx|Notify:Sys Admin - rmtpage failed
```

2. Attempts to stop and restart the process. If the process restarts, no notification is posted. After the `sentryd` process has restarted the `rmtpage` process, `sentryd` then attempts to restart the following processes that exited previously due to the `rmtpage` failure:
  - NPAC agents (see [Restarting NPAC Agent Processes](#))
  - EAGLE agents (see [Restarting an EAGLE Agent Process](#))
  - Local Data Manager (see [Restarting Other Processes](#))

### Continuing Attempts to Restart the `rmtpage` Process

If the attempt to restart the `rmtpage` process fails, `sentryd` attempts again. If the attempt fails again, `sentryd` generates the LSMS4021 notification again. If this notification appears several times in a row, contact the [Customer Care Center](#).

## Automatically Monitoring and Restarting Other Processes

The following sections describe the failure conditions for which `sentryd` monitors the following processes and the steps performed in attempts to restart a process after failure has been detected:

- Local Services Manager (`lsman`)
- LSMS SNMP Agent (`lsmsSNMPagent`)
- Local Data Manager (`supman`)
- Report Manager (`reportman`)
- Logger Server
- Apache Web Server

### Monitoring Other Processes

The `sentryd` process monitors each process for the following conditions:

- Failure to initialize during automatic system startup
- An unintentional exit or crash during normal operation
- Inability to perform its defined tasks, for example, because it is in an infinite loop

### Restarting Other Processes

When one of conditions described in [Monitoring EAGLE Agent Processes](#) has been detected, `sentryd` performs the following tasks:

1. Generates the following surveillance notification, where `<process_name>` is the name of the process:

```
LSMS4021|08:40 Sep 11, 1998|xxxxxxx|Notify:Sys Admin - <process_name>
failed
```

2. Attempts to stop and restart the process. If the process restarts, no notification is posted.

### Continuing Attempts to Restart Other Processes

If the attempt to restart the process fails, `sentryd` attempts again. If the attempt fails again, `sentryd` generates the LSMS4021 notification again. If this notification appears several times in a row, contact the [Customer Care Center](#).

# Chapter 6

## Managing Server States

---

### Topics:

- *Introduction.....127*
- *Understanding Server States.....127*
- *Understanding Switchover.....128*
- *Understanding Automatic Switchover.....129*
- *Managing Server States Manually.....132*

This chapter describes the various states that servers can have, the automatic switchover capability for certain failures, and how you can manage the states of the servers manually.

## Introduction

This chapter describes the various states that servers can have, the automatic switchover capability for certain failures, and how you can manage the states of the servers manually.

## Understanding Server States

The LSMS has two servers for high availability. Usually, the LSMS is in *duplex* mode, with one server the active server and the other server in a standby state. In duplex mode, the active server is the master MySQL database server, and the standby server acts as the MySQL slave. Any database changes are made on the active server and are replicated to the standby server.

If the active server is not able to run LSMS functions, the standby server can take over to be the active server. The servers are peers; either server can be the active server, but only one server can be active at a time.

When one server is in ACTIVE state and the other server is not in STANDBY state, the LSMS is in *simplex* mode. When the LSMS is in simplex mode, the non-ACTIVE server should be brought back to STANDBY state as soon as possible (use the procedure described in [Starting a Server](#)).

The state of each server is monitored by the LSMS High Availability (HA) utility. [Table 12: LSMS Server States](#) shows the possible states for each server (but only one server at a time can be in the ACTIVE state).

**Table 12: LSMS Server States**

State	Server Status
ACTIVE	Server is online, running the LSMS application, and acts as the MySQL master.
STANDBY	Server is online and participating in database replication. The server ready to become the active server if automatic switchover is necessary or if manual switchover is performed. The server is not currently running the LSMS application.
UNINITIALIZED "INHIBITED"	Server is online but it is not participating in database replication and no application is running.
<b>Note:</b> Other transitional states may be displayed while a server is changing from one to another of these states.	

## Understanding Switchover

Changing active status from one server to another is called *switchover*. The server on which the LSMS is running at a given time is called the *active* server. If the other server is in STANDBY state, it is called the *standby* server. (If the other server is in UNINITIALIZED "INHIBITED" state, the LSMS is said to be running in simplex mode, which means that only one server is currently available to run the LSMS application, and switchover is not possible.) During switchover, the server that was in ACTIVE state changes to UNINITIALIZED "INHIBITED" state and the server that was in STANDBY state changes to ACTIVE state.

### What Happens During Switchover?

During a switchover, the following functions occur:

1. The active server shuts down the LSMS application and transitions to UNINITIALIZED "INHIBITED" state.
2. The standby server stops replicating the MySQL database.
3. The standby server starts the LSMS application.

**Note:** After switchover the state of the previously active server is UNINITIALIZED "INHIBITED", so this server is not ready to act as a standby server. As soon as possible, perform the procedure described in [Starting a Server](#) to put this server in STANDBY state.

The following items describe the results of a switchover:

- Any server-side GUIs (started using the `start_mgui` command) are terminated. This type of GUI must be restarted manually.
- All NPAC associations are terminated and then automatically restarted to connect to the newly active server (for more information, see [LSMS Connectivity](#))
- All EMS associations are terminated and then automatically restarted to connect to the newly active server (for more information, see [LSMS Connectivity](#))
- The Virtual IP (VIP) address is switched from the previously active server to the newly active server. In all types of network configuration, the VIP address is used for the application network, which is used by the following functions:
  - The Service Assurance feature is restarted by the Surveillance feature after the newly active server takes over.
  - After directly-connected Query Servers detect a period of inactivity, they attempt to reconnect. The reconnection is made to the newly active server.
  - Web-based GUIs (if this feature is enabled).

**Note:** Although it is possible to start a web-based GUI by specifying the server's specific IP address, it is recommended that web-based GUIs use the VIP address. Any web-based GUIs that do not use the VIP address will terminate during switchover.

Switchover has the following effects on connections on the web-based GUIs that use the VIP address:

- An alarm that switchover is being initiated is displayed
- Any user-initiated actions, such as audits or bulk loads, are terminated
- All web-based GUI sessions automatically reconnect themselves to the newly active server within the GUI refresh interval

- Until the GUI reconnects, no new GUI notifications will be displayed

For some types of failure on the active server, the LSMS automatically attempts to switch over. If automatic switchover is not possible, or at any time you wish, you can manually switch over to the other server. For more information about switching over, see the following:

- [Understanding Automatic Switchover](#)
- [Manually Switching Over from the Active Server to the Standby Server](#)

### What Needs to Happen When Switchover Completes?

When automatic or manual switchover completes, the LSMS is operating in simplex mode, with one server in ACTIVE state and the other server in UNINITIALIZED "INHIBITED" state. Only the server in ACTIVE state is in a condition that is available for running the LSMS application.

As soon as possible, manual intervention is needed to change the state of the non-active server to STANDBY state by performing the procedure described in [Starting a Server](#). When this procedure is performed on a non-active server (while the other server is in ACTIVE state), the following functions are performed:

1. The MySQL binary logs of the active server are copied to the server being started.
2. The server being started takes the MySQL slave role and begins database replication.
3. The server changes to STANDBY state; it is now available if switchover is needed again.

## Understanding Automatic Switchover

The LSMS is designed with a number of redundant systems (such as power feeds and CPUs) to enable a server to continue hosting the LSMS application even after some failures. For cases of double-faults or other failure conditions for which there is no designed redundancy, the LSMS is designed to automatically switch over from the active server to the standby server. These failure conditions fall into the following categories:

- Hardware-related failures, such as loss of both power feeds, loss of redundant power feeds, loss of memory controller, and so on
- Database-related failures, such as failed mysqld process
- Network-related failures, if the user has defined certain network interfaces to be critical

### Automatic Switchover Due to Hardware-Related Failure

The LSMS HA daemons on the active and standby servers send each other heartbeats once every second. When a server detects a loss of 10 heartbeats in a row, the server concludes that the other server is no longer functional and does the following:

- If the active server detects the loss of 10 heartbeats in a row from the standby server, the active server disqualifies the standby server from either automatic or manual switchover and posts the following notification:

```
LSMS4015|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Heartbeat failure
```

Until the standby server returns to STANDBY state, automatic switchover is not possible, and if manual switchover is attempted, the `lsmsmgr` text interface displays a warning indicating that there is no standby mode and no action is taken.

- If the standby server detects the loss of 10 heartbeats in a row from the other server, the standby server transitions to ACTIVE state. The results are the same as those described in [What Happens During Switchover?](#).

```
LSMS4015|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Heartbeat failure
```

### Automatic Switchover Due to Database-Related Failure

Each server monitors itself for accessibility to its database. In addition, the standby server monitors whether the replication process is running and whether its replication of the active server's database is within a configured threshold (the default is one day).

- If a server finds an error in any of these conditions, it posts the following notification:

```
LSMS4007|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - DB repl error
```

In addition, the server does the following:

- If the active server detects that its database is inaccessible, the active server switches over to the standby server and posts the following notifications:

```
LSMS4000|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Switchover initiated
```

If switchover is successful, the following notification is posted:

```
LSMS4001|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Switchover complete
```

If switchover is not successful, the following notification is posted:

```
LSMS4002|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Switchover failed
```

- If the standby server detects that its replication process is not running, its database is inaccessible, or its database is lagging by more than the configured threshold, the standby server transitions to UNINITIALIZED "INHIBITED" state, and posts one of the following notifications, depending on whether the standby server is Server A (the server with the default server name `lsmspri`) or Server B (the server with the default server name `lsmsssec`):

```
LSMS4013|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Primary inhibited
```

```
LSMS4014|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Secondary inhibited
```

### Automatic Switchover Due to Network-Related Failure

Users have the option of defining any network interfaces (NPAC, EMS, and/or Application) as critical. For each network interface that the user defines as critical, the user defines one or more IP addresses to be pinged by each server every minute. (For information about how to define a network interface as critical, refer to the *Configuration Guide*.)

When a network interface is defined as critical, each server pings the first configured IP address every minute. If the ping fails and only one IP address has been defined for that network interface, the interface is considered to have failed. If the interface has additional IP addresses defined, the interface is not considered to have failed until all IP addresses have been pinged with no response.

When a network interface is considered to have failed, the server posts one of the following notifications that corresponds to the failed interface:

```
LSMS2000|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - NPAC interface failure
```

```
LSMS0001|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - EMS interface failure
```

```
LSMS4004|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - APP interface failure
```

After the server posts the notification of interface failure, it does the following:

- If the active server detects that a critical network interface has failed, the active server determines whether any critical network interfaces are considered to have failed on the standby server:
  - If any critical network interfaces are considered to have failed on the standby server, the active server continues in the ACTIVE state; it does not switch over.
  - If all critical network interfaces are responding to pings on the standby server, the active server switches over to the standby server and posts the following notifications:

```
LSMS4000|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Switchover initiated
```

If switchover is successful, the following notification is posted:

```
LSMS4001|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Switchover complete
```

If switchover is not successful, the following notification is posted:

```
LSMS4002|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Switchover failed
```

- If the standby server detects that a critical network interface has failed, it continues to operate in STANDBY state. Although automatic switchover is not performed in this case, it is possible to manually switch over to a standby server that has detected a critical network interface has failed.

## Managing Server States Manually

The following sections describe how you can manually manage the server states:

- [Determining the Server Status](#)
- [Manually Switching Over from the Active Server to the Standby Server](#)
- [Inhibiting a Standby Server](#)
- [Starting a Server](#)

### Determining the Server Status

Use either of the following to determine the server status:

- [Using the lsmsmgr Interface to Determine the Server Status](#)
- [Using the hastatus Command to Determine the Server Status](#)

### Using the lsmsmgr Interface to Determine the Server Status

Use the following procedure to determine the status of both servers.

1. Log into either server as the lsmsmgr user.
2. From the main lsmsmgr interface, select **Maintenance > LSMS Node Status**.

```

LSMS System Status
-----
Local Node: lsmspri
State: ACTIVE
KeepAlive: {Broadcast      bond0.2      694}: UP
-----
Remote Node: lsmssec
State: STANDBY
KeepAlive: {Broadcast      bond0.2      694}: UP
-----

Press any key to continue...
  
```

**Figure 55: LSMS Node Status**

In [Figure 55: LSMS Node Status](#), the server that was logged into is named `lsmspri` and its state is ACTIVE; the mate server is named `lsmssec` and its state is STANDBY.

3. Press any key to return to the lsmsmgr Maintenance menu.

## Using the `hastatus` Command to Determine the Server Status

To use the command line to determine the state an individual server, perform the following procedure.

1. Log in as the `lsmsadm` or `lsmsall` user to the command line of the server whose state you want to determine.

(For information about logging in, see [Logging In to LSMS Server Command Line](#).)

2. Enter the following command:

```
$ hastatus
```

3. The command line interface displays the status, similar to the following example, and then returns the prompt.

```
ACTIVE
```

```
$
```

## Manually Switching Over from the Active Server to the Standby Server

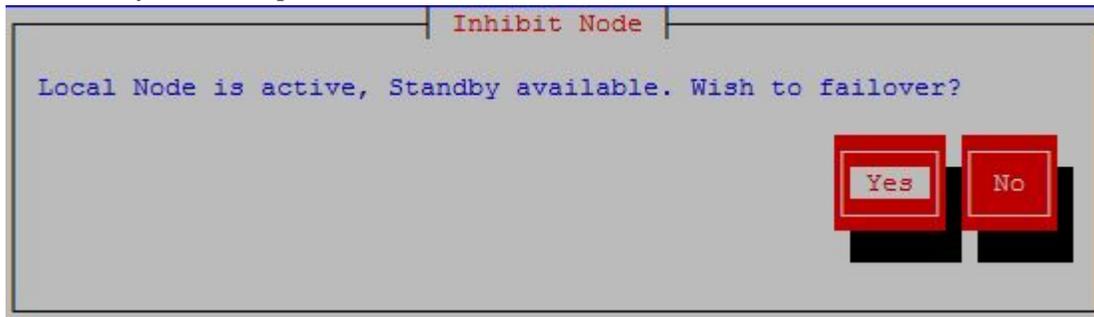
When there is a failure on the active server, or at other times for testing, you can use the `lsmsmgr` interface to manually switch over to the standby server, as described in the following procedure.

1. Log in as the `lsmsmgr` user to the active server.

(For information about logging in as `lsmsmgr`, see [Logging In to LSMS Server Command Line](#).)

2. From the main `lsmsmgr` interface, select **Maintenance > Inhibit Node**.

If the server you logged into is the ACTIVE server, the `lsmsmgr` interface displays information that confirms that the local node (the server you logged into) is active and the mate server is available as a standby (which implies that its state is STANDBY).



**Figure 56: Inhibit Active Node**

3. Ensure that the **Yes** button is highlighted and press **Enter**.
4. After the network status on the standby node is checked, a confirmation window displays.

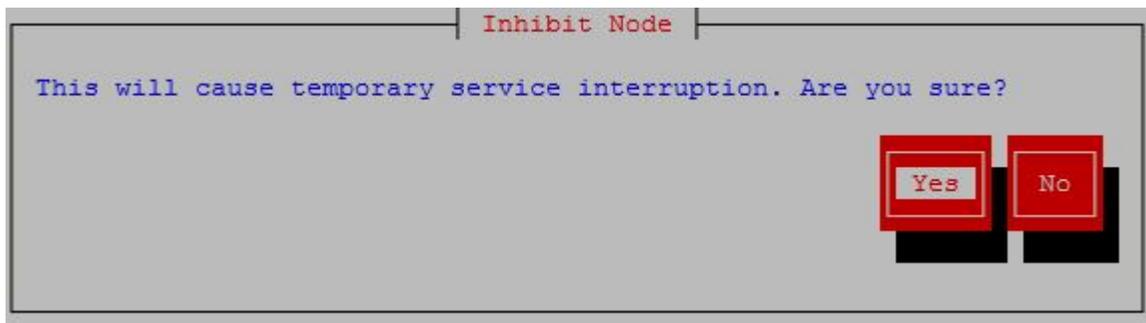


Figure 57: Confirm Switchover

5. Ensure that the **Yes** button is highlighted and press **Enter**.
6. When the switchover is complete, press any key to continue.

The server that was previously in STANDBY state is now in ACTIVE state, and the server that was previously in ACTIVE state is now in UNINITIALIZED "INHIBITED" state.

**Note:** As soon as possible, perform the procedure described in [Starting a Server](#) to change the state of the server that is in UNINITIALIZED "INHIBITED" state to STANDBY state so that it is available if automatic switchover is needed or if manual switchover is desired.

## Inhibiting a Standby Server

Occasionally (for example, before powering down), it may be necessary to inhibit the standby server.

**Note:** Inhibiting the active server results in switchover, as described in [Manually Switching Over from the Active Server to the Standby Server](#).

Use the following procedure to inhibit the standby server.

1. Log in as the `lsmsmgr` user to the standby server.  
(For information about logging in as `lsmsmgr`, see [Logging In to LSMS Server Command Line](#).)
2. From the main `lsmsmgr` interface, select **Maintenance > Inhibit Node**.

The `lsmsmgr` interface displays the window shown in [Figure 58: Inhibit a Non-Active Server](#).

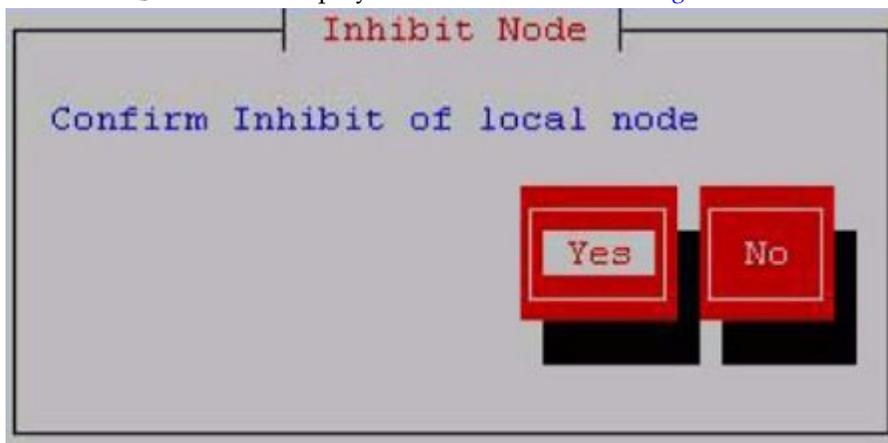


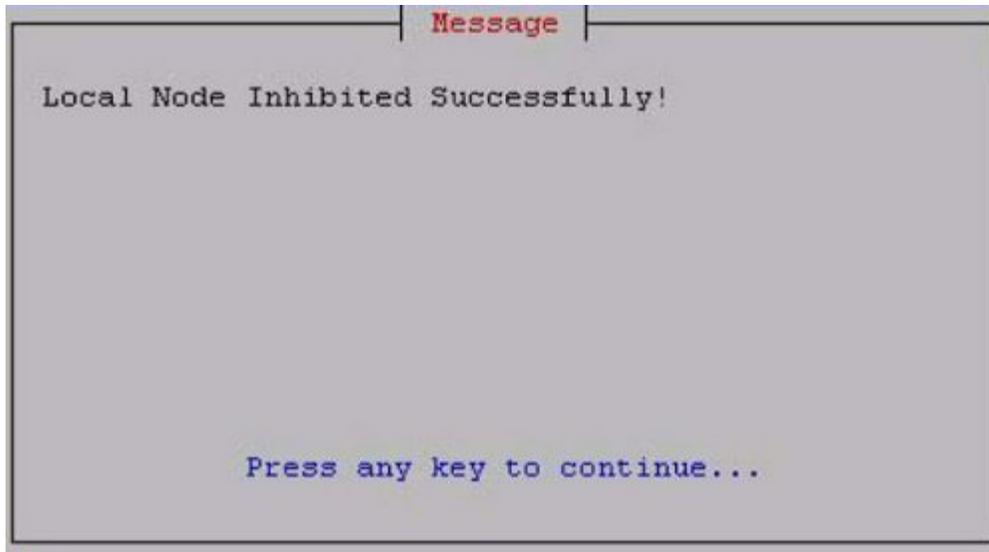
Figure 58: Inhibit a Non-Active Server

3. Ensure that the **Yes** button is highlighted and press **Enter**.

While the server is being inhibited, the `lsmsmgr` interface disappears and the following text is displayed on the command line, where `<hostname>` is the name of the server:

```
Inhibiting node <hostname>...
```

4. When the server has been completely inhibited, the `lsmsmgr` interface appears again. Press any key to continue.



**Figure 59: Node Successfully Inhibited**

The `lsmsmgr` main menu is displayed again.

**Note:** Do not allow this server to remain in UNINITIALIZED "INHIBITED" state any longer than necessary. As soon as possible, perform the procedure described in [Starting a Server](#) to change the state of the server to STANDBY state so that it is available if automatic switchover is needed or if manual switchover is desired.

## Starting a Server

A server in UNINITIALIZED "INHIBITED" state cannot run the LSMS application and is not available as a standby server. Use the following procedure to change the state of a server from UNINITIALIZED "INHIBITED" to a state where it is available to run the LSMS application.

During the starting process on a given server, the LSMS HA utility checks to see if the other server is in ACTIVE state. Therefore, the state of the server at the end of this procedure will be one of the following:

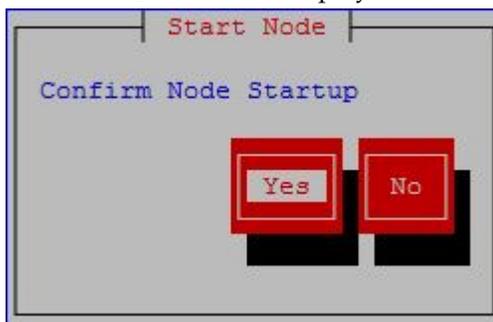
- If the other server is not in the ACTIVE state, this server will transition to ACTIVE state.
- If the other server was in the ACTIVE state, this server will perform the following functions:
  - Copy the MySQL binary logs from the active server
  - Take a snapshot of the active server's database

- Transition to STANDBY state
  - Configure its MySQL to be a slave to the active server's master
  - Start performing MySQL replication
1. Log in as the `lsmmgr` user to the appropriate server, depending on the server states, as follows (for information about logging in as `lsmmgr`, see [Logging In to LSMS Server Command Line](#)):
    - If both servers are in UNINITIALIZED "INHIBITED" state, log into the server that you want to make active.  
After you have finished this procedure on that server, repeat this procedure for the other server.
    - If one server is in ACTIVE state, log into the server that is not active.

**Note:** Do not attempt to change the state of the server while any of the following processes are running on the active server: backups (automatic or manual), running the `import` command, running the `lsmfdb quickaudit` command, or creating query server snapshots, all of which use temporary storage space. If you attempt to change the state of the server while any of these processes are running, you may not have enough disk space to complete the process. Since backups can be run automatically, perform the procedure described in [Checking for Running Backups](#) to ensure that no backups are running.

2. From the main `lsmmgr` interface, select **Maintenance > Start Node**.

The `lsmmgr` interface displays.



**Figure 60: Starting a Server**

3. Ensure that the **Yes** button is highlighted and press Enter.

While the server is being started, the `lsmmgr` interface disappears and text similar to the following is displayed on the command line when this procedure is being performed on a server (`lsmsec` in this example) in UNINITIALIZED "INHIBITED" state while the other server is in ACTIVE state:

```
LSMS starting up on lsmsec...
Checking status from active mate...
Running status on lsmspri node
Copying DB from active mate. Local node will become standby.
  This may take a while
LSMS shutting down lsmsec...
Syncing mate:/mnt/snap/ to /var/TKLC/lsm/db/
Sync'ed
LSMS starting up on lsmsec...
Uninhibiting node lsmsec...
Startup of local node successful
```

```
Press enter to continue...
```

**Note:** The text that displays is different when this procedure is being performed when both servers were originally in UNINITIALIZED "INHIBITED" state, but the condition when both servers are in UNINITIALIZED "INHIBITED" state happens only during upgrade.

4. Press any key.

The `lsmsmgr` main menu is displayed again.

The state of the server will be as described in the beginning of this section. To display the server state, use the procedure described in [Determining the Server Status](#).

## Recovering from Site Failures

---

### Topics:

- *Introduction.....139*
- *Choosing a Disaster Backup Strategy.....139*
- *Synchronizing Data Between the Main LSMS and Shadow LSMS.....142*
- *Preparing for a Disaster Situation.....143*
- *Determining When to Switch to Shadow LSMS.....143*
- *Disaster Recovery Procedure Overview.....144*
- *Performing Disaster Recovery with an Active Shadow LSMS.....148*
- *Performing Disaster Recovery with an Inactive Shadow LSMS.....150*
- *Performing Disaster Recovery without a Shadow LSMS.....151*
- *Returning Operation from Shadow LSMS to Main LSMS.....152*
- *Resynchronizing After an Outage Between an NPAC and the LSMS.....155*
- *Reconnecting Network Elements.....156*

This chapter describes and compares various disaster backup strategies and describes how to prepare for disaster recovery. For each disaster recovery strategy, this chapter also describes the recovery procedures and a list of assumptions.

## Introduction

The LSMS system administrator needs to plan a recovery strategy for situations when both the LSMS active server and the standby server are unable to receive data from the NPAC. This occurs when the LSMS hardware is unable to operate, perhaps due to a fire or a natural disaster.

This chapter describes and compares various disaster backup strategies and describes how to prepare for disaster recovery. For each disaster recovery strategy, this chapter also describes the recovery procedures and a list of assumptions.

## Choosing a Disaster Backup Strategy

Choose one of the following backup strategies, in which a shadow LSMS is defined to be an entire LSMS, with its own service provider ID, located in a separate geographical location from the main LSMS:

- Active shadow
- Inactive shadow
- No shadow

The various backup strategies provide different methods for ensuring that the shadow LSMS contains the same data as the main LSMS.

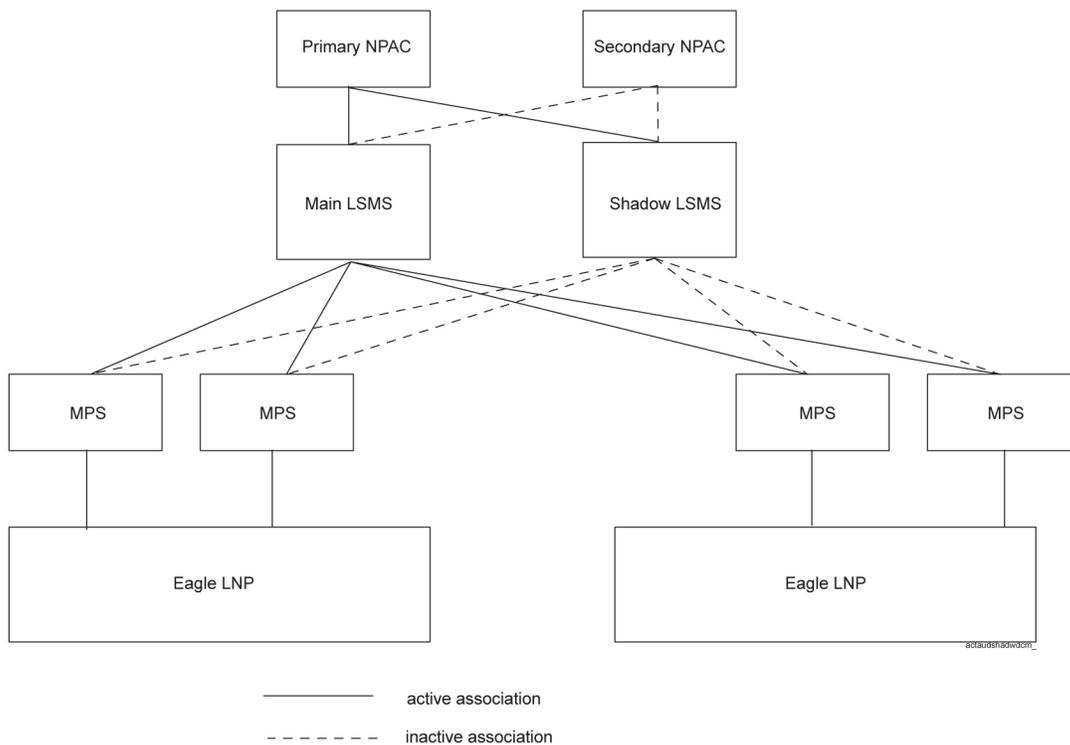
**Note:** Whenever you must manually enter locally provisioned data at the shadow LSMS, be sure that you use the same service provider identifier (SPID) that was used to enter the same locally provisioned data at the main LSMS. For more information, see [Synchronizing Data Between the Main LSMS and Shadow LSMS](#).

The following sections provide an overview of each strategy. Detailed descriptions or recovery procedures for each strategy are described in [Performing Disaster Recovery with an Active Shadow LSMS](#) through [Returning Operation from Shadow LSMS to Main LSMS](#).

### Using an Active Shadow

*Figure 61: Overview of Main LSMS and Active Shadow LSMS* shows the configuration of a main LSMS that uses an active shadow as its backup.

An active shadow LSMS is an entire LSMS that is active and has active associations with each NPAC from which the LSMS needs data (only one NPAC is shown in [Figure 61: Overview of Main LSMS and Active Shadow LSMS](#)).



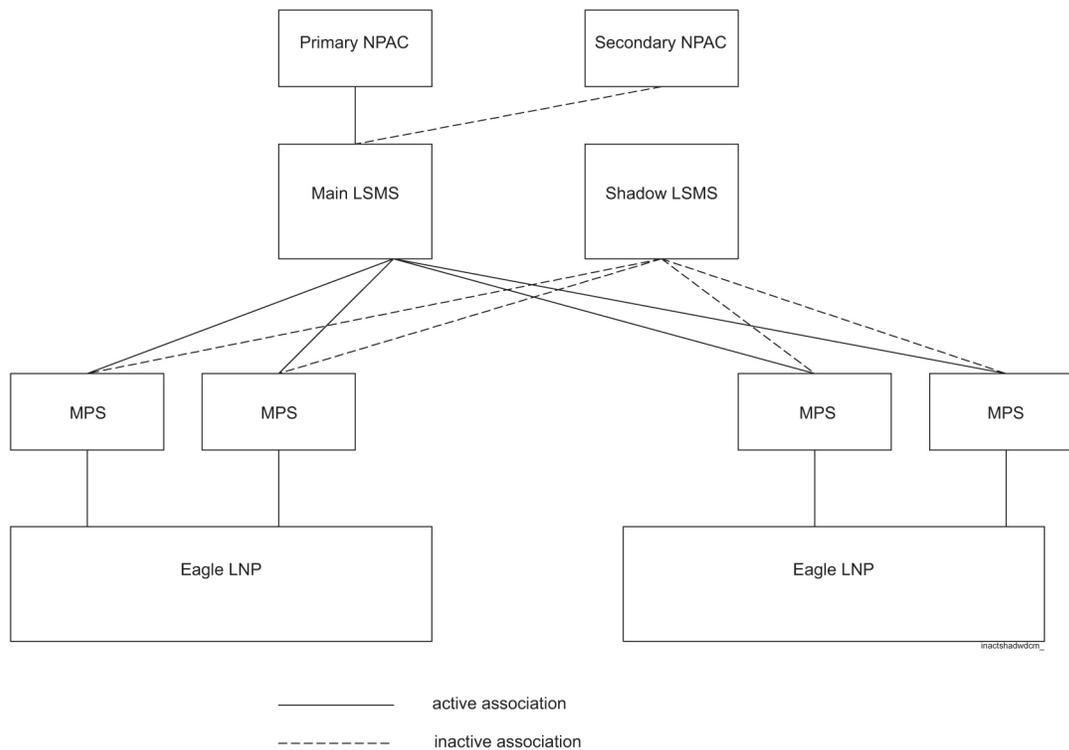
**Figure 61: Overview of Main LSMS and Active Shadow LSMS**

The disaster recovery backup strategy for this configuration provides the least out-of-service time for the LSMS. The recovery procedures for this strategy are described in [Performing Disaster Recovery with an Active Shadow LSMS](#).

### Using an Inactive Shadow

[Figure 63: Overview of Main LSMS without a Shadow LSMS](#) shows the configuration of a main LSMS that uses an inactive shadow as its backup.

The shadow LSMS does not maintain active connections with the NPACs that supply data to the main LSMS. However, disaster recovery is still more feasible than using no shadow, especially for disaster situations in which the physical site of the main LSMS is damaged (such as fire or natural disaster).

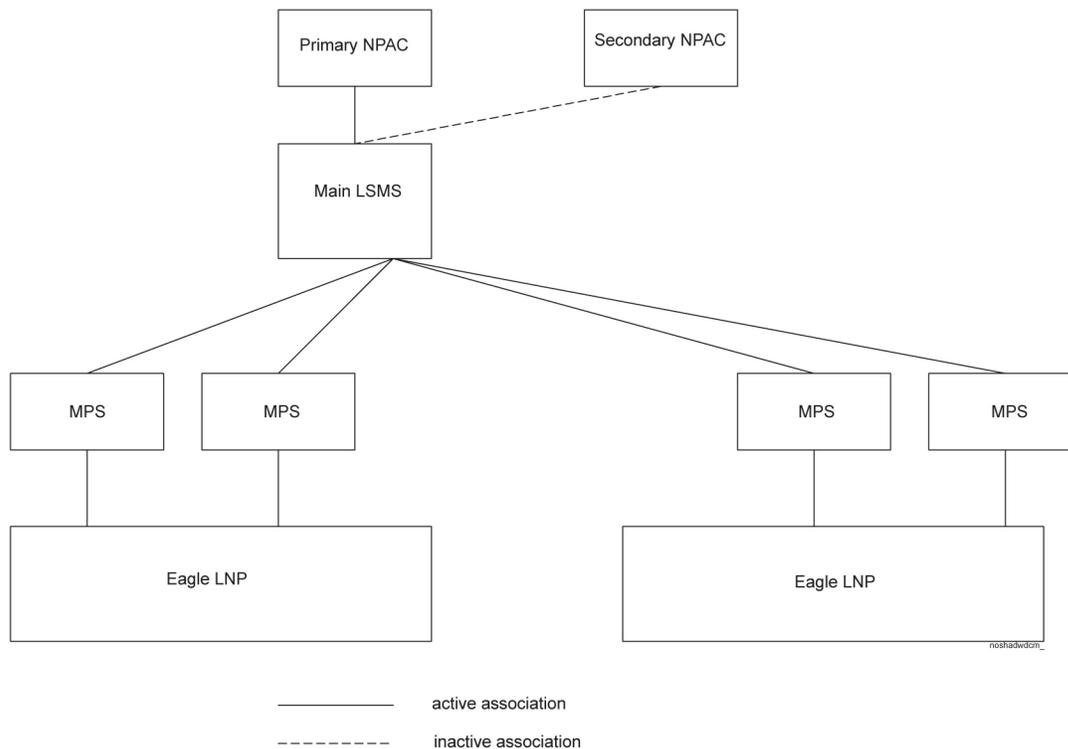


**Figure 62: Overview of Main LSMS and Inactive Shadow LSMS**

With this configuration, during disaster recovery you need to restore all databases from the NPAC. The recovery procedures are described in [Performing Disaster Recovery with an Inactive Shadow LSMS](#).

**Using No Shadow**

[Figure 63: Overview of Main LSMS without a Shadow LSMS](#) shows the configuration of a main LSMS that has no shadow as its backup.



**Figure 63: Overview of Main LSMS without a Shadow LSMS**

When no shadow LSMS exists, disaster recovery requires immediate repair of the main LSMS and its physical site, and then restore all databases from the NPAC. The recovery procedures are described in [Performing Disaster Recovery without a Shadow LSMS](#).

## Synchronizing Data Between the Main LSMS and Shadow LSMS

Both NPAC data and locally provisioned data need to be synchronized between the main and shadow LSMS so that the shadow can take over when the main LSMS fails.

- NPAC data synchronization occurs in one of the following ways:
  - With an active shadow, active connections from both main and active shadow to the NPACs allow transmission of the same NPAC data to both LSMSs.
  - With an inactive shadow, NPAC data is synchronized by downloading files from the NPAC to the inactive shadow LSMS.
- Locally provisioned data must be manually entered at both the main LSMS and shadow LSMS.

**Note:** When you log in to manually enter any locally provisioned data, always use the same service provider ID (SPID) at both the main LSMS and the shadow LSMS. Locally provisioned data is correlated with a SPID. In order for the data to be the same at the main LSMS and shadow LSMS, it must be entered with the same SPID at both LSMSs. The main LSMS and shadow LSMS must use different NPAC-assigned SPIDs for their association with the NPAC. You can create SPIDs

used just for entering data, or you can use the main LSMS's NPAC-assigned SPID for entering locally provisioned data at both the main LSMS and shadow LSMS.

For information about manually entering locally provisioned data, refer to the *Database Administrator's Guide*.

## Preparing for a Disaster Situation

For all recovery strategies, prepare for disaster situations by doing the following:

- Make sure that the following conditions are true:
  - The main LSMS, any restored LSMS, and the shadow LSMS have the required software licenses. Use the procedure described in [Verifying the Processes Running on the Active Server](#) for each server on each LSMS; licenses are required for processes to run.
  - Hardware and software versions on the main and shadow LSMS are identical.
  - Any optional features are installed and configured on both the main and shadow LSMS.
- Make sure the following items are always available and easy to locate:
  - TPD USB media
  - LSMS application USB media
  - Completed Disaster Recovery sheet, as shown in [Recovery Preparation Worksheet](#).

In addition, if you use an active shadow LSMS, make sure the following conditions are true:

- The shadow LSMS hardware has received the same required maintenance as the main LSMS.
- You have the ability to connect to the shadow LSMS using the Secure Shell (`ssh`).
- You have the ability to display LSMS applications on your workstation.
- The network connections from the network elements to the shadow LSMS, which are critical during a disaster, have been periodically tested. Networks are often subject to frequent changes, and these changes can affect your connection between the shadow LSMS and the network elements.
- Any data you have added, modified, or deleted on the main LSMS has also been added, modified, and deleted on the shadow LSMS.

At least annually, your site should prepare a drill in which the key personnel perform the disaster recovery procedure. This ensures that any potential problems or questions can be addressed in a non-emergency situation.

## Determining When to Switch to Shadow LSMS

Switching to a shadow LSMS is the obvious solution in cases of fire or other destruction of the main LSMS site. In addition to these cases, some problems with the main LSMS may warrant switching to the shadow LSMS. These situations can be determined with the Surveillance feature.

If the Surveillance feature is active, it posts a notification every five minutes. If the Surveillance feature has detected an error, it posts a notification reporting the error. If no errors have been detected, the

Surveillance feature posts the following “keep alive” message to indicate that the Surveillance feature is running, where <Host Name> indicates the host name of the server that is reporting the notification.

```
LSMS8000|14:58 Jun 22, 2000|<Host Name>|Keep alive
```

Absence of “keep alive” messages is an indication that a potential problem exists. Contact the [Customer Care Center](#) for help in determining whether the problems warrants switching to the shadow LSMS.

For more information about the Surveillance feature, see [Understanding the Surveillance Feature](#). For more information about Surveillance notifications, see [Automatic Monitoring of Events](#)

## Disaster Recovery Procedure Overview

[Table 13: Comparison of Recovery Procedures to Perform](#) provides an overview comparison of the procedures you should perform and the order in which to perform them, according to the disaster backup strategy you are using. Following sections describe each disaster backup strategy in more detail and list any conditions assumed.

**Table 13: Comparison of Recovery Procedures to Perform**

Recovery Procedure  Note: This table is for comparison; for detailed procedures by strategy, see <a href="#">Table 14: Recovery Procedures When LSMS Shadow Is Active</a> through <a href="#">Table 16: Recovery Procedures When No LSMS Shadow Exists</a> .	Active Shadow <sup>a</sup>	Inactive Shadow <sup>a</sup>	No shadow <sup>b</sup>	Restoring Operations to the Main LSMS After Running on Active Shadow <sup>b</sup>	Restoring Operations to the Main LSMS After Running on Inactive Shadow <sup>b</sup>
	Repair or replace the LSMS			1	1
Recovery acceptance test	1	1	2	2	2

<p><b>Recovery Procedure</b></p> <p><b>Note: This table is for comparison; for detailed procedures by strategy, see <a href="#">Table 14: Recovery Procedures When LSMS Shadow Is Active</a> through <a href="#">Table 16: Recovery Procedures When No LSMS Shadow Exists</a>.</b></p>	<p><b>Active Shadow<sup>a</sup></b></p>	<p><b>Inactive Shadow<sup>a</sup></b></p>	<p><b>No shadow<sup>b</sup></b></p>	<p><b>Restoring Operations to the Main LSMS After Running on Active Shadow<sup>b</sup></b></p>	<p><b>Restoring Operations to the Main LSMS After Running on Inactive<sup>b</sup> Shadow</b></p>
<p>Contact each NPAC from which the LSMS needs data to request download files</p>		<p>2</p>	<p>3</p>		<p>3</p>
<p>Contact each NPAC from which the LSMS needs data to provide it with the IP address with which to establish association to the mate LSMS</p>		<p>3</p>		<p>3<sup>c</sup></p>	<p>4</p>
<p>FTP data from NPAC and import it into the LSMS</p>		<p>4</p>	<p>4<sup>c</sup></p>	<p>4<sup>c</sup></p>	<p>5<sup>c</sup></p>
<p>Start LSMS GUI</p>		<p>5</p>	<p>5</p>	<p>5</p>	<p>6</p>
<p>Add locally provisioned data that had</p>	<p>2</p>	<p>6</p>	<p>6</p>	<p>*</p>	<p>*</p>

<p><b>Recovery Procedure</b></p> <p><b>Note: This table is for comparison; for detailed procedures by strategy, see <a href="#">Table 14: Recovery Procedures When LSMS Shadow Is Active</a> through <a href="#">Table 16: Recovery Procedures When No LSMS Shadow Exists</a>.</b></p>	<p>Active Shadow<sup>a</sup></p>	<p>Inactive Shadow<sup>a</sup></p>	<p>No shadow<sup>b</sup></p>	<p>Restoring Operations to the Main LSMS After Running on Active Shadow<sup>b</sup></p>	<p>Restoring Operations to the Main LSMS After Running on Inactive<sup>b</sup> Shadow</p>
<p>been entered since last backup (or not already entered on mate LSMS)</p>					
<p>Reconnect network elements</p>	<p>3</p>	<p>7</p>	<p>7</p>	<p>6</p>	<p>7</p>
<p>If the disaster outage has lasted 7 days or less, perform a time range audit and reconcile to network elements and a full-range audit of DGTT, OGTT, and NPA-Splits (otherwise perform a bulk download to network elements and then reassociate</p>	<p>4</p>	<p>8</p>	<p>8<sup>c</sup></p>	<p>7<sup>c</sup></p>	<p>8<sup>c</sup></p>

<b>Recovery Procedure</b>  <b>Note: This table is for comparison; for detailed procedures by strategy, see <a href="#">Table 14: Recovery Procedures When LSMS Shadow Is Active</a> through <a href="#">Table 16: Recovery Procedures When No LSMS Shadow Exists</a>.</b>	Active Shadow <sup>a</sup>	Inactive Shadow <sup>a</sup>	No shadow <sup>b</sup>	Restoring Operations to the Main LSMS After Running on Active Shadow <sup>b</sup>	Restoring Operations to the Main LSMS After Running on Inactive <sup>b</sup> Shadow
network elements)					
If query servers are installed, stop all directly connected query servers	5	9		8	9
If query servers are installed, configure each directly connected query server to use the IP address of the mate LSMS for its master host	6	10		9	10
If query servers are installed, reload each directly connected query server from the mate LSMS	7	11	9	10	11

<b>Recovery Procedure</b>  <b>Note: This table is for comparison; for detailed procedures by strategy, see <a href="#">Table 14: Recovery Procedures When LSMS Shadow Is Active</a> through <a href="#">Table 16: Recovery Procedures When No LSMS Shadow Exists</a>.</b>	Active Shadow <sup>a</sup>	Inactive Shadow <sup>a</sup>	No shadow <sup>b</sup>	Restoring Operations to the Main LSMS After Running on Active Shadow <sup>b</sup>	Restoring Operations to the Main LSMS After Running on Inactive Shadow <sup>b</sup>
Run on the shadow LSMS until main LSMS is restored	8	12			
Return operations to restored main LSMS	9 <sup>d</sup>	13 <sup>d</sup>			
<sup>a</sup> Perform these procedures on the shadow LSMS. <sup>b</sup> Perform these procedures on the main LSMS. <sup>c</sup> Perform only as required. <sup>d</sup> As described in <a href="#">Table 17: Procedures to Return Operations from Shadow LSMS to Main LSMS</a> (and summarized in the rightmost columns of this table). * Backups should always be scheduled immediately before switching from the shadow LSMS to the main LSMS; no additional data should have been locally provisioned.					

## Performing Disaster Recovery with an Active Shadow LSMS

In this configuration, an entire LSMS is active and has active associations with each NPAC from which the LSMS needs data. This disaster recovery backup strategy provides the least out-of-service time for the LSMS.

In addition to the assumptions listed in *Preparing for a Disaster Situation*, the following conditions are assumed:

- Both the main LSMS and shadow LSMS are associated with each NPAC (up to eight) from which the LSMS needs data, and both the main LSMS and the shadow LSMS are receiving automatic updates. Each regional NPAC database at both LSMS sites is synchronized with the NPACs.
- A network connection from each serviced network element to the shadow LSMS exists, but the network element is not associated with the shadow LSMS at the time the main LSMS fails.
- Users, groups, and passwords are identically configured at the main LSMS and shadow LSMS.
- Any data locally provisioned at the main LSMS is also locally provisioned at the shadow LSMS.

Perform the procedures shown in *Table 14: Recovery Procedures When LSMS Shadow Is Active* on the shadow LSMS when a disaster occurs on the main LSMS.

**Table 14: Recovery Procedures When LSMS Shadow Is Active**

Active	In the order shown, perform the following recovery procedures:
1	(Optional) Recovery acceptance test on active server of shadow LSMS: <ol style="list-style-type: none"> <li>1. <i>Verifying the State of the Servers</i></li> <li>2. <i>Verifying the Processes Running on the Active Server</i> (with primary server as active server)</li> <li>3. <i>Verifying the GUI Operability on the Active Server</i> (with primary server as active server)</li> </ol> <p><b>Note:</b> Do not switch over to the shadow LSMS's standby server until all EMSs have been resynchronized because all queued subscription data would be immediately flushed.</p>
2	Add any locally provisioned data that may have been added to the main LSMS before it failed and has not yet been added to the active shadow.
3	Perform the procedures in <i>Reconnecting Network Elements</i> (start with <i>Step 4</i> and use the main LSMS as the source and the shadow LSMS as the destination).
4	For each network element, perform a time-range audit (specify the start time to be one hour before the outage occurred) and a full-range audit of DGTT, OGTT, and NPA Splits. For information about performing audits, refer to "Audit and Optional Reconcile from the LSMS GUI" in the <i>LNP Database Synchronization User's Guide</i> .
5, 6, 7	If any query servers are installed: <ol style="list-style-type: none"> <li>1. Stop the directly connected query servers.</li> <li>2. Configure each directly connected query server to use the shadow LSMS as its master host (refer to the procedure described in "MySQL Replication Configuration for Query Servers" in the <i>Configuration Guide</i>).</li> <li>3. For each directly connected query server, perform the procedure in <i>Reload a Query Server Database from the LSMS</i>.</li> </ol>
8	Run on the shadow LSMS until the main LSMS is restored.

Active	In the order shown, perform the following recovery procedures:
9	<a href="#">Returning Operation from Shadow LSMS to Main LSMS.</a>

## Performing Disaster Recovery with an Inactive Shadow LSMS

In this disaster recovery strategy, you have a complete LSMS system installed at a geographically remote site, but it is not running and does not receive updates from the NPAC until you perform the procedures described in this section. This strategy requires a much longer recovery period than having an active shadow requires, but is still much safer than having no shadow. Having no shadow can result in a very long recovery period in serious disaster situations, such as fire or natural disaster.

In addition to the assumptions listed in [Preparing for a Disaster Situation](#), the following conditions are assumed:

- At the shadow site, all hardware and software components have already been installed and passed an acceptance test.
- At the main LSMS, valid backups exist for all data. These backups are ready to be shipped to the shadow LSMS.
- A network connection exists between the shadow LSMS and each network element and each NPAC. At the time of failure, the shadow LSMS is not associated with any of the network elements or NPACs.

Perform the procedures shown in [Table 15: Recovery Procedures When LSMS Shadow Is Inactive](#) on the shadow LSMS when a disaster occurs on the main LSMS.

**Table 15: Recovery Procedures When LSMS Shadow Is Inactive**

Inactive	In the order shown, perform the following recovery procedures:
1	Recovery acceptance test on inactive shadow LSMS: <ol style="list-style-type: none"> <li>1. <a href="#">Verifying the State of the Servers</a></li> <li>2. <a href="#">Verifying the Processes Running on the Active Server</a> (with primary server as active server)</li> <li>3. <a href="#">Verifying the GUI Operability on the Active Server</a> (with primary server as active server)</li> <li>4. <a href="#">Manually Switching Over from the Active Server to the Standby Server</a></li> <li>5. <a href="#">Verifying the Processes Running on the Active Server</a> (with secondary server as active server)</li> <li>6. <a href="#">Verifying the GUI Operability on the Active Server</a> (with secondary server as active server)</li> <li>7. <a href="#">Manually Switching Over from the Active Server to the Standby Server</a></li> </ol>
2, 3	Contact each NPAC from which the LSMS needs data to: <ul style="list-style-type: none"> <li>• Provide them with the IP address with which to establish association to the shadow LSMS.</li> <li>• Request which files will be needed to download to the shadow LSMS. .</li> </ul>

Inactive	In the order shown, perform the following recovery procedures:
4	FTP data from the NPAC and import it into the LSMS (see <a href="#">Downloading Files from an NPAC to the LSMS</a> ).
5	Start the LSMS GUI (association with each NPAC is automatically attempted).
6	At the shadow, add any locally provisioned data that needs to be added.
7	Perform the procedures described in <a href="#">Reconnecting Network Elements</a> .
8	If the disaster outage has lasted for 7 days or less, for each network element, perform a time-range audit (specify the start time to be one hour before the outage occurred) and a full-range audit of DGTT, OGTT, and NPA Splits. For information about performing audits, refer to "Audit and Optional Reconcile from the LSMS GUI" in the <i>LNP Database Synchronization User's Guide</i> .  (If the disaster outage has lasted more than 7 days, perform a complete bulk download from the shadow LSMS to each network element. For information about performing bulk downloads to network elements, refer to the <i>LNP Database Synchronization User's Guide</i> .)
9, 10,11	If any query servers are installed: <ol style="list-style-type: none"><li>1. Stop the directly connected query servers.</li><li>2. Configure each directly connected query server to use the shadow LSMS as its master host (refer to the procedure described in "MySQL Replication Configuration for Query Servers" in the <i>Configuration Guide</i>).</li><li>3. For each directly connected query server, perform the procedure in <a href="#">Reload a Query Server Database from the LSMS</a>.</li></ol>
12	Run on the shadow LSMS until the main LSMS is restored.
13	After main LSMS has been repaired, <a href="#">Returning Operation from Shadow LSMS to Main LSMS</a> .

## Performing Disaster Recovery without a Shadow LSMS

In this disaster backup strategy, you have no physical backup for the LSMS. In a disaster situation, you must restore the main LSMS. Having no shadow can result in a very long recovery period in serious disaster situations, such as fire or natural disaster.

In addition to the assumptions listed in [Preparing for a Disaster Situation](#), the following conditions are assumed for this procedure:

- The main LSMS is restored at the same physical site. If another site is used, you must perform site survey and preparation as you do for any initial LSMS installation. For more information about installing LSMS, refer to the *Hardware and Installation Guide* for E5-APP-B.
- A network connection exists between the restored main LSMS and each NPAC and network element.

Perform the procedures shown in [Table 16: Recovery Procedures When No LSMS Shadow Exists](#) to restore the main LSMS when a disaster occurs.

**Table 16: Recovery Procedures When No LSMS Shadow Exists**

No shadow	In the order shown, perform the following recovery procedures:
1, 2	Contact the <a href="#">Customer Care Center</a> to arrange repair or replacement of the LSMS. Oracle will dispatch technicians who will perform repairs, return the LSMS to operational status, and perform recovery acceptance tests.
3	Contact each NPAC from which the LSMS needs data to request which files will be needed to download to the shadow LSMS.
4	FTP data from NPAC and import it into the LSMS (see <a href="#">Downloading Files from an NPAC to the LSMS</a> ).
5	Start the LSMS GUI (association with each NPAC is automatically attempted).
6	If any locally provisioned data needs to be added, add it.
7	Perform the procedures in <a href="#">Reconnecting Network Elements</a> .
8	If the disaster outage has lasted for 7 days or less, for each network element, perform a time-range audit (specify the start time to be one hour before the outage occurred) and a full-range audit of DGTT, OGTT, and NPA Splits. For information about performing audits, refer to "Audit and Optional Reconcile from the LSMS GUI" in the <i>LNP Database Synchronization User's Guide</i> .  (If the disaster outage has lasted more than 7 days, perform a complete bulk download to each network element. For information about performing bulk downloads to network elements, refer to the <i>LNP Database Synchronization User's Guide</i> .)
9	If any query servers are installed, for each directly connected query server, perform the procedure in <a href="#">Reload a Query Server Database from the LSMS</a> .

## Returning Operation from Shadow LSMS to Main LSMS

Use the procedures described in this section to return operations from the shadow LSMS to the main LSMS after the main LSMS has been restored. Do not take the shadow LSMS out of service until you have completed this procedure, including the resynchronization of LNP data with the NPAC and network elements. If any problem occurs during the restoration of operations to the main LSMS, you can return to using the shadow LSMS.

In addition to the assumptions listed in [Preparing for a Disaster Situation](#), the following conditions are assumed:

- The main LSMS is restored at the same physical site. If another site is used, you must perform site survey and preparation as you do for any initial LSMS installation. For more information about installing LSMS, refer to the *Hardware and Installation Guide* for E5-APP-B.

- A network connection exists between the restored main LSMS and each NPAC and network element.
- Encryption keys have been exchanged between the NPAC and the restored main LSMS.
- License keys are valid for the main LSMS.
- At the main LSMS, valid backups exist for all data.
- At a previously inactive shadow LSMS, valid backups exist for all data. A complete backup should be scheduled immediately before the scheduled return to the main LSMS, so that no locally provisioned data is entered after the switch back to the main LSMS.

Perform the procedures shown in [Table 17: Procedures to Return Operations from Shadow LSMS to Main LSMS](#) to restore the main LSMS.

**Table 17: Procedures to Return Operations from Shadow LSMS to Main LSMS**

Restoring Operations to the Main LSMS After Running on Active Shadow Main LSMS	Restoring Operations to the Main LSMS After Running on Previously Inactive Shadow	In the order shown in the appropriate column, perform the following recovery procedures:
1	1	Contact the <a href="#">Customer Care Center</a> to arrange repair or replacement of the LSMS. Oracle will dispatch technicians who will perform repairs and return the LSMS to operational status.
2	2	Recovery acceptance test or manufacturing acceptance test, depending on the severity of original failure (performed by technicians).
3	3	<p>After the <a href="#">Customer Care Center</a> personnel have performed an acceptance test, if desired, customers may wish to perform the following tests to verify that the restored main LSMS is fully functional:</p> <ol style="list-style-type: none"> <li>1. <a href="#">Verifying the State of the Servers</a></li> <li>2. <a href="#">Verifying the Processes Running on the Active Server</a> (with primary server as active server)</li> <li>3. <a href="#">Verifying the GUI Operability on the Active Server</a> (with primary server as active server)</li> </ol>

Restoring Operations to the Main LSMS After Running on Active Shadow Main LSMS	Restoring Operations to the Main LSMS After Running on Previously Inactive Shadow	In the order shown in the appropriate column, perform the following recovery procedures:
		<ol style="list-style-type: none"> <li>4. <a href="#">Manually Switching Over from the Active Server to the Standby Server</a></li> <li>5. <a href="#">Verifying the Processes Running on the Active Server</a> (with secondary server as active server)</li> <li>6. <a href="#">Verifying the GUI Operability on the Active Server</a> (with secondary server as active server)</li> <li>7. <a href="#">Manually Switching Over from the Active Server to the Standby Server</a></li> </ol>
3	4	If any NPAC data may be updated during the period of time between when you plan to disconnect the shadow LSMS and connect with the main LSMS, contact each NPAC from which the LSMS needs data and request download files for that time period.
	5	If returning from a shadow LSMS that was previously inactive, contact each NPAC from which the LSMS needs data to provide them with the IP address with which to establish association to the main LSMS.
4	6	If any download files were requested from any NPAC above, FTP the files and import them into the LSMS (see <a href="#">Downloading Files from an NPAC to the LSMS</a> ).
5	7	Start the LSMS GUI (see <a href="#">Starting an LSMS GUI Session</a> ).

Restoring Operations to the Main LSMS After Running on Active Shadow Main LSMS	Restoring Operations to the Main LSMS After Running on Previously Inactive Shadow	In the order shown in the appropriate column, perform the following recovery procedures:
6	8	Perform the procedures in <a href="#">Reconnecting Network Elements</a> , where the source LSMS is the shadow LSMS, and the destination LSMS is the main LSMS.
7	9	For each network element, perform a time-range audit (specify the start time to be one hour before the outage occurred) and a full-range audit of DGTT, OGTT, and NPA Splits. For information about performing audits, refer to "Audit and Optional Reconcile from the LSMS GUI" in the <i>LNP Database Synchronization User's Guide</i> .
8, 9, 10	10, 11, 12	If any query servers are installed: <ol style="list-style-type: none"> <li>1. Stop the directly connected query servers.</li> <li>2. Configure each directly connected query server to use the main LSMS as its master host (refer to the procedure described in "MySQL Replication Configuration for Query Servers" in the <i>Configuration Guide</i>).</li> <li>3. For each directly connected query server, perform the procedure in <a href="#">Reload a Query Server Database from the LSMS</a>.</li> </ol>

## Resynchronizing After an Outage Between an NPAC and the LSMS

When an outage between the LSMS and NPAC occurs, the LSMS attempts to resynchronize automatically as soon as the association is reestablished. The NPAC then resends to the LSMS all transactions that were missed by the LSMS.

### Automatic Resynchronization between the NPAC and the LSMS

Whenever association is reestablished between the NPAC and the LSMS, the NPAC and the LSMS automatically resynchronize their databases. The time required for automatic resynchronization between an NPAC and the LSMS is directly proportional to the number of transactions that need to be sent. If you believe you have a lot of subscription version records, you can choose to perform a manual NPAC/LSMS recovery, as described in [Downloading Files from an NPAC to the LSMS](#).

If the NPAC and the LSMS are unable to complete automatic recovery, one of the following notifications will display on the LSMS console window, where either PRIMARY or SECONDARY indicates the NPAC for which recovery is underway:

```
[Critical] 2018: 99-07-05 12:55:56 NPAC [<PRIMARY|SECONDARY>] Recovery Failed
```

or

```
[Critical] 2019: 99 -07-05 12:55:56 NPAC [<PRIMARY|SECONDARY>] Recovery Partial Failure
```

If you receive one of these messages, perform the procedure described in [Downloading Files from an NPAC to the LSMS](#) using the example for performing a bulk download of files from the NPAC.

## Reconnecting Network Elements

The following procedures explain how to reconnect the LSMS with network element software that manages database updates from the LSMS. Reconnecting is required in one of the following situations:

- When you switch from the main LSMS to the shadow LSMS after a disaster has occurred
- When you switch from the shadow LSMS back to the main LSMS after the main LSMS has been restored
- When you restore an LSMS that had no shadow

Perform the procedures described in the following sections. (In these procedures, the “source LSMS” is the LSMS you switch from and the “destination LSMS” is the LSMS you switch to.)

1. [“Preparing to Reconnect Network Elements”](#)
2. [Reconnecting Network Elements Procedures](#)

These procedures will be followed by automatic resynchronization as described in [Automatic Resynchronization after Reconnect](#).

### Preparing to Reconnect Network Elements

1. Locate the completed Disaster Recovery Sheet.
2. Alert the [Customer Care Center](#) that you are switching to the destination LSMS. The [Customer Care Center](#) will remain online to provide support during this procedure.
3. From the network element, enter the following command to verify that the destination LSMS is reachable, where <LSMS\_IP\_Address> is the IP address of the LSMS:

```
> ping <LSMS_IP_Address>
```

4. From the destination LSMS, enter the following command to verify that the network element (NE) is reachable:

```
# ping <ELAP_IP_Address>
```

5. If the destination LSMS is not already running, log in as a user in the `lsmsadm` group to the destination LSMS and start an LSMSGUI session.

Verify that the destination LSMS is in stable condition by checking the following:

- a) Verify that there are no active alarm conditions.

Because the destination LSMS is not connected with the EMS, there are always error messages regarding the network element queue level alarms and its connection with the LSMS. For a destination LSMS, these messages are normal. If the Surveillance feature is active, these normal messages will be notifications LSMS 0004 and LSMS 8003 or LSMS 8004. (For more information, see [Automatic Monitoring of Events](#))

- b) Verify that the NPACs are connected to the LSMS by examining the NPAC status area on a graphical user interface; verify that the NPAC icon for each supported NPAC displays green.

- c) Use following method to verify that no LSMS hardware failure indications are present:

If the Surveillance feature is active, verify that no hardware failure notifications (LSMS 4003, LSMS 2000, LSMS 0001, LSMS 4004, LSMS 4005, LSMS 4006, LSMS 4007, or LSMS 4009) have been posted. For more information about these notifications, see [Automatic Monitoring of Events](#)

- d) Verify that the LSMS is not currently in recovery mode with any NPAC by ensuring that none of the following GUI notifications have been posted for any NPAC, where <PRIMARY|SECONDARY> indicates whether the NPAC to be connected is the primary NPAC or the secondary NPAC:

```
[Critical]: <Timestamp> 2006: NPAC <PRIMARY|SECONDARY> Bind Timed Out - Auto retry
after 2 min
[Critical]: <Timestamp> 2007: NPAC <PRIMARY|SECONDARY> Connection Aborted by PEER
- Auto retry same host
after 2 min
[Critical]: <Timestamp> 2008: NPAC <PRIMARY|SECONDARY> Connection Aborted by PEER
- Auto retry other host
after 2 min
[Critical]: <Timestamp>: 2009 NPAC <PRIMARY|SECONDARY> Connection Aborted by
Provider - Auto retry same
host after 2 min
[Critical]: <Timestamp> 2010: NPAC <PRIMARY|SECONDARY> Connection Aborted due to
recovery failure - Auto
retry after 2 min
[Critical]: <Timestamp> 2012: NPAC <PRIMARY|SECONDARY> Connection Attempt Failed
: Access Control Failure
[Critical]: <Timestamp> 2014: NPAC <PRIMARY|SECONDARY> Connection Attempt Failed
: Access Denied
[Critical]: <Timestamp> 2015: NPAC <PRIMARY|SECONDARY> Connection disconnected
by NPAC
[Critical]: <Timestamp> 2018: NPAC iiii Recovery Failed
[Critical]: <Timestamp> 2019: NPAC iiii Recovery Partial Failure
[Critical]: <Timestamp> 2020: NPAC iiii Security Violation. Association aborted
```

Also, if the Surveillance feature is active, verify that none of the following Surveillance notifications have been posted for any NPAC, where xxxxxxxx is the hostname of the server reporting the notification, <PRIMARY|SECONDARY> indicates the primary or secondary

NPAC, <NPAC\_cust\_ID> is a numeric indicator for the NPAC region, and <NPAC\_IP\_address> is the IP address of the NPAC:

```
LSMS2000|14:58 Jul 22, 1997|xxxxxxx|Notify:Sys Admin - NPAC interface failure
LSMS2001|14:58 Jul 22, 1997|xxxxxxx|Notify:Sys Admin - NPAC= <PRIMARY|SECONDARY>
- <NPAC_cust_ID>
LSMS2002|14:58 Jul 22, 1997|xxxxxxx|Notify:Sys Admin - NPAC= <NPAC_IP_address>
```

If any of these notifications has been posted, verify that the following GUI notifications have been posted for the same NPAC:

```
[Cleared] 2025: <Timestamp>: NPAC <PRIMARY|SECONDARY> Connection Successfully
established
[Cleared] 8055: <Timestamp>: NPAC <PRIMARY|SECONDARY> Recovery Complete
```

Continue with the next procedure.

## Reconnecting Network Elements Procedures

Perform the following procedure:

1. At the source LSMS, log in as `lsmsadm` on the active server.
2. Enter the following command to display the status of all eagleagent processes: `eagle status`  
Scan the output for the names of all active EAGLE agents, similar to the values shown in **bold** in the following example:

```
CLLI          Pid  State      Resync      Conn A  Conn B  DCM      EBDA      Debug
Queue
Memory CPU  Timestamp 1190801
      13622 A_ACTIVE  COMPLETE    ACTIVE  STANDBY NONE    IDLE    OFF    0 %
      71
M 0.1 % 13:00:40
```

3. At the source LSMS, for each EAGLE agent process that is running, enter the following command to stop the EAGLE agent processes (<CLLI> is the Common Language Location Identifier for the EAGLE node):

```
$LSMS_DIR/eagle stop <CLLI>
```

For the example shown in step 2, you would enter the following commands:

```
$LSMS_DIR/eagle stop 1190801
```

4. At the destination LSMS, for each network element serviced by the LSMS, do one of the following:
  - In an inactive shadow configuration, create the EMS for the given network element (refer to the *Configuration Guide*, “Creating an EMS Configuration Component”). When you finish creating the EMS, `sentryd` process automatically starts the Eagle agent.
  - In an active shadow configuration, modify the EMS for the given network element (refer to the *Configuration Guide*, “Modifying an EMS Configuration Component”). Next, stop and restart the Eagle agent for the given CLI using the following commands, then go to [“Automatic Resynchronization after Reconnect”](#).

```
$LSMS_DIR/eagle stop <CLLI>  
$LSMS_DIR/eagle start <CLLI>
```

Next, the LSMS and the network elements will automatically resynchronize as described in *“Automatic Resynchronization after Reconnect”*.

#### **Automatic Resynchronization after Reconnect**

When the LSMS and MPS are reconnected, the LSMS automatically starts an automatic resynchronization of the databases. For more information, see “Automatic Resynchronization Process” in the *LNP Database Synchronization User’s Guide*. If the LSMS cannot complete automatic resynchronization, it posts a notification to the LSMS GUI. For more information, refer to “Notifications that Database Maintenance Is Required” in the *LNP Database Synchronization User’s Guide*.

If the Surveillance feature is active, the following Surveillance notification is also posted, where <Host Name> is the hostname and <CLLI> is the 11-character CLLI code of the network element:

```
LSMS8001|14:58 Jul 22, 1997|<Host Name>|Notify:Sys Admin - NE CLLI=<CLLI>
```

# Chapter 8

## Verifying Recovery

---

**Topics:**

- [Introduction.....161](#)
- [Verifying that the LSMS Is Fully Functional..161](#)

This chapter describes procedures used to verify the status of the LSMS after performing recovery procedures.

## Introduction

This chapter describes procedures used to verify the status of the LSMS after performing recovery procedures.

## Verifying that the LSMS Is Fully Functional

Perform the tests in the order shown in [Table 18: Recovery Acceptance Tests](#) to verify that the LSMS is fully functional following file system restoration. If any of these tests fail, contact the [Customer Care Center](#).

**Table 18: Recovery Acceptance Tests**

	Condition to Verify	Test to Perform
1	One server is in ACTIVE state and the other server is in STANDBY state	<a href="#">Verifying the State of the Servers</a>
2	The appropriate software processes are running on the primary server	<a href="#">Verifying the Processes Running on the Active Server</a>
3	The GUI process can be started on the primary server	<a href="#">Verifying the GUI Operability on the Active Server</a>
4	Switchover can be performed from the active server to the standby server	<a href="#">Manually Switching Over from the Active Server to the Standby Server</a>
5	The appropriate software processes can be run on the newly active server	<a href="#">Verifying the Processes Running on the Active Server</a>
6	The GUI process can be started on the newly active server	<a href="#">Verifying the GUI Operability on the Active Server</a>
7	Switchover can be performed from the active server to the standby server	<a href="#">Manually Switching Over from the Active Server to the Standby Server</a>
8	The appropriate software processes can be run on the newly active server	<a href="#">Verifying the Processes Running on the Active Server</a>
9	The GUI process can be started on the newly active server	<a href="#">Verifying the GUI Operability on the Active Server</a>

## Verifying the State of the Servers

Use the TPD High Availability (HA) utility to verify that one server is in ACTIVE state and the other server is in STANDBY state. See [Determining the Server Status](#).

## Verifying the Processes Running on the Active Server

1. Log in to the active server as root.
2. Display the status of all processes that are configured to run on the active server by entering each of the following commands and examining their outputs:

```
# /usr/TKLC/plat/bin/syscheck -v proc run
```

```
# /usr/TKLC/plat/bin/syscheck -v lsmshc proc
```

The following sample output from `syscheck -v proc run` indicates which processes are configured to be running on the active server and that all expected instances of the processes are running:

```
Running modules in class proc...
run: Checking supman...
run: Found 1 instance(s) of the supman process.
run: Checking lsman...
run: Found 1 instance(s) of the lsman process.
run: Checking npacagent...
run: Found 1 instance(s) of the npacagent process.
run: Checking eagleagent...
run: Found 2 instance(s) of the eagleagent process.
run: Checking rmtpmgr...
run: Found 1 instance(s) of the rmtpmgr process.
run: Checking rmtpage...
run: Found 1 instance(s) of the rmtpage process.
run: Checking reportman...
run: Found 1 instance(s) of the reportman process.
run: Checking lsmslogd...
run: Found 1 instance(s) of the lsmslogd process.
run: Checking sentryd...
run: Found 1 instance(s) of the sentryd process.
run: Checking survMon...
run: Found 1 instance(s) of the survMon process.
run: Checking smartd...
run: Found 1 instance(s) of the smartd process.
run: Checking atd...
run: Found 1 instance(s) of the atd process.
run: Checking crond...
run: Found 1 instance(s) of the crond process.
run: Checking sshd...
run: Found 7 instance(s) of the sshd process.
run: Checking syscheck...
run: Found 1 instance(s) of the syscheck process.
run: Checking syslogd...
run: Found 1 instance(s) of the syslogd process.
Return string: "OK"
                                OK
The log is available at:
-->/var/TKLC/log/syscheck/fail_log
```

If you see FAILURE (similar to the following example) for any process except the GUI process, contact the [Customer Care Center](#):

```
run: Only 0 instance(s) of lsmslogd running. 1 instance(s) required.
```

The following sample output from `syscheck -v lsmshc proc` indicates which processes are configured to be running on the active server and that all expected instances of the processes are running:

```
Running modules in class lsmshc...
  proc: Node active, checking
  proc: Checking supman...
  proc: Found 1 instance(s) of the supman process.
  proc: Checking lsman...
  proc: Found 1 instance(s) of the lsman process.
  proc: Checking npacagent...
  proc: Found 1 instance(s) of the npacagent process.
  proc: Checking eagleagent...
  proc: Found 1 instance(s) of the eagleagent process.
  proc: Checking rmtpmgr...
  proc: Found 1 instance(s) of the rmtpmgr process.
  proc: Checking rmtpageant...
  proc: Found 1 instance(s) of the rmtpageant process.
  proc: Checking reportman...
  proc: Found 1 instance(s) of the reportman process.
  proc: Checking lsmslogd...
  proc: Found 1 instance(s) of the lsmslogd process.
  proc: Checking sentryd...
  proc: Found 1 instance(s) of the sentryd process.
Return string: "OK"
                                     OK
The log is available at:
-->/var/TKLC/log/syscheck/fail_log
```

## Verifying the GUI Operability on the Active Server

Perform the following procedure to verify that the LSMS graphical user interface will open:

1. Perform the procedure described in [Logging In to LSMS Server Command Line](#) using the hostname of the active server.
2. Perform the procedure described in [Starting an LSMS GUI Session](#), using an NPAC-provided Service Provider ID.
3. Select **Exit/Logout** from the **User/Session** menu on the LSMS Console window.  
The console logout window displays. Click **OK** to complete the logout.

# Chapter 9

## Field Replaceable Units

---

### Topics:

- [Introduction.....165](#)
- [E5-APP-B Card FRUs and Part Numbers.....165](#)
- [Removing and Replacing E5-APP-B Cards.....165](#)

This chapter describes the components of an E5-APP-B card that can be replaced in the field and includes procedures for replacing each type of field replaceable unit (FRU).

## Introduction

Oracle Communication EAGLE Application B Cards (E5-APP-B) are complete application server platforms and are designed for the high-availability environments required by telephony networks. They are installed in an EAGLE shelf.

Even with the advanced reliability of the E5-APP-B design, hardware failures may still occur. The E5-APP-B card is designed for easy maintenance when replacements are needed.

This chapter highlights the E5-APP-B card components that are field replaceable units (FRU) and provides procedures for replacing them.

**Note:** This chapter does not describe how to diagnose which FRU may need to be replaced. For diagnostic information, refer to *Platform Alarms*.

This chapter explains how to remove a card from the EAGLE. The procedures include the administrative commands required to take a card out of service and place it back into service.

## E5-APP-B Card FRUs and Part Numbers

The following E5-APP-B card components can be replaced in the field:

- E5-APP-B cards (P/N 870-3096-01 and P/N 870-3096-02)
- Drive modules (P/N 870-3097-01 and P/N 870-3097-02)

## Removing and Replacing E5-APP-B Cards

This section gives procedures on removing and replacing the E5-APP-B card and drive modules.

### Removing an E5-APP-B Card

#### Procedure - Remove E5-APP-B card

Refer to the *Hardware and Installation Guide* for E5-APP-B on halting the E5-APP-B Card software.

1. On the APP-B card, slide the Ejector switch (4) up to the UNLOCKED position (see *Figure 64: E5-APP-B Card Eject Hardware Switch, UNLOCKED*).



**Caution:** If the Ejector switch goes from locked to unlocked and the E5-APP-B card is in service, the card will halt.

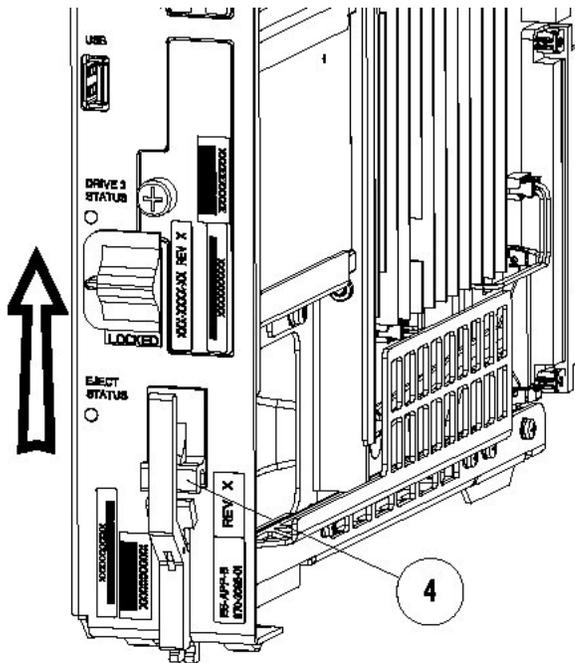
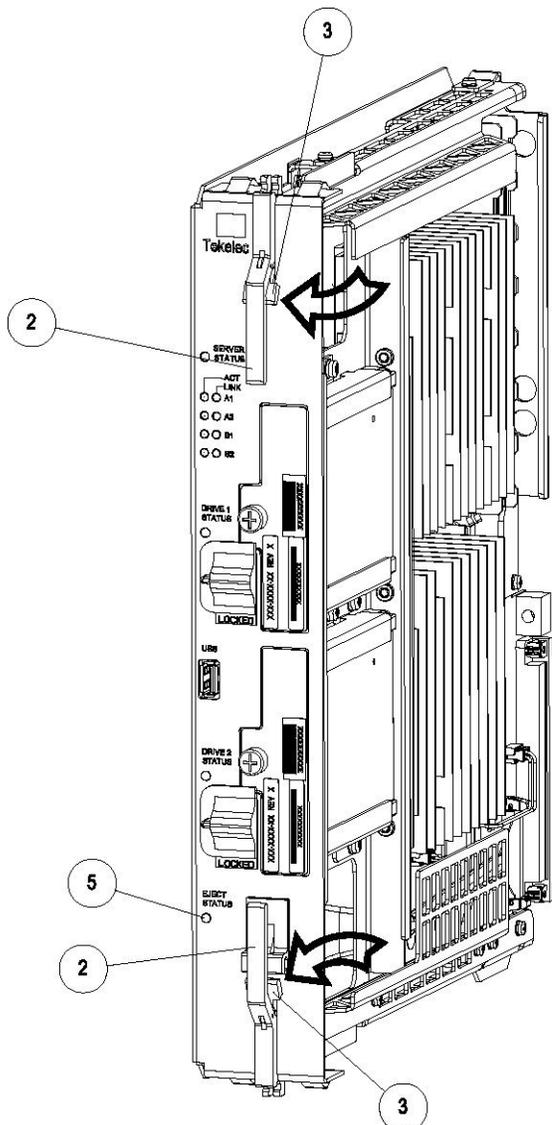


Figure 64: E5-APP-B Card Eject Hardware Switch, UNLOCKED

2. WAIT for the E5-APP-B Eject Status LED to go from blinking red to a steady red.
3. Grasp the upper and lower card Inject/Eject (I/E) lever release (3) just underneath the I/E lever, and press it to meet the I/E lever. This is the mechanical interlock for the card.

See [Figure 65: E5-APP-B Card UNLOCKED](#)



**Figure 65: E5-APP-B Card UNLOCKED**

4. While holding the I/E interlock and lever, pull the levers (2) away from the shelf until they are parallel to the floor.
5. Remove the E5-APP-B card from the EAGLE shelf.

## Replacing an E5-APP-B Card

### Procedure - Replace E5-APP-B card

1. While holding the I/E interlock and lever, pull the levers (2) away from the card until they are parallel to the floor.

*Figure 66: E5-APP-B Card UNLOCKED* illustrates the angle of the interlocks and levers just before inserting E5-APP-B Card into the EAGLE shelf.

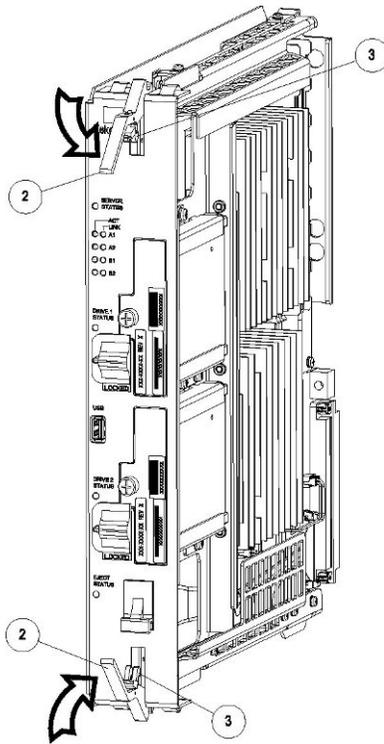


**Figure 66: E5-APP-B Card UNLOCKED**

2. Insert the E5-APP-B card into the EAGLE shelf.

Carefully align the edges of the card with the top and bottom card guides. Then, push the card along the length of the card guides until the rear connectors on the card engage the mating connectors on the target shelf backplane.

3. Push in the top and bottom inject/eject clamps (see [Figure 67: E5-APP-B Card Inject Levers](#)).



**Figure 67: E5-APP-B Card Inject Levers**

This locks the card in place and ensures a strong connection with the pins on the target shelf backplane.

4. Slide the E5-APP-B Ejector switch (4) down to the LOCKED position (see [Figure 68: E5-APP-B Card Inject Hardware Switch, LOCKED](#)).

**Note:** When the Ejector switch goes from UNLOCKED to LOCKED, the E5-APP-B Eject Status LED blinks red as the E5-APP-B card goes online.

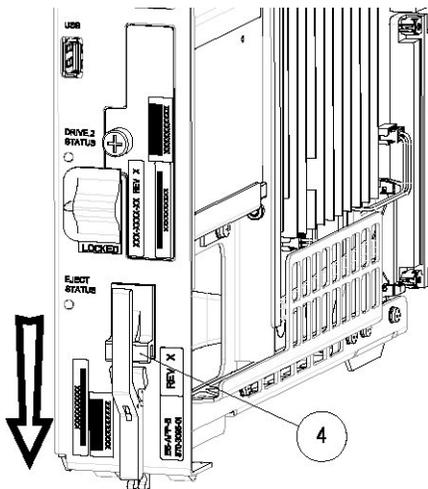


Figure 68: E5-APP-B Card Inject Hardware Switch, LOCKED

5. WAIT for the E5-APP-B Eject Status LED to go from blinking red to off.

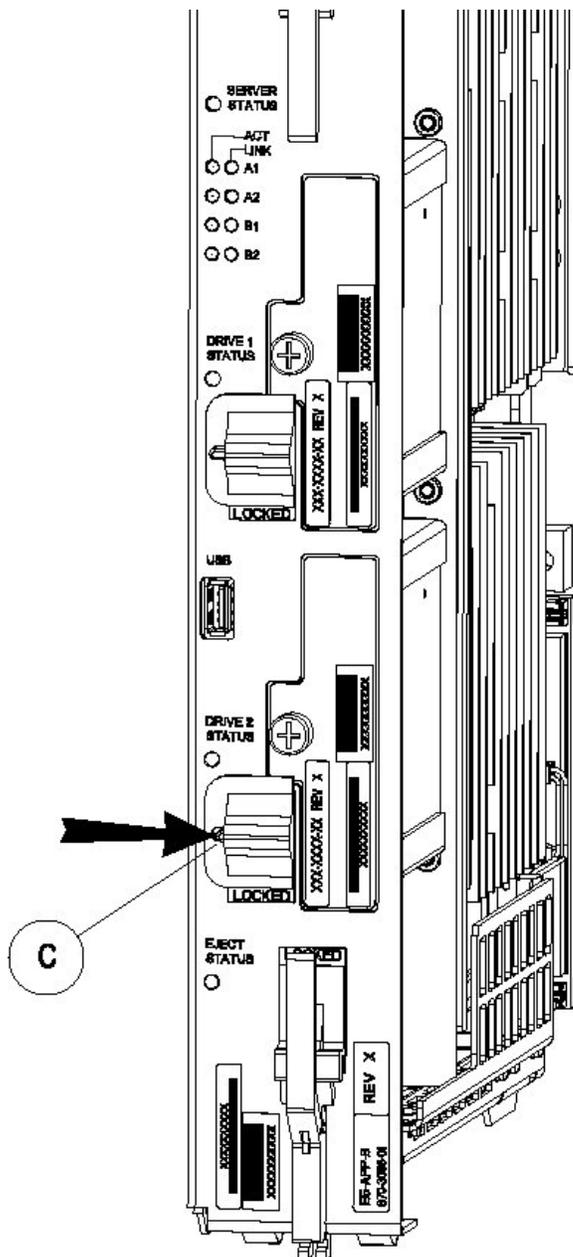
## Removing and Replacing a Drive Module Assembly

### Procedure - Remove Drive Module Assembly

1. Verify that the drive module is locked in position and in use.

The switch lock release (C) is in the LOCKED position and the Status LED on the E5-APP-B card is OFF.

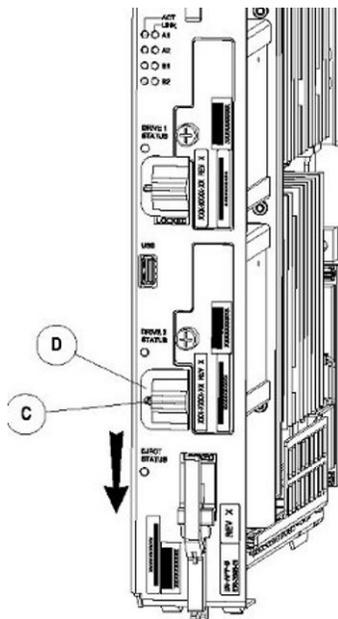
Move the switch lock release (C) to the "released" position by pressing in the direction indicated. Refer to [Figure 69: Drive Module Released](#).



**Figure 69: Drive Module Released**

2. Move drive module locking switch (D) from the LOCKED to the unlocked position and wait for the LED (B) to indicate a steady red state. See [Figure 70: Drive Module UNLOCKED](#) and [Figure 71: Drive Module Status](#), respectively.

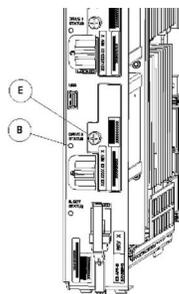
When drive module locking switch (D) is transitioned from locked to unlocked, the LED will flash red to indicate the drive is unlocked and in process of shutting down.



**Figure 70: Drive Module UNLOCKED**



**Caution:** Removal of the drive prior to the LED indicating steady red could result in drive corruption.



**Figure 71: Drive Module Status**

3. When the LED indicates a steady red, the drive module can be safely removed.
4. Loosen the drive module screw (E) (see [Figure 71: Drive Module Status](#)).
5. Grasp the screw (E) and pull the drive out slowly until it is free from the card (see [Figure 72: Drive Module Removal](#)).

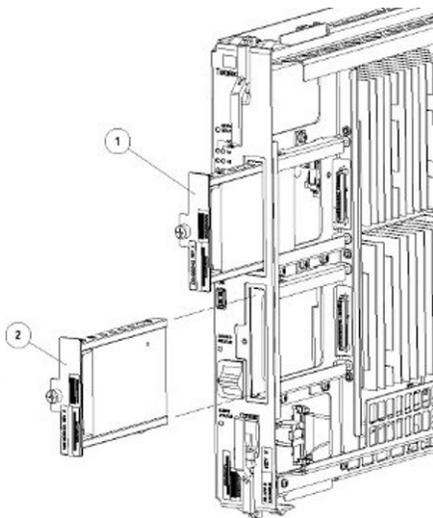


Figure 72: Drive Module Removal

## Replace Drive Module Assembly

### Procedure - Replace Drive Module Assembly

1. Slide a new drive(s) module into the drive slot on the card (see [Figure 73: Drive Module Replacement](#)).

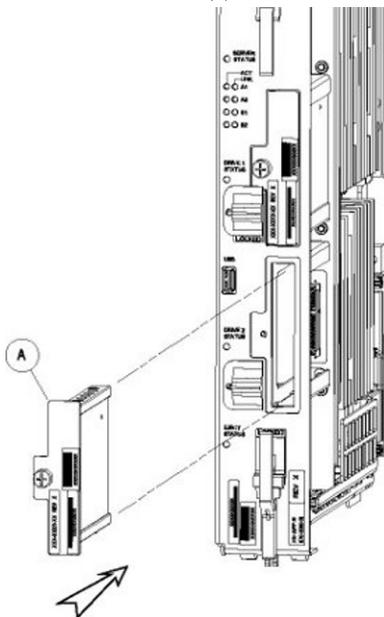
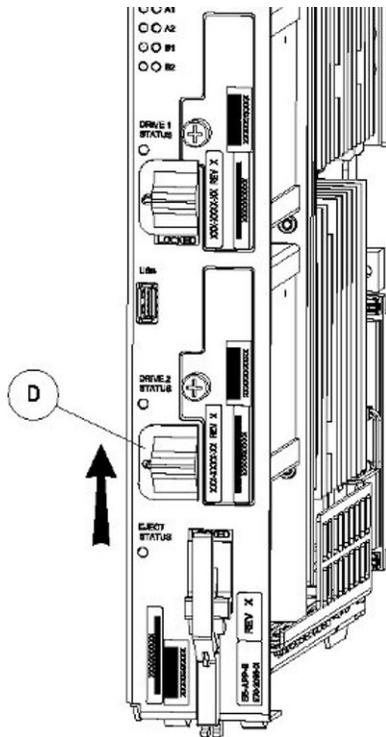


Figure 73: Drive Module Replacement

2. Gently push the drive (A) in slowly until it is properly seated.
3. Tighten the mounting screw until the Drive Status LED is in a steady red state ((B), Figure 49 from [Removing and Replacing a Drive Module Assembly](#)).
4. Move the drive module locking switch (D) from the unlocked to the LOCKED position.

When drive module locking switch (D) is transitioned from unlocked to locked, the LED will flash red to indicate the drive is locked and in process of coming online (see [Figure 74: Drive Module Locked](#)).



**Figure 74: Drive Module Locked**

5. When the LED turns off, the drive module is ready to be re-mirrored.

After a failed drive module is replaced, the following command should be run to re-mirror the two drive modules:

```
"/usr/TKLC/plat/sbin/mdRepair"
```

Output upon issuance of the command:

```
[root@recife-b ~]# /usr/TKLC/plat/sbin/mdRepair
SCSI device 'sdb' is not currently online
probing for 'sdb' on SCSI 1:0:0:0
giving SCSI subsystem some time to discover newly-found disks
Adding device /dev/sdb1 to md group md1...
md resync in progress, sleeping 30 seconds...
md1 is 0.0% percent done...

This script MUST be allowed to run to completion. Do not exit.

bgRe-installing master boot loader(s)

Adding device /dev/sdb2 to md group md3...
Adding device /dev/sdb9 to md group md5...
Adding device /dev/sdb7 to md group md4...
Adding device /dev/sdb6 to md group md7...
```

```
Adding device /dev/sdb8 to md group md6...
Adding device /dev/sdb3 to md group md2...
Adding device /dev/sdb5 to md group md8...
md resync in progress, sleeping 30 seconds...
md3 is 3.6% percent done...

This script MUST be allowed to run to completion. Do not exit.

md resync in progress, sleeping 30 seconds...
md5 is 27.8% percent done...

This script MUST be allowed to run to completion. Do not exit.

md resync in progress, sleeping 30 seconds...
md4 is 8.9% percent done...

This script MUST be allowed to run to completion. Do not exit.

md resync in progress, sleeping 30 seconds...
md4 is 62.5% percent done...

This script MUST be allowed to run to completion. Do not exit.

md resync in progress, sleeping 30 seconds...
md7 is 14.7% percent done...

This script MUST be allowed to run to completion. Do not exit.

md resync in progress, sleeping 30 seconds...
md7 is 68.3% percent done...

This script MUST be allowed to run to completion. Do not exit.

md resync in progress, sleeping 30 seconds...
md8 is 0.3% percent done...

This script MUST be allowed to run to completion. Do not exit.

md resync in progress, sleeping 30 seconds...
md8 is 1.1% percent done...

This script MUST be allowed to run to completion. Do not exit.

md resync in progress, sleeping 30 seconds...
md8 is 2.0% percent done...
```

The `cat /proc/mdstat` command can be run to check the status of the re-mirroring process:

Output of `cat /proc/mdstat` prior to re-mirroring:

```
[root@recife-b ~]# cat /proc/mdstat
Personalities : [raid1]
md1 : active raid1 sda1[0]
      264960 blocks [2/1] [U_]

md3 : active raid1 sda2[0]
      2048192 blocks [2/1] [U_]

md8 : active raid1 sda5[0]
      270389888 blocks [2/1] [U_]

md7 : active raid1 sda6[0]
```

```

    4192832 blocks [2/1] [U_]
md4 : active raid1 sda7[0]
    4192832 blocks [2/1] [U_]
md6 : active raid1 sda8[0]
    1052160 blocks [2/1] [U_]
md5 : active raid1 sda9[0]
    1052160 blocks [2/1] [U_]
md2 : active raid1 sda3[0]
    1052160 blocks [2/1] [U_]

unused devices: <none>

```

Output of `cat /proc/mdstat` during re-mirroring process:

```

[root@recife-b ~]# cat /proc/mdstat
Personalities : [raid1]
md1 : active raid1 sdb1[1] sda1[0]
    264960 blocks [2/2] [UU]

md3 : active raid1 sdb2[1] sda2[0]
    2048192 blocks [2/2] [UU]

md8 : active raid1 sdb5[2] sda5[0]
    270389888 blocks [2/1] [U_]
    [====>.....] recovery = 26.9% (72955264/270389888) finish=43.8min
    speed=75000K/sec

md7 : active raid1 sdb6[1] sda6[0]
    4192832 blocks [2/2] [UU]

md4 : active raid1 sdb7[1] sda7[0]
    4192832 blocks [2/2] [UU]

md6 : active raid1 sdb8[1] sda8[0]
    1052160 blocks [2/2] [UU]

md5 : active raid1 sdb9[1] sda9[0]
    1052160 blocks [2/2] [UU]

md2 : active raid1 sdb3[2] sda3[0]
    1052160 blocks [2/1] [U_]
    resync=DELAYED

```

Output of `cat /proc/mdstat` upon successful completion of re-mirror:

```

[root@recife-b ~]# cat /proc/mdstat
Personalities : [raid1]
md1 : active raid1 sdb1[1] sda1[0]
    264960 blocks [2/2] [UU]

md3 : active raid1 sdb2[1] sda2[0]
    2048192 blocks [2/2] [UU]

md8 : active raid1 sdb5[1] sda5[0]
    270389888 blocks [2/2] [UU]

md7 : active raid1 sdb6[1] sda6[0]

```

```
4192832 blocks [2/2] [UU]
md4 : active raid1 sdb7[1] sda7[0]
      4192832 blocks [2/2] [UU]

md6 : active raid1 sdb8[1] sda8[0]
      1052160 blocks [2/2] [UU]

md5 : active raid1 sdb9[1] sda9[0]
      1052160 blocks [2/2] [UU]

md2 : active raid1 sdb3[1] sda3[0]
      1052160 blocks [2/2] [UU]

unused devices: <none>
```

# Appendix

# A

## Commands

---

### Topics:

- *Introduction.....179*
- *Entering LSMS and Third-Party Application Commands.....181*
- *Using lsmsclaa Commands.....245*
- *ABORT.....250*
- *ASSOCIATE.....252*
- *AUDIT.....254*
- *EXIT.....256*
- *HELP.....257*
- *SYNCH.....257*

This appendix shows you the syntax and usage of LSMS commands

## Introduction

You access most LSMS database administration and configuration functions through the LSMS graphical user interface (GUI). For more information about using the GUI for these functions, refer to the *Database Administrator's Guide*, the *LNP Database Synchronization User's Guide*, and the *Configuration Guide*.

In addition, you can use commands to manage some LSMS functions. This appendix shows you the syntax and usage of LSMS commands.

This appendix describes the following types of commands:

- LSMS and third-party application commands, entered at a command-line prompt, that control LSMS or third-party applications—for more information, see [Overview of LSMS Application Commands Entered at the Command-Line Prompt](#).
- With the optional LSMS Command Line Application Administration (lsmsclaa) feature, actions entered at the lsmsclaa prompt, that enable you to administer certain LSMS functions through the command line instead of through the graphical user interface (GUI)—for more information, see [Using lsmsclaa Commands](#).

### Overview of LSMS Application Commands Entered at the Command-Line Prompt

[Table 19: LSMS Application Functions and Third-Party Commands Available at the command-line Prompt](#) summarizes the LSMS application and third-party application commands that are entered at the command-line prompt. These commands are described in this appendix. For information about the notation used in the command descriptions, see [Entering LSMS and Third-Party Application Commands](#).

**Table 19: LSMS Application Functions and Third-Party Commands Available at the command-line Prompt**

Function	Command
Display, add, or delete remote locations and scheduled transfers	<a href="#">autoxfercfg</a>
Select the last change time for the specified region	<a href="#">chglct</a>
Verify that EMS Routing is set up properly	<a href="#">chkfilter</a>
Control an eagleagent process	<a href="#">eagle</a>
Import data from NPAC files into LSMS databases	<a href="#">import</a>
Load, delete, or display keys for NPAC associations	<a href="#">keyutil</a>
Control a regional npacagent	<a href="#">lsms</a>
Obtain information about a database	<a href="#">lsmsdb</a>
Start, stop, or show status of the SNMP Agent process	<a href="#">lsmsSNMP</a>

Function	Command
Control the Surveillance process	<i>lsmssurv</i>
Perform mass update of SPID for LRN, NPA-NXX, and NPA-NXX-X	<i>massupdate</i>
Print measurement pegs to the display	<i>measdump</i>
Create or remove a regional NPAC database	<i>npac_db_setup</i>
Import specific files into a regional database	<i>npacimport</i>
Generate a report about one or more databases	<i>report</i>
Create or remove the resynchronization database	<i>resync_db_setup</i>
Control the Service Assurance agent	<i>SAagent</i>
Associate usernames with SPIDs	<i>spidsec</i>
Start the LSMS Command Line Application Administration ( <i>lsm sclaa</i> ) application, which enables users to enter text commands to control certain LSMS application functions otherwise available through the GUI	<i>start_cmdLine</i>
Start the LSMS GUI	<i>start_mgui</i>
Control the Local Services Manager and the Local Data Manager processes	<i>sup</i>
Create or remove the Supported database	<i>sup_db_setup</i>
Use to send a customer-defined notification	<i>survNotify</i>
Detect, diagnose, or display a summary of the overall health of the LSMS	<i>syscheck</i>

### Overview of *lsm sclaa* Commands

The optional LSMS Command Line Application Administration (*lsm sclaa*) feature enables you to administer certain LSMS functions through the command line instead of through the graphical user interface (GUI). [Table 20: LSMS Functions Available Through \*lsm sclaa\* and Through GUI](#) shows the LSMS functions that can be accessed through the *lsm sclaa* application as well as through the LSMS GUI.

For information about how to start the *lsm sclaa* application, see [start\\_cmdLine](#). For more information about how to enter these commands, see [Using \*lsm sclaa\* Commands](#). The specific actions are listed alphabetically starting at page A-89.

Table 20: LSMS Functions Available Through `lsmsc1aa` and Through GUI

Function	<code>lsmsc1aa</code> Action	GUI Description
Create an association with an NPAC	<i>ASSOCIATE</i>	"Creating an NPAC Association" in the <i>Configuration Guide</i>
Abort an association with an NPAC	<i>ABORT</i>	"Aborting an NPAC Association" in the <i>Configuration Guide</i>
Resynchronize data between the NPAC and the LSMS for: <ul style="list-style-type: none"> <li>• Individual TN</li> <li>• Range of TNs</li> <li>• All TNs modified or created within a time range</li> <li>• Individual NPB</li> <li>• Range of NPBs</li> </ul>	<i>SYNCH</i>	"Resynchronizing an Individual TN," "Resynchronizing a Range of TNs," "Resynchronizing for a Defined Period of Time", "Resynchronizing an Individual NPB", and "Resynchronizing a Range of NPBs" in the <i>Database Administrator's Guide</i>
Compare subscription version data between the LSMS regional database and the corresponding data at a specified network element	<i>AUDIT</i>	"Auditing Network Element Data" in the <i>Database Administrator's Guide</i>

## Entering LSMS and Third-Party Application Commands

This appendix describes LSMS and certain third-party application commands used to manage the LSMS. Third-party commands identify their software source. All other commands in this appendix are LSMS commands.

All commands in this appendix are case-sensitive and are entered at the command-line prompt. After entering a command, you must press the Enter key. When the command has executed, you can enter another command.

### Notation

This appendix uses the following syntax notational conventions for commands entered at the command-line prompt:

- *Keywords* - identify the principal action to be performed by the system.
- *Permission* - identifies the group to which the user must belong to execute the command, or for certain commands, whether the user must be logged in with a particular user name. The possible groups are `lsms` as primary group, or secondary groups `lsmsadm`, `lsmsuser`, `lsmsuext`, `lsmsview`, and `lsmsall` (all users defined to be a member of one of these secondary

groups should have `lsms` defined as their primary group). For more information about primary and secondary group definitions, see [Managing User Accounts](#).

- *Restrictions* - note restrictions or limitations applying to the use of the command.
- *Syntax* - identifies the command's keywords, options (if any), parameters, and their proper order. In syntax, the following symbols are used:
  - `<xxx>` indicates a variable
  - `[xxx]` indicates a parameter or option that is optional
  - `{xxx | yyy}` indicates a mandatory parameter; you must specify one of the values shown (in this case `xxx` or `yyy`)
- *Options* - tell the operating system how to perform a command. Options are also known as switches.
- *Parameters* - further define the command's operation.
- *Sample Output* - is an example of typical output produced by the command.
- *Environment* - identifies any special environment variables or condition that must exist on the system for the process to execute. All commands use only default environment variables, with the exception of `start_mgui`, which requires setting the `$DISPLAY` environment variable.
- *Response Notes* - identifies any pertinent command performance information.
- *Related Commands* - identifies other commands or programs related to this command.
- *Files* - identifies, describes, and provides the location of the configuration files required for proper execution of this command.

### Command Example

The following is an example of an LSMS command entry:

```
$ $LSMS_DIR/resync_db_setup create
```

The environment variable is `$LSMS_DIR`, the directory containing the LSMS software. It is followed by the keyword `resync_db_setup` (command for creating or removing the resynchronization database). A single parameter is given for this command, `create` (indicates the resynchronization database is to be created). This command has no options.

## autoxfercfg

### Automatic File Transfers

Displays, adds, and deletes remote locations and scheduled transfers.

### Keyword

```
autoxfercfg
```

### Permission

The user must be defined as a member of the secondary group `lsmsadm`.

**Syntax**

```
$LSMS_DIR/autoxfercfg [-h]
```

**Options**

None.

**Parameters**

None.

**Sample Output**

```
Select one of the following menu options:  
1) Display valid remote locations  
2) Add new remote location  
3) Remove remote location  
4) Display all scheduled transfers  
5) Add new scheduled transfer  
6) Remove scheduled transfer  
7) Exit
```

For more information about using this menu, see one of the following:

- [Displaying Remote Locations Used for Automatic File Transfers](#)
- [Adding a New Remote Location for Automatic File Transfers](#)
- [Deleting a Remote Location for Automatic File Transfers](#)
- [Displaying Previously Scheduled Automatic File Transfers](#)
- [Scheduling an Automatic File Transfer](#)
- [Removing a Scheduled Automatic File Transfer](#)



CAUTION

**Caution:** The `.netrc` file (see [Files](#)) contains the `ftp` account login information and is readable by root.

## Possible Errors

Table 21: Error Messages: autoxfercfg

Exit Code	Message	Cause	Suggested Recovery
1	Feature not enabled	The Automatic File Transfer feature is not installed.	Contact Oracle to schedule installation and activation of the feature.
2	Only user 'lsmsadm' can run this program	The user that tried to run this program was not the user lsmsadm.	Change user to lsmsadm.
3	Configuration utility already running	The autoxfercfg command has already been entered, but not yet exited.	No action necessary.
4	Unable to open <home>/ .netrc (where <home> is the home directory of the user)	The file permissions for \$HOME/ .netrc are not set correctly.	Change permissions on the \$HOME/ .netrc file.

## Files

The following files associated with the autoxfercfg command.

Table 22: Files: autoxfercfg

Filename	Type	Location
.netrc	Autologin resource file for ftp	\$HOME
crontab	List of scheduled cron jobs	\$HOME
autoxfer.cfg	Configuration file	/usr/TKLC/lsmc/config

## chglct

### Change Last Change Time

Manually sets the Last Change Time (LCT) for the database belonging to the specified region.

In each regional database, the LSMS updates the LCT when the LSMS receives transactions from that NPAC. When the LSMS automatically recovers from a temporary loss of association with an NPAC, it uses the LCT to determine the time range for which to request that the NPAC resend transactions.

Use this command to manually set the LCT when performing a bulk download of files from the NPAC (see [NPAC-LSMS Download Procedure, Step 32](#))

### Keyword

chglct

### Permission

The user must be logged in with the user name lsmcadm.

### Syntax

```
$LSMS_TOOLS_DIR/chglct -h -r <region> [-d|-s <YYYYMMDDhhmmss>]
```

### Options

- h** Displays help information
- r <region>** Display or set the LCT in Greenwich Mean Time (GMT) for the region specified by <region>. Possible values for <region> are:
  - Canada
  - Midwest
  - MidAtlantic
  - Southeast
  - Southwest
  - Northeast

- Western  
WestCoast
- d** Display the current value of the LCT (in GMT) value for the specified region. The value has 14 characters in the form YYYYMMDDhhmmss which has the format shown in [Table 23: Time Value for chglct](#).
- s** Set the value of the last change timestamp (in GMT) value for the specified region to the value indicated by the specified character string, which has 14 characters in the form YYYYMMDDhhmmss.
- <YYYYMMDDhhmmss>**

Table 23: Time Value for chglct

Characters	Meaning	Range
YYYY	Year	Any four digits
MM	Month	01–12
DD	Day	01–31
hh	Hour	00–23
mm	Minute	00–59
ss	Second	00–59

**Sample Output**

```
Display the last changed timestamp for the Midwest region
```

```
$ chglct -d -r Midwest
```

```
Midwest last changed timestamp: 20011107113017
Local Time: 11/7/2001 6:30:17
GMT Time: 11/7/2001 11:30:17
```

```
$
```

**Related Commands**

None.

**Response Notes**

None.

## Possible Errors

Table 24: Error Messages: chglct

Exit Code	Error Message	Cause	Suggested Recovery
-1	Syntax error	User entered command with incorrect syntax.	Try the command again with correct syntax.
1	DbError	Database exception.	Contact the <i>Customer Care Center</i> .
2	InvalidUser	A user with a username other than lsmsadm attempted to run this command.	Log in as lsmsadm and try the command again.
3	UnknownError	Contact Oracle.	Contact the <i>Customer Care Center</i> .

## Files

None.

## chkfilter

## Check EMS Routing Filters

Run this command to verify that EMS Routing is set up properly. This command reviews all the telephone number (TN) and number pool block (NPB) transactions that were received from NPACs in the past 24 hours and determines whether any of these TNs and NPBs were not forwarded to any EAGLE node. If any are found, a file `$LSMS_DIR/./logs/trace/LsmsSubNotFwd.log.<MMDD>` (where `<MMDD>` indicates the month and day the `chkfilter` command was run) is created and those TNs and NPBs are stored in this file.

## Keyword

chkfilter

## Permission

The user must be logged in with the user name lsmsadm.

## Syntax

```
$LSMS_TOOLS_DIR/chkfilter
```

## Options

None.

**Sample Output**

```
$ chkfilter
$
```

**Related Commands**

None.

**Files****Table 25: Files: chkfilter**

Filename	Type	Location
LsmsSubNotFwd.log.<MMDD>		\$LSMS_DIR/./logs/trace/

**Response Notes**

None.

## Possible Errors

Table 26: Error Messages: chkfilter

Exit Code	Error Message	Cause	Suggested Recovery
-1	Syntax error	User entered command with incorrect syntax.	Try the command again with correct syntax.
1	DbError	Database exception.	Contact the <a href="#">Customer Care Center</a> .
2	InvalidUser	A user with a username other than lsmsadm attempted to run this command.	Log in as lsmsadm and try the command again.
3	EnvNotSet	The LSMS_DIR env variable is not set.	Verify the environment variables.
4	FileError	Unable to open output file, check directory and permission	Contact the <a href="#">Customer Care Center</a> .
5	UnknownError	Not known.	Contact the <a href="#">Customer Care Center</a> .

## eagle

**EAGLE Agent Control**

Used to start, stop, or display status of an eagleagent process.

**Keyword**

eagle

**Permission**

The user must be logged in with the user name lsmsadm.

**Syntax**

```
$LSMS_DIR/eagle <Action> <CLLI>
```

**Options**

None.

**Parameters**

- Action** The function to be performed on the eagleagent process. This mandatory parameter has the following values:
- start
  - stop
  - status
- <CLLI>** Common Language Location Identifier for the network element associated with this eagleagent process. This parameter is required when Action is start or stop. When Action is status, this parameter is optional; if not specified, the status for all eagleagent processes is displayed.

**Sample Output**

# Stop the EAGLE Agent for the network element whose CLLI is STPM1

```
$ $LSMS_DIR/eagle stop STPM1
```

```
eagle: Stopping...
eagle: eagleagent STPM1 stopped at Thu Mar  7 17:21:05 2002
```

# Verify that EAGLE Agent has stopped

```
$ $LSMS_DIR/eagle status STPM1
```

```
eagle: eagleagent STPM1 is not running.
```

# Restart the EAGLE Agent for the network element whose CLLI is STPM1

```
$ $LSMS_DIR/eagle start STPM1
```

```
eagle: Starting...
eagle: eagleagent STPM1 started at Thu Mar  7 17:17:36 2002
```

# Check the status of the EAGLE Agent for the network element whose CLLI is STPM1

```
$ $LSMS_DIR/eagle status STPM1
```

```
eagleagent:
          CLLI = STPM1
          Pid = 72
          State = NONE_ACTIVE
          Resync = NO_CONNECTION
          Connection A = DOWN
          Connection B = DOWN
          DCM connection = NONE
          EBDA = IDLE
          Debug logging = OFF
          Pending queue = 0 of 2000000 bytes (0%)
          Keepalive timestamp = Thu Mar  7 17:19:02 EST 2002
          Virtual memory = 14392 K bytes
          CPU usage = 1.1 %
```

# Check the status of all EAGLE Agents

```
$ $LSMS_DIR/eagle status
```

```

CLLI      Pid  State      Resync      Conn A  Conn B  DCM      EBDA      Debug
Queue  Memory CPU  Timestamp
STPM0    ---  not running
STPM1     72  NONE_ACTIVE NO_CONNECTION DOWN    DOWN    NONE     IDLE     OFF
0 %    14 M  0.4 % 17:19:25
STPM2    449  B_ACTIVE   IN_PROGRESS DOWN    ACTIVE  NONE     RUNNING  OFF
0 %    12 M  1.0 % 17:19:23
STPO3    20179 A_ACTIVE   COMPLETE   ACTIVE  STANDBY OK     IDLE     OFF
0 %    14 M  0.3 % 17:19:27

```

### Related Commands

None.

### Response Notes

None.

### Files

None.

### Possible Errors

**Table 27: Exit Codes: eagle**

Exit Code	Cause	Suggested Recovery
1	Incorrect syntax.	Correct the syntax.
2	Invalid command for current state.	No action necessary.
3	Error in environment.	Verify the environment variables.
4	Unable to create socket.	Contact the <a href="#">Customer Care Center</a> .
5	Unable to bind socket.	Contact the <a href="#">Customer Care Center</a> .
6	Fatal application error.	Contact the <a href="#">Customer Care Center</a> .
7	Operation failed.	Contact the <a href="#">Customer Care Center</a> .

This command is usually run by scripts; scripts should search for exit codes. When the command is run from the command line, the output indicates suggested recovery.

**hastatus****Display LSMS HA Status**

Allows user to display the High Availability status of the server on which the command is run.

**Keyword**

hastatus

**Permission**

The user can be logged in as any user.

**Syntax**

```
/usr/TKLC/plat/bin/hastatus
```

**Required Flags**

None.

**Sample Output**

```
$ hastatus
```

```
ACTIVE
```

**Related Commands**

None.

**Response Notes**

None.

**Possible Errors**

**Table 28: Error Messages: hastatus**

Exit Code	Error Message	Cause	Suggested Recovery
0	Success	n/a	n/a
1	Failure	Varies	Contact the <a href="#">Customer Care Center</a>
2	Query No Match	Querying the status of a component, based on a condition, did not result in a match. Following are the most common	

Exit Code	Error Message	Cause	Suggested Recovery
		causes, which are dependent upon the particular query.	
		<ul style="list-style-type: none"> <li>If the query was returned while querying for keepalive status, keepalive may be unconfigured or misconfigured</li> </ul>	<ul style="list-style-type: none"> <li>Customer or field engineers should:                             <ul style="list-style-type: none"> <li>Verify network configuration and network cabling</li> <li>Verify serial configuration and cabling if serial keepalive is configured</li> <li>If the problem persists, Contact the <a href="#">Customer Care Center</a></li> </ul> </li> </ul>
		<ul style="list-style-type: none"> <li>If the query was returned while querying for ping status, there may be a network problem</li> </ul>	<ul style="list-style-type: none"> <li>Customer or field engineers should:                             <ul style="list-style-type: none"> <li>Verify the network configuration and connection, especially the uplink to the customer's network</li> <li>Check keepalive status</li> <li>If the problem persists, Contact the <a href="#">Customer Care Center</a></li> </ul> </li> </ul>
		<ul style="list-style-type: none"> <li>If the query was returned while querying for node status, there may be a problem with keepalive</li> </ul>	<ul style="list-style-type: none"> <li>Customer or field engineers should:                             <ul style="list-style-type: none"> <li>Check keepalive status</li> <li>If the problem persists, Contact</li> </ul> </li> </ul>

Exit Code	Error Message	Cause	Suggested Recovery
			the <i>Customer Care Center</i>
		<ul style="list-style-type: none"> <li>All others</li> </ul>	<ul style="list-style-type: none"> <li>Contact the <i>Customer Care Center</i></li> </ul>
6	UnknownError	Not known	Contact the <i>Customer Care Center</i>

## import

### Upload to MySQL Database

Imports data from NPAC files into LSMS databases. This command performs all parameter checking, and validates or creates the NPAC directory if required.

**Note:** Do not run the `import` command while any of the following processes are also running: backups, starting a standby node (to change its state from UNINITIALIZED "INHIBITED" to STANDBY), running the `lsmsdb quickaudit` command, and creating query server snapshots, all of which use temporary storage space. If you try to run the `import` command while any of these processes are running, you may not have enough disk space to complete the process. Since backups can be run automatically, perform the procedure described in [Checking for Running Backups](#) to ensure that no backups are running.

### Keyword

`import`

### Permission

The user must be defined as a member of the primary group `lsms`.

### Syntax

```
$LSMS_DIR/import [-c] [-o [-d <dir>]] <region> [<filename>...]
```

Provided the `import` command is prefaced by the `$LSMS_DIR` environment variable, it can be performed from any directory location.

### Options

- c** If an error occurs, continue with the next record in the file. Errors are recorded in a file named `<filename>_FAILED`, where `<filename>` has the same value as was entered in the command.
- o** Generate a Response file for SV and NPB imports.
- d <dir>** Put the Response file(s) in the specified directory (defaults to the same directory as each SV/NPB import file).

**Parameters**

- <region>** Name of the NPAC region: Midwest, MidAtlantic, Northeast, Southeast, Southwest, Western, WestCoast, Canada. This is a required parameter.
- <filename>** The name of the NPAC downloadfile in npacftp/<region>. This is an optional parameter. If you do not specify a <filename>, a list displays that includes all the valid import files from the npacftp/<region> directory for the NPAC region specified (the region is a required parameter).

**Note:** Filenames must adhere to the following formats:

```
LRN.<create>.<start>.<end> NPANXX.<create>.<start>.<end>
NPANXXX.<create>.<start>.<end> SPID.<create>
<npanxx>-<npanxx>.<create>.<start>.<end>
<npanxxx>-<npanxxx>.<create>.<start>.<end>
```

Where:

<create> is the file creation timestamp: <DD-MM-YYYYhhmmss>

<start> is the start of the time-range: <DD-MM-YYYYhhmmss>

<end> is the end of the time-range: <DD-MM-YYYYhhmmss>

**Note:** For Active (not time-range) files,

```
<start> is 00-00-0000000000 and <end> is 99-99-9999999999
```

**Note:** SPID files are always Active.

**Note:** Active files with filenames in the old format, with only a creation timestamp, are still supported.

**Example 1:**

```
<npanxx>-<npanxx>.<create>.<start>.<end>:
303123-303125.02-11-1998133022.12-10-1998080000.13-10-1998133022
```

**Example 2:**

```
LRN.<create>.<start>.<end> [Active (not time-range) file]:
```

```
LRN.02-10-2001102201.00-00-0000000000.99-99-9999999999
```

**Sample Output**

```
NPAC FTP directory: /var/TKLC/lms/free/data/npacftp/Midwest
The following NPAC download file(s) are available for import:
      LRN.11-07-2001145342      NPANXX.11-07-2001145342
      NPANXXX.11-07-2001145342      SPID.11-07-2001145342
      000000-999999.11-07-2001145342      0000000-9999999.11-07-2001145342
Import LRN.11-07-2001145342 (Yes/No/All/Quit)?all
The following NPAC download files have been chosen to be imported:
      SPID.11-07-2001145342      NPANXXX.11-07-2001145342
      NPANXX.11-07-2001145342      LRN.11-07-2001145342
      000000-999999.11-07-2001145342      0000000-9999999.11-07-2001145342
Do you want to continue (Yes/No)?yes
```

```

Beginning Delete Process for SPID.11-07-2001145342
Delete Process Completed for SPID.11-07-2001145342
Beginning Download Process for SPID.11-07-2001145342
1000 ServiceProvNetwork instance updates in MidwestDB
2000 ServiceProvNetwork instance updates in MidwestDB
2351 ServiceProvNetwork instance updates in MidwestDB
Import completed successfully.
Download Process Completed for SPID.11-07-2001145342
Beginning Delete Process for NPANXXX.11-07-2001145342
Delete Process Completed for NPANXXX.11-07-2001145342
Beginning Download Process for NPANXXX.11-07-2001145342
1000 ServiceProvNPA_NXX_X instance updates in MidwestDB
2000 ServiceProvNPA_NXX_X instance updates in MidwestDB
3000 ServiceProvNPA_NXX_X instance updates in MidwestDB
4000 ServiceProvNPA_NXX_X instance updates in MidwestDB
30000 ServiceProvNPA_NXX_X instance updates in MidwestDB
30860 ServiceProvNPA_NXX_X instance updates in MidwestDB
Import completed successfully.
Download Process Completed for NPANXXX.11-07-2001145342
Beginning Delete Process for NPANXX.11-07-2001145342
Delete Process Completed for NPANXX.11-07-2001145342
Beginning Download Process for NPANXX.11-07-2001145342
90 ServiceProvNPA_NXX instance updates in MidwestDB
1090 ServiceProvNPA_NXX instance updates in MidwestDB
Import completed successfully.
Download Process Completed for NPANXX.11-07-2001145342
Beginning Delete Process for LRN.11-07-2001145342
Delete Process Completed for LRN.11-07-2001145342
Beginning Download Process for LRN.11-07-2001145342
1000 ServiceProvLRN instance updates in MidwestDB
2000 ServiceProvLRN instance updates in MidwestDB
3000 ServiceProvLRN instance updates in MidwestDB
4000 ServiceProvLRN instance updates in MidwestDB
4700 ServiceProvLRN instance updates in MidwestDB
5700 ServiceProvLRN instance updates in MidwestDB
Import completed successfully.
Download Process Completed for LRN.11-07-2001145342
Beginning Delete Process for 000000-999999.11-07-2001145342
All Subscription Version instances deleted from Midwest
Delete Process Completed for 000000-999999.11-07-2001145342
Beginning Download Process for 000000-999999.11-07-2001145342
1000 SubscriptionVersion instance updates in MidwestDB
2000 SubscriptionVersion instance updates in MidwestDB
3000 SubscriptionVersion instance updates in MidwestDB
4000 SubscriptionVersion instance updates in MidwestDB
4500 SubscriptionVersion instance updates in MidwestDB
Import completed successfully.
Download Process Completed for 000000-999999.11-07-2001145342
Beginning Delete Process for 0000000-9999999.11-07-2001145342
All Subscription Version instances deleted from Midwest
Delete Process Completed for 0000000-9999999.11-07-2001145342
Beginning Download Process for 0000000-9999999.11-07-2001145342
1000 NumberPoolBlock instance updates in MidwestDB
2000 NumberPoolBlock instance updates in MidwestDB
Import completed successfully.
Download Process Completed for 0000000-9999999.11-07-2001145342
Script completed.

```

## Files

*Table 29: Files: import* shows the files for the import command.

Table 29: Files: import

Filename	Type	Location
<filename>	Download file	/var/TKLC/lsmc/free/data/npacftp/<region>
<filename>_FAILED	Error file, created if errors occur during import. If the -c option was not specified, the file will contain at most one entry.	/var/TKLC/lsmc/free/data/npacftp/<region>
<filename>-<spid>	Response file	/var/TKLC/lsmc/free/data/npacftp/<region>

## Error Messages

Table 30: Error Messages: import

Exit Code	Message	Cause	Suggested Recovery
7	<ul style="list-style-type: none"> <li>Delete process failed for BulkLoadFile : retCode</li> <li>Delete process failed for BulkLoadFile : delete coreDump from signal SigValue</li> </ul>	Delete utility failed	Contact the <a href="#">Customer Care Center</a> .
8	<ul style="list-style-type: none"> <li>Download process failed for BulkLoadFile : retCode</li> <li>Download process failed for BulkLoadFile : dnld coreDump from signal SigValue</li> </ul>	DNLD utility failed	Contact the <a href="#">Customer Care Center</a> .

Exit Code	Message	Cause	Suggested Recovery
99	<pre>Insufficient arguments Usage: import &lt;region&gt; [&lt;filename&gt;...] where &lt;region&gt; is the name of the NPAC region database: Canada, Midwest, MidAtlantic, Northeast, Southeast, Southwest, Western, WestCoast &lt;filename&gt; name of the NPAC download file: SPID .dd-mm-yyyyhhmmss LRN .dd-mm-yyyyhhmmss NPANXX .dd-mm-yyyyhhmmss npnxxx-npnxxx.dd-mm-yyyyhhmmss</pre>	Invalid number of parameters supplied	Try the command again with correct syntax.
1	<pre>Invalid NPAC Region. Usage: import &lt;region&gt; [&lt;filename&gt;...] where &lt;region&gt; is the name of the NPAC region:      database: Canada, Midwest, MidAtlantic, Northeast, Southeast, Southwest, Western, WestCoast &lt;filename&gt; name of the NPAC download file: SPID.dd-mm-yyyyhhmmss LRN.dd-mm-yyyyhhmmss NPANXX.dd-mm-yyyyhhmmss npnxxx-npnxxx.dd-mm-yyyyhhmmss</pre>	Invalid NPAC region supplied	Supply valid region name for command.
2	LSMS_DIR environment variable is not set/defined.	LSMS_DIR environment variable is not set	Verify the environment variables or contact the <a href="#">Customer Care Center</a> .
9	/var/TKLC/lms/free/data/npacftp/<region> does not contain any download files.	NPAC directory for <region> does not contain any download files	No action necessary.
3	/var/TKLC/lms/free/data/npacftp/<region> NPAC directory does not exist.	NPAC FTP directory for <region> cannot be located	Contact the <a href="#">Customer Care Center</a> .
5	<p>The npacagent process is currently running for the &lt;region&gt; region. It must be stopped prior to importing by executing the following command:</p> <pre>\$LSMS_DIR/lms stop &lt;region&gt;</pre>	The npacagent process is running for specified region	Stop the npacagent process for this region and try the command again.

## keyutil

### Process Keys

Allows user to view security key status, load keys, or delete keys for NPAC associations.

### Keyword

keyutil

### Permission

The user must be logged in with the user name lsmsadm.

### Syntax

```
$LSMS_TOOLS_DIR/keyutil -r <region> -k {public|private} [-d] [-l <filename>]
[-x <listid>] [-s <listid>, <keyid>] [-y]
```

### Required Flags

- r <region>** Perform the function specified by another option for keys for the specified region, where <region> has one of the following values:
- Canada
  - Midwest
  - MidAtlantic
  - Southeast
  - Southwest
  - Northeast
  - Western
  - WestCoast
- k {public|private}** Perform the function specified by another option for keys of either public type or private type.

### One of the following options must be specified:

- d** Display all keys.
- l <filename>** Load keys from the specified <filename>.
- x <listid>** Delete keys in the specified list.
- s <listid>, <keyid>** Set the active key. All private keys for the specified region that occur in the specified list before the specified key are expired; all private keys for that region that occur in the specified list after the specified key are made valid.

### Optional flags:

- y** Make changes without prompting.

**Sample Output**

```
$ keyutil -r Midwest -k public -l ../../TKLC.1.public.key
```

```
Customer ID: TKLC
List ID: 1
Ok to make changes? y
$
```

**Related Commands**

None.

**Response Notes**

None.

**Possible Errors****Table 31: Error Messages: keyutil**

Exit Code	Error Message	Cause	Suggested Recovery
-1	SyntaxError	The command was entered with incorrect syntax.	Try the command again with correct syntax.
1	FileError	The key file to be opened could not be found.	Verify the file path. If necessary, correct the path and try the command again. If the problem persists, contact the <a href="#">Customer Care Center</a> .
2	SaidNo	User answered no when prompted for changes.	No action necessary.
3	NoKeysFound	User specified keys to delete, but those keys were not found.	Contact the <a href="#">Customer Care Center</a> .
4	DbError	Database exception occurred; contact Oracle.	Contact the <a href="#">Customer Care Center</a> .
5	InvalidUser	A user who is not <code>lmsadm</code> attempted to run this command.	Contact the <a href="#">Customer Care Center</a> .
6	UnknownError	Not known.	Contact the <a href="#">Customer Care Center</a> .

## lsms

### NPAC Agent Control

Lets you start, stop, or display status of an instance of the NPAC Agent for a particular region.

### Keyword

lsms

### Permission

The user must be logged in with the user name `lsmsadm`.

### Restrictions

Do not start an NPAC agent unless you have already created a regional database for it (see [npac\\_db\\_setup](#)).

### Syntax

```
$LSMS_DIR/lsms <Action> <Region>
```

### Options

None.

### Parameters

<b>Action</b>	Function to perform on <code>npacagent</code> process. This is a mandatory parameter with the following values:  <code>start</code> <code>stop</code> <code>status</code>
<b>Region</b>	NPAC region associated with this <code>npacagent</code> process. This is a mandatory parameter with the following values:  <code>Canada</code> <code>Midwest</code> <code>MidAtlantic</code> <code>Southeast</code> <code>Southwest</code> <code>Northeast</code> <code>Western</code> <code>WestCoast</code>

## Sample Output

```
# Stop the NPAC Agent for the Canada NPAC
$ $LSMS_DIR/lsms stop Canada
Checking if npacagent is running....Yes.

Stopping npacagent....
OK.

npacagent stopped:   Wed Nov 30  16:28:26 2005

Command complete.
$
# Verify that NPAC Agent has terminated
$ $LSMS_DIR/lsms status Canada
Checking if npacagent is running. . . .No.
Command Complete.
# Restart the NPAC Agent for the Canada NPAC
>
$ $LSMS_DIR/lsms start Canada
Checking if npacagent is already running....No

Starting npacagent....

Verifying....OK.

npacagent started:   Wed Nov 30  16:29:45 2005

Command complete.
```

## Possible Errors

Table 32: Error Messages: lsms

Exit Code	Message	Cause	Suggested Recovery
1	Checking if npacagent is already running....Yes. npacagent is already running	Operator tried to start npacagent when it was already running	No action necessary.
1	Checking if npacagent is running....No. npacagent is not running.	Operator tried to stop npacagent when it was already stopped	No action necessary.
3	lsms: bind: <i>errornumber</i>	Attempt to bind UDP socket failed. <i>errornumber</i> is the error returned by bind.	Contact the <a href="#">Customer Care Center</a> .

Exit Code	Message	Cause	Suggested Recovery
3	lsms: exec: <i>errornumber</i>	Attempt to exec npacagent process failed. <i>errornumber</i> is the error returned by exec.	Contact the <a href="#">Customer Care Center</a> .
1	lsms: Failed to start npacagent	Execution of npacagent failed	Contact the <a href="#">Customer Care Center</a> .
1	lsms: Failed to stop npacagent	Attempt to stop npacagent failed	Contact the <a href="#">Customer Care Center</a> .
2	lsms:LSMS_DIR is not defined	LSMS_DIR environment variable is not set	Verify the environment variables.
3	lsms: send: <i>errornumber</i>	Attempt to send command to agent failed. <i>errornumber</i> is the error returned by send.	Contact the <a href="#">Customer Care Center</a> .
3	lsms: socket: <i>errornumber</i>	Attempt to open UDP socket failed. <i>errornumber</i> is the error returned by socket.	Contact the <a href="#">Customer Care Center</a> .
2	npacagent: Permission denied for npacagent or executable not found.	Operator does not have permission to execute this command or executable could not be found. The operator must be an lsmsadm user.	Change user to lsmsadm or lsmsall and try the command again. If the error persists, contact the <a href="#">Customer Care Center</a> .
2	Unknown region ==>< region name > must be one of the following:  Canada MidAtlantic Midwest Northeast Southeast Southwest WestCoast Western	Invalid NPAC region specified	Try the command again with a valid region name.

Exit Code	Message	Cause	Suggested Recovery
2	Usage: lsms [ start   stop ] <region>	Invalid action specified	Try the command again with correct syntax.

## lsmsdb

### Database Maintenance Utility

The LSMS Database Command-Line Utility (a MySQL client), `$LSMS_TOOLS_DIR/lsmsdb`, provides the capability of obtaining information and performing maintenance operations on the LSMS database. Additionally, the `lsmsdb` command is used to provide information and perform operations to configure query servers.

The syntax for `lsmsdb` as used within this document is as follows:

### Keyword

`lsmsdb`

### Permission

The user can be `root` or be defined as a member of the primary group `lsms`.

### Syntax

```
$LSMS_TOOLS_DIR/lsmsdb -c <command> [-b <basedir>] [-d <database>] [-h <hostname>] [-p <password>] [-u <username>]
```

### -c <command> Options

**adduser** Creates TPD and MySQL users, both with the same password. Must be run as root. When the `adduser` command option is specified, the `-u <username>` option is required.

**addrepluser** Sets up a special replication user at the LSMS with privileges and permission that a query server can use to access the LSMS and perform database replication. When the `addrepluser` command option is specified, the `-h <hostname>` and `-p <password>` options are required. SECURITY NOTE: The combination of username and password is unique to replication use and only provides read access to the resynchronization binary log on the LSMS system. Additionally, access to this user account is restricted to the hostname specified. If the maximum number of EAGLE nodes supported would be exceeded, the command terminates with the following error:

```
"Failed: The maximum number of eagles supported has been reached."
```

<b>chguserpw</b>	Allows modification of the TPD and MySQL passwords. Can be run as root, or as the user who wants to change the password. When the <code>chguserpw</code> command option is specified, the <code>-u &lt;username&gt;</code> option is required.  <b>Note:</b> The <code>lsmsdb - c chguserpw - u &lt;username&gt;</code> command must be run on both the primary and the secondary servers to completely change the password.
<b>counts</b>	Displays counts of records in specified database.
<b>dblist</b>	Displays list of databases (if the <code>-d</code> option is specified, it is ignored).
<b>features</b>	Displays current settings of all optional features.
<b>users</b>	Lists all defined LSMSGUI users.
<b>masterstatus</b>	Displays status information (log name and position) on the binary log of the master server (LSMS).
<b>ping</b>	Pings the <code>mysqldaemon</code> .
<b>queryservers</b>	Displays the connection status of all query servers that are directly connected to the LSMS. The connection status for each query server (denoted by hostname and IP address) is displayed as <code>Connected</code> , <code>Disconnected</code> , <code>Not Reachable</code> , or <code>Hostname not associated with IP address</code> . For this command to show correct connection status between LSMS and a query server, a new user must be created on the query server. For information about how to create this user to check replication status from LSMS, see the <i>Query Server Installation and Upgrade Instructions</i> .
<b>quickaudit</b>	Performs a quick comparison of the number of rows in all of the database tables on both the active and standby servers. It returns "0" if the comparison on the active and standby servers results in a match; it returns various error numbers and error messages if the comparison does not produce a match or if a problem was encountered.  <b>Note:</b> Do not specify this option when the LSMS is performing bulk download. In addition, do not specify this option when any of the following processes are running, due to the possibility of disk space shortage: backups, starting a standby node (to change its state from UNINITIALIZED "INHIBITED" to STANDBY), running the <code>import</code> command, and creating query server snapshots. Since backups can be run automatically, perform the procedure described in <i>Checking for Running Backups</i> to ensure that no backups are running.  This option: <ul style="list-style-type: none"> <li>• Takes about 5 seconds to run.</li> <li>• Must be run from the active server.</li> <li>• Checks first to see if the standby server is more than 5 seconds behind the active server; if it is, an error message is generated and <code>quickaudit</code> does not proceed.</li> </ul>
<b>rmrepluser</b>	Removes a replication user at the LSMS. When the <code>rmrepluser</code> command option is specified, the <code>-h &lt;hostname&gt;</code> option is required.
<b>rmuser</b>	Deletes TPD and MySQL users. Must be run as root. When the <code>rmuser</code> command option is specified, the <code>-u &lt;username&gt;</code> option is required.
<b>shutdown</b>	Stops <code>mysql</code> (if the <code>-d</code> option is specified, it is ignored).

**snapshot** Creates a snapshot of the LSMSLNP database to be used to setup query servers and/or for disaster recovery. When the `snapshot` command option is specified, the `-b <basedir>` option is optional.

During the creation of a snapshot of the LSMS LNP database, the following occurs:

- A read lock will be obtained
- Table information is flushed
- Binary logs (if already existing) are removed and a new one started (with log numbered 1)
- MySQL server performs a shutdown
- All LSMS database tables are archived as compressed files, `mysql-snapshot-supDB.tar.gz` and `mysql-snapshot-<regionDB>.tar.gz` (by default in `/var/TKLC/lSMS/db`, although the `-b` option changes this base directory)
- MySQL server is restarted
- The read lock is released

**start** Starts `mysql` (if the `-d` option is specified, it is ignored).

**syspwexp** Modifies the system level default password timeout interval.

**usrpwexp** Modifies the user level default password timeout interval, the `-u <username>` option is required.

### Options

<b>-b basedir</b>	Base directory for storing snapshots.
<b>-d database</b>	Run the command on the database specified by this option. If the <code>-d</code> option is not specified, the command is run on all databases.
<b>-h hostname</b>	Name of the host.
<b>-p password</b>	User's password.
<b>-u username</b>	LSMS user's username.

**Note:** The `-c` flag is required.

### Sample Input and Output

```
$ ./lsmsdb -c features
```

```
Y AFT
Y EDR
Y ENHANCED_FILTERS
Y IP_GUI
16 MAX_EAGLES
32 MAX_SPIDS
8 MAX_USERS
Y QUERY_SERVER
Y REPORT_GEN
```

```

0 REPORT_GEN_QUERY_ACTIVE
Y SNMP
Y SPID_SECURITY
Y WSMSC
N WSMSC_TO_EAGLE

```

```
$ ./lsmsdb -c counts -d NortheastDB
```

```

1 ..... NortheastDB.NumberPoolBlock
1 ..... NortheastDB.ServiceProvLRN
0 ..... NortheastDB.ServiceProvNPA_NXX
0 ..... NortheastDB.ServiceProvNPA_NXX_X
1 ..... NortheastDB.ServiceProvNetwork
39,756 ..... NortheastDB.SubscriptionVersion

```

```
$ $LSMS_TOOLS_DIR/lsmsdb -c addrepluser -h queryserver1 -p password
```

```
$ $LSMS_TOOLS_DIR/lsmsdb -c masterstatus
```

```
Lsmspri-bin.001 73
```

```
$LSMS_TOOLS_DIR/lsmsdb -c queryservers
```

```

queryserver1 (10.25.60.28) Connected
queryserver2 (10.25.60.45) Disconnected
queryserver3 (10.25.60.31) Not Reachable
queryserver4 (Unknown) Hostname not associated with IP address

```

```
$LSMS_TOOLS_DIR/lsmsdb -c rmrepluser -h queryserver1 -p password
```

```
$LSMS_TOOLS_DIR/lsmsdb -c snapshot
```

```

WARNING: For the duration of this command, traffic being sent from the NPAC to
connected network elements and local LSMS provisioning will be INTERRUPTED.
Do you want to continue? [Y/N] Y

```

## lsmsSNMP

### SNMP Agent Process Control

Lets you start, stop, or show status of the SNMP Agent process. For more information about the SNMP agent process, see [Understanding the SNMP Agent Process](#).

#### Keyword

```
lsmsSNMP
```

#### Permission

The user must be root.

**Restrictions**

The LSMS\_DIR environment variable must be set.

**Syntax**

```
$LSMS_DIR/lsmSNMP <Action>
```

**Options**

None.

**Parameters**

**Action** Function to perform on the SNMP agent. This is a mandatory parameter with the following values:

```
start
stop
status
```

**Sample Output**

```
#Stop the SNMP Agent
> $LSMS_DIR/lsmSNMP stop
LSMS SNMP Agent stopped: Fri Mar 10 09:50:47 2000 #Start the SNMP Agent
> $LSMS_DIR/lsmSNMP start
LSMS SNMP Agent started: Fri Mar 10 10:50:47 2000 #Determine the SNMP Agent status
> $LSMS_DIR/lsmSNMP status
LSMS SNMP AGENT PROCESS STATUS:
TOTAL SUCCESSFUL TRAP REQUEST= 12
TOTAL FAILED TRAP REQUEST = 2
== IP-ADDRESS == == STATUS ====
177.88.34.7      Failed
198.77.39.2     SNMP Session Established
```

**Files**

[Table 33: Files: lsmSNMP](#) shows the files for the lsmSNMP command.

**Table 33: Files: lsmSNMP**

Filename	Type	Location
snmp.cfg	Configuration file	/usr/TKLC/plat/etc/snmp

**Possible Errors****Table 34: Exit Codes: lsmSNMP**

Exit Code	Cause	Suggested Recovery
1	Failed operation.	Contact the <a href="#">Customer Care Center</a> .

Exit Code	Cause	Suggested Recovery
2	Operation not required.	No action necessary.
3	Usage error.	Correct the syntax.
4	Fatal application error	Contact the <a href="#">Customer Care Center</a> .
5	Server not active.	Execute the command on the active server.
6	LSMS software not running.	Start the LSMS.

This command is usually run by scripts; scripts should search for exit codes. When the command is run from the command line, the output indicates suggested recovery.

## lsmssurv

### Surveillance Monitor Control

Starts, stops, and retrieves the status of the Surveillance Monitor.

The notification output from the Surveillance Monitor is written to Serial Port 3 on each server. The non-active server, whether its state is STANDBY or UNINITIALIZED "INHIBITED", sends surveillance notifications only for platform events that it detects on itself. It also forwards those notifications to the active server.

- The active server sends surveillance notifications for:
  - All platform events that the active server detects on itself
  - All platform notifications received from the non-active server (the active server inserts the hostname of the non-active server before the event text for these notifications)
  - Some applications events (not all application events generate surveillance notifications; for more information, see [Automatic Monitoring of Events](#)).

By default, all notification output that is sent to Serial Port 3 on a given server is written also to the log file on that server, `/var/TKLC/lsmssurv/logs/survlog.log`. (See [Files](#).)

### Keyword

lsmssurv

### Permission

The user must be root to specify the start or stop for <Action>.

### Syntax

```
# $LSMS_DIR/lsmssurv <Action>
```

**Options**

None.

**Parameters**

**Action** Specifies the action to be performed on the Surveillance Monitor. This is a mandatory parameter with the following values:

```
start
stop
status
last
```

**Sample Output**

```
# Start LSMS Surveillance Process
# $LSMS_DIR/lsmssurv start
LSMS Surveillance feature started # Request LSMS Surveillance Process status
$ $LSMS_DIR/lsmssurv status
LSMS Surveillance feature is currently started
LSMS Surveillance feature is currently stopped # Stop LSMS Surveillance Process

# $LSMS_DIR/lsmssurv stop
LSMS Surveillance feature stopped # Return LSMS Surveillance Process to last
valid state. The following # output indicates that the process ran been running
prior to termination
# $LSMS_DIR/lsmssurv last
LSMS Surveillance feature started #
```

**Files**

[Table 35: Files: lsmssurv](#) shows the files for the lsmssurv command.

**Table 35: Files: lsmssurv**

Filename	Type	Location
lsmssurv.log	Error/Debug log file	/var/TKLC/lsmssurv/logs/
survlog.log	Notification log file	/var/TKLC/lsmssurv/logs/

**Response Notes**

The designated response will not occur for five to ten seconds after execution.

## Possible Errors

Table 36: Error Messages: lsmsurv

Exit Code	Message	Cause	Suggested Recovery
1	LSMS Surveillance feature is currently running.	LSMS Surveillance feature is running	No action necessary.
1	LSMS Surveillance feature is not currently running.	LSMS Surveillance feature is not running	No action necessary.
1	LSMS Surveillance feature did not start successfully Please review log file: /var/TKLC/lsms/logs/lsmsSurv.log for errors	Socket communication problems, hang on opening of console/serial ports	Contact the <a href="#">Customer Care Center</a> .
1	Must be root to start the LSMS Surveillance feature	User ID must be root to start the LSMS Surveillance feature	Change user to root.

**massupdate****SPID Mass Update**

The optional mass update utility provides the ability to migrate subscription version, number pool block, and network data from one Service Provider ID (SPID) to another based on an input file downloaded from the NPAC. The mass update utility reads SIC-SMURF files for LRN, NPA-NXX, and NPA-NXX-X, performs the required database updates and, in the case of LRN data, forwards an appropriate Update Override GTT message to the EAGLE.

**Keyword**

massupdate

**Permission**

The user must be logged in with the user name lsmsadm.

**Syntax**

```
$LSMS_DIR/massupdate [-v] [-p] [-n <npacRegion>] <filename>
```

**Note:** Stop the npacagent process for the region in question when the -n option is used. It is not necessary to stop the npacagent processes for all eight regions when the -n option is used.

**Optional flags:**

**-v** Provides verbose output.

- p** Perform “pre-check” but make no database updates.
- n** Perform the mass update only for the region named by the <npacRegion> parameter. Only one NPAC region may be entered after the -n option

**Parameters**

- <npacRegion>** The name of the region to perform the mass update for.
- <filename>** The name of the SIC-SMURF file to process.

**Note:** The filename must be in the following format:

SIC-SMURF-[LRN|NPANXX|NPANXXX].OldSpid.NewSpid.DD-MM-YYYYHH24MISS

**Example:** SIC-SMURF-NPANXX.0001.0002.25-12-1996081122

**Sample Output**

```
$ $LSMS_DIR/massupdate SIC-SMURF-LRN.1234.9876.15-03-2002121530
```

```
One or more npacagents processes are currently running. They must be
Stopped prior to mass spid updates by executing the following command:
/lsms stop <region>
Massupdate: exiting.
```

```
$ $LSMS_DIR/massupdate SIC-SMURF-LRN.1234.9876.15-03-2002121530
```

```
WARNING: The supman, lsman or an eagleagent process is currently running. It is
recommended that all of these processes be stopped prior to mass spid updates to
prevent modifications of GTT data during execution of this command.
Do you wish to continue [N]?
Massupdate: exiting.
```

```
$ $LSMS_DIR/massupdate -v SIC-SMURF-LRN.1234.9876.15-03-2002121530
```

```
Using SIC-SMURF File: SIC-SMURF-LRN.1234.9876.15-03-2002121530
Performing Mass Update of SPIDs for LRN data...
Updating LRN 2223334000 from SPID 1234 to SPID 9876...
5 OverrideGtt object(s) updated in supported database
1 ServiceProvLRN object(s) updated in Southeast region
4 NumberPoolBlock object(s) updated in Southeast region
Updating LRN 2224441000 from SPID 1234 to SPID 9876...
0 OverrideGtt object(s) updated
1 ServiceProvLRN object(s) updated in Southeast region
10 NumberPoolBlock object(s) updated in Southeast region
Updating LRN 2225550000 from SPID 1234 to SPID 9876...
4 OverrideGtt object(s) updated
0 ServiceProvLRN object(s) updated in Southeast region
4 NumberPoolBlock object(s) updated in Southeast region
Updating SubscriptionVersion tables (this may take a while)...
790 SubscriptionVersion object(s) updated in Southeast region
Command stats
-----
Lines processed: 3
Successful:      3
Failed:         0
```

```

Command complete.
$

$ $LSMS_DIR/massupdate -p SIC-SMURF-LRN.TKLC.SP05.06-30-2004101010

WARNING: The supman, lsman or an eagleagent process is currently running. It is
recommended that all of these processes be stopped prior to mass spid updates to
prevent modifications of GTT data during execution of this command.
Do you wish to continue [N]? Y

START Mass update command: Thu Nov  8 13:41:57 EST 2007

Precheck mode: Makes NO CHANGES, but reports everything as if updating.

Executing mass update for all regions...
{Precheck only}
Reading SIC-SMURF File: SIC-SMURF-LRN.TKLC.SP05.06-30-2004101010

Performing Mass Update of SPIDs for LRN data... {Precheck only}

Command stats {Precheck only}
-----
Lines processed: 1
Successful:      1
Failed:         0

Mass update command complete: Thu Nov  8 13:41:57 EST 2007

```

*Table 37: Tables/Fields Affected By SIC-SMURF Processing* identifies the database tables and fields that are updated after invoking massupdate for the various SIC-SMURF files.

For each table/field that is affected, the field that is checked for a match is listed under the appropriate SIC-SMURF filename. Under the Table/Field column, the database containing the object to be updated (for example, SupDB), the table to be updated (for example, OverrideGTT), and the field to be updated (for example, spid) are listed.

Under each SIC-SMURF file type, the field to be used for the match (for example, lrn) is listed for each Table/Field impacted by the update. For example, for LRN SIC-SMURF files, the SupDB OverrideGTT table's spid is updated if the lrn is matched.

**Table 37: Tables/Fields Affected By SIC-SMURF Processing**

Table/Field	LRN SIC-SMURF	NPA-NXX SIC-SMURF	NPA-NXX-X SIC-SMURF
supDB.OverrideGtt.spid	lrn		
supDB.LsmsServiceProvider.spid (create if required)	spid		
supDB.GttGroupSpid.spid (create if required)	spid		
<regionDB>.ServiceProvLRN.serviceProviderId	lrn		
<regionDB>.ServiceProvNPA_NXX.serviceProvId		npanxx	
<regionDB>.ServiceProvNPA_NXX_X.service-ProvId			npanxx_x

Table/Field	LRN SIC-SMURF	NPA-NXX SIC-SMURF	NPA-NXX-X SIC-SMURF
<regionDB>.ServiceProvNetwork.serviceProvId (create if required)	spid	spid	spid
<regionDB>.SubscriptionVersion.newCurrentSp	lrn		
<regionDB>.NumberPoolBlock.newCurrentSp	lrn		

If an Override GTT entry is modified and there is no LSMS Service Provider with the NewSpid, then one is created. If that LSMS Service Provider SPID is not a member of the GTT group for a modified Override GTT, then that membership is added by creating a GTT Group SPID table entry.

If a ServiceProvLRN, ServiceProvNPA\_NXX, or ServiceProvNPA\_NXX\_X object is modified and there is no ServiceProvNetwork object with the NewSpid, then one is created.

### LsmsServiceProvider Limit

The mass update utility creates LsmsServiceProvider objects, if needed, even if creating them exceeds the maximum number of SPIDs supported (as recorded in the MAX\_SPIDS field in the DbConfig entry.) However, the fact that the limit has been exceeded is recorded in the log file and the limit remains in force otherwise.

### Mass Update Log File

To record information or errors during the mass update or the precheck, the mass update utility appends to a log file named `massupdate.log.MMDD`, located in the `$LSMS_DIR/. . /logs/massupdate` directory. The `.MMDD` suffix is the month and day the massupdate execution begins. If the massupdate runs past midnight, it will keep all output from one massupdate execution in one file, so the file will not be split across days but continue in the same file it started in. The following information is written to the log file by the mass update utility:

- The path name of the mass update input file being used
- The time and date for the start and stop of utility execution
- Identifying information for all automatically created objects, whether ServiceProvNetwork or LsmsServiceProvider, including the adding of a (possibly already existing) LsmsServiceProvider to a GttGroup and noting if a newly created LsmsServiceProvider is over the MAX\_SPIDS limit
- Identifying information for any LsmsServiceProvider objects that are no longer used in any OverrideGtt as a result of the mass update and therefore could be removed
- Output from the precheck
- Any kind of processing problem or error
- A summary showing the number of lines actually processed successfully for each invocation of the utility (not needed for precheck mode)

## Error Codes

Table 38: Error Codes: massupdate

Error Code	Cause	Suggested Corrective Action
0	Success	None required.
1	Command syntax error	Rerun the command with the proper syntax.
2	Feature not enabled	Enable optional feature.
3	SIC-SMURF file not found	Verify path and filename for SIC-SMURF file.
4	Unable to open SIC-SMURF file	Verify permissions on SIC-SMURF file.
5	Incorrect file format	Supply valid SIC-SMURF file for processing.
6	massupdate already running	Do not attempt to execute more than one massupdate process at the same time.
7	npacmassupdate executable not found	Define environment variable LSMS_DIR or contact the <a href="#">Customer Care Center</a> .
8	Database error	Make sure the database server is running.
9	User chose to stop	None needed.
10	npacagent running	If massupdate is run for all regions, stop all npacagent processes. If massupdate is run for a single region, stop the npacagent for that region only.
11	Unable to write	Remove <filename>_FAILED file and verify directory permissions.
12	Invalid user	Rerun as user lsmsadm.

**measdump****Print Measurement Information**

Lets you print measurement information (contained in databases) to the display.

**Keyword**

measdump

**Permission**

The user must be logged in with the user name in the `lsmsuser`, `lsmsuext`, `lsmsview`, or `lsmsall`, group.

**Syntax**

```
$LSMS_TOOLS_DIR/measdump {-r <region>|-c <CLLI> [-n]}
```

**Required Flags**

Specify one of the following flags:

- r <region>** NPAC region associated with this npacagent process. This is a mandatory parameter with the following values:
- Canada
  - Midwest
  - MidAtlantic
  - Southeast
  - Southwest
  - Northeast
  - Western
  - WestCoast
- c <CLLI>** Common Language Location Identifier for the network element for which you wish to display measurements.

**Optional Flags**

Optionally specify one of the following flags:

- l** Lets you create measurement logs (a `<region>.meas.<MMDD>` file for each NPAC region and a `<clli>.meas.<MMDD>` file for each network elements) for compatibility with previous releases of the LSMS.
- n** Number of days before current day for which measurements are to be displayed, where `n` can have one of the values shown in [Table 39: Measurement Pegs Date](#) (if this option is not specified, the default value is 0):

**Table 39: Measurement Pegs Date**

Value	Print Measurement Pegs for the Date of:
0	Today
1	Yesterday
2	Two days before current date
3	Three days before current date

Value	Print Measurement Pegs for the Date of:
4	Four days before current date
5	Five days before current date
6	Six days before current date

**Sample Output**

```
$ measdump -r Midwest -2
```

```
measdump: There is no measurement data available for the requested day.
```

```
$ measdump -r Midwest
```

```
Hour      Binds      SuccessOps  FailedOps
0          0           0           0
1          0           0           0
2          0           0           0
3          0           0           0
4          0           0           0
5          0           0           0
6          0           0           0
7          0           0           0
8          0           0           0
9          0           0           0
10         1           0           0
11         0           0           0
12         0           0           0
13         0           0           0
14         0           0           0
15         0           0           0
16         0           0           0
17         0           0           0
18         0           0           0
19         0           0           0
20         0           0           0
21         0           0           0
22         0           0           0
23         0           0           0
```

**Possible Errors****Table 40: Error Messages: measdump**

Exit Code	Error Message	Cause	Suggested Recovery
-1	Syntax error	User entered command with incorrect syntax.	Try the command again with the correct syntax.
1	DbError	Database exception. Contact Oracle.	Contact the <i>Customer Care Center</i> .

Exit Code	Error Message	Cause	Suggested Recovery
2	EnvNotSet	The LSMS_DIR env variable is not set.	Verify the environment variables.
3	NoData	No measurement data available for the specified day (the agent was never started)	No action necessary.
4	UnknownError	Not known.	Contact the <i>Customer Care Center</i> .

## npac\_db\_setup

### NPAC Database Maintenance

Creates or removes the regional NPAC database.

#### Keyword

npac\_db\_setup

#### Permission

The user must be logged in with the user name lsmsadm.

#### Restrictions

- This command must be run on each server.
- If a database is in use by a regional LSMS agent, it cannot be removed.
- If a regional database has already been created, it must be removed before it can be created again.

#### Syntax

```
$LSMS_DIR/npac_db_setup <Action> <Region>
```

This command must be run from the \$LSMS\_DIR directory and run only from the primary server.

#### Options

None.

#### Parameters

**Action** Specifies the action to be performed on the database. This is a mandatory parameter with the following values:

```
create
remove
```

**Region** NPAC region associated with this npacagent. This is a mandatory parameter with the following values:

- Canada
- Midwest
- MidAtlantic
- Southeast
- Southwest
- Northeast
- Western
- WestCoast

### Sample Output

# Create NPAC database for Canada region for the first time

```
> $LSMS_DIR/npac_db_setup create Canada
```

```
-----
Npac Region Database Setup Script
The Region Database Name is CanadaDB
Initializing regional database...CanadaDB
The regional database CanadaDB was created successfully.
>
```

```
> $LSMS_DIR/npac_db_setup remove Northeast
```

# Remove NPAC database for Northeast Region

```
-----
Npac Region Database Setup Script
The Region Database Name is NortheastDB
Warning: NPAC region database CanadaDB is about to be removed.

All data in the database will be lost.

Do you want to continue? [Y/N]Y
Removing regional database...CanadaDB
>
```

### Response Notes

This command takes approximately 35 to 40 seconds to execute.

### Possible Errors

Table 41: Error Messages: npac\_db\_setup

Exit Code	Cause	Suggested Recovery
1	Syntax was incorrect	Use correct syntax.
2	MySQL command failed	Contact Oracle.

Exit Code	Cause	Suggested Recovery
7	User attempted to create a database that already exists	None needed.
9	User attempted to remove a database that is in use	Stop indicated processes before attempting to remove the database.
10	The root user cannot execute this command	Change users to lsmsadm.
12	User attempted to remove database for an active region	Make region inactive and retry command.

## npacimport

### Import Specific Files into a Regional Database

Allows user to import specific files into the regional NPAC database.

#### Keyword

npacimport

#### Permission

The user must be logged in with the user name lsmsadm.

#### Restrictions

This command must be run from the \$LSMS\_DIR directory and run only from the primary server.

#### Syntax

```
$LSMS_TOOLS_DIR/npacimport [-h] -r <region> -i <type> [-u] [-y] [-t <number>]
[-c <number>] <filename>
```

#### Required Flags

**-r <region>** Specifies the region whose database the imported files are intended for. This is a mandatory parameter with the following values:

- Canada
- MidAtlantic
- Midwest
- Northeast
- Southeast
- Southwest
- WestCoast
- Western

- i <type>** Specifies the type of the file to be imported into the database. This is a mandatory parameter with the following values:
- SubscriptionVersion
  - NumberPoolBlock
  - ServiceProvNetwork
  - ServiceProvLRN
  - ServiceProvNPA-NXX
  - ServiceProvNPA-NXX-X

#### Parameters

- <filename>** Specifies the input file of pipe delimited records to be used.

#### Optional Flags

- h** Display Help text and quit.
- u** Time-range update: May modify or delete and does not purge object range first. Not valid for ServiceProvNetwork.
- y** Continue on if a record update fails.
- t** Specify number of threads to use (maximum number is 10).
- c** Specify number of records in each batch to a thread (default is 1000).

#### Exit Codes

*Table 42: Exit Codes: npacimport* lists the exit codes generated by the `npacimport` command.

**Table 42: Exit Codes: npacimport**

Exit Code	Cause	Suggested Recovery
-1	Invalid syntax	Correct the syntax.
1	Database error	Contact the <a href="#">Customer Care Center</a> .
2	File access error	Contact the <a href="#">Customer Care Center</a> .
3	Invalid record in the input file	Correct the file entry or contact the <a href="#">Customer Care Center</a> .
4	Invalid user	Change user to <code>lsmadm</code> .
5	Unknown error	Contact the <a href="#">Customer Care Center</a> .

This command is usually run by scripts; scripts should search for exit codes. When the command is run from the command line, the output indicates suggested recovery.

## report

### Report Generation

Generates reports for regional NPAC databases and supplemental databases.

### Keyword

report

### Permission

The user must be defined as a member of the primary group `lsms`.

### Syntax

```
$LSMS_DIR/report <OutputFile> <ReportType>
[ <SP> | <LRN> | <DPC> | <Region> | <SplitStatus> ] [ <StartTN> ] [ <EndTN> ] [ <StartNPB> ]
[ <EndNPB> ]
```

### Options

None.

### Parameters

**OutputFile** The filename for the file in which to store the report. This is a mandatory parameter whose value is the filename. The filename is appended with the value specified for `<ReportType>` and the file is stored in the directory where the command is run.

**ReportType** The type of report to create. This is a mandatory parameter; use one of the following values:

SPA - Service Provider Administrative Report

SPN - Service Provider Network Report

EMR - Element Management Report

6DT - Six Digit Translation Report

10DT - Ten Digit Translation Report

SPL - NPA Split Data by Status Report

SBL - Subscription Report by LRN

SBS - Subscription Report by Service Provider ID

SBT - Subscription Report by TN

NBL - Number Pool Block Report by LRN

NBS - Number Pool Block Report by Service Provider ID

NBN - Number Pool Block Report by NPA-NXX-X

SPD - Service Provider Data Report

<b>SP</b>	Four-character alphanumeric string to specify Service Provider ID. This is a mandatory parameter when <ReportType> is set to SBS or NBS; optional when <ReportType> is set to 6DT, 10DT, EMR, or SPN; otherwise not allowed.
<b>LRN</b>	Ten-digit string (values 0000000000–9999999999) to specify Location Routing Number. This is a mandatory parameter when <ReportType> is set to SBL or NBL; otherwise not allowed.
<b>DPC</b>	Eleven-character string of format xxx-xxx-xxx (where each xxx can have a value 000 to 256) to specify Destination Point Code. This is an optional parameter when <ReportType> is set to 6DT or 10DT; otherwise not allowed.
<b>Region</b>	NPAC region. This is an optional parameter when <ReportType> is set to SPL; otherwise not allowed. Use one of the following values: <ul style="list-style-type: none"> <li>MidAtlantic</li> <li>Midwest</li> <li>Northeast</li> <li>Southeast</li> <li>Southwest</li> <li>Western</li> <li>Westcoast</li> <li>Canada</li> </ul>
<b>SplitStatus</b>	NPA-NXX split status. This is an optional parameter when <ReportType> is set to SPL; otherwise not allowed. Use one of the following values: <ul style="list-style-type: none"> <li>Active</li> <li>Pending</li> <li>Error</li> </ul>
<b>StartTN</b>	Starting telephone number in a range of telephone numbers. This is a mandatory parameter when <ReportType> is set to SBT. Valid values are 10 digits from 0000000000 to 9999999999.
<b>EndTN</b>	Ending telephone number in a range of telephone numbers. This is a mandatory parameter when <ReportType> is set to SBT. Valid values are 10 digits from 0000000000 to 9999999999.
<b>StartNPB</b>	Starting value in a range of number pool blocks. This is a mandatory parameter when <ReportType> is set to NBN. Valid values are 7 digits from 0000000 to 9999999.
<b>EndNPB</b>	Ending value in a range of number pool blocks. This is a mandatory parameter when <ReportType> is set to NBN. Valid values are 7 digits from 0000000 to 9999999.

### Sample Commands

```
# Generate SPA report for MidAtlantic NPAC
$ $LSMS_DIR/report MidAtlanticDB supDB report.output SPA
# Generate SBL report for MidAtlantic NPAC for LRN 9194605500
$ $LSMS_DIR/report MidAtlanticDB supDB report.output SBL 9194605500
# Generate SPL report
```

```

> $LSMS_DIR/report MidAtlanticDB supDB report.out SPL
# Generate SBS report for Midwest NPAC for all Subscriptions having a service
provider of TKLC and a TN in the range of 9194600000 to 9195600000
$ $LSMS_DIR/report MidwestDB supDB report.out SBS TKLC 9194600000 9195600000
# Generate SBT report for Western NPAC for all Subscriptions having a TN in the
range of 9194600000 to 9195600000
$ $LSMS_DIR/report WesternDB supDB report.out SBT 9194600000 9195600000

```

## Files

[Table 43: Files: report](#) shows the files for the report command.

**Table 43: Files: report**

Filename	Type	Location
Output	Report Output File	Directory where command is run

## Response Notes

The report command can process approximately 300-500 records per second, depending upon the type of report.

To view the report, change directory to the directory where the command was run and use any text editor to open the file named in the command. If you run the command from the `$HOME/LSMSreports` directory, you can also view the report through the graphical user interface; for information, refer to the *Database Administrator's Guide*.

## Possible Errors

Table 44: Error Messages: report

Exit Code	Message	Cause	Suggested Recovery
1	DATABASE <name> NOT FOUND	Specified database could not be found	Verify that the database exists and try the command again.
1	disk space check failed	Attempt to check available disk space failed	Remove unnecessary reports from disk.
1	End TN must be greater than Start TN value.	The start TN is greater than the end TN in the range of TNs to generate an LSMS subscription report	Try the command again using the correct syntax and supplying all required arguments.
1	Insufficient disk space available to generate report. N bytes of disk space required: n bytes of disk space available	Insufficient disk space to save report	Remove unnecessary reports from disk.
1	Invalid End TN value - <EndTN>	The last TN in the range of TNs to generate an LSMS subscription report is out of range. The valid range of values for a telephone number is 0000000000...9999999999.	Try the command again using the correct syntax and supplying all required arguments.
1	Invalid Report Type Specified <Report Type>	The value specified for the ReportType parameter is not valid.	Try the command again using the correct syntax and supplying all required arguments.
1	Invalid Start TN value - <StartTN>	The first TN in the range of TNs to generate an LSMS subscription report is out of range. The valid range of values for a telephone number is 0000000000...9999999999.	Try the command again using the correct syntax and supplying all required arguments.
1	LRN argument is required for SBL/NBL report	If <ReportType> parameter is specified as SBL or NBL, the <LRN> parameter must also be specified	Try the command again using the correct syntax and supplying all required arguments.

Exit Code	Message	Cause	Suggested Recovery
3	LRN argument must be exactly 10 numeric digits	An <LRN> parameter that had less than 10 digits, more than 10 digits, or non-numeric characters was specified	Try the command again using the correct syntax and supplying all required arguments.
1	Missing mandatory arguments	The command was specified with an insufficient number of arguments.	Try the command again using the correct syntax and supplying all required arguments.
1	NO ACCESS RIGHTS TO DATABASE	Requesting operator does not have access rights to the database	Change user to a username that has access rights to the database.

Exit Code	Message	Cause	Suggested Recovery
4	Service Provider argument must have from 1 to 4 characters	The <SP> parameter was specified with more than 4 characters	Try the command again using the correct syntax and supplying all required arguments.
1	Service Provider argument required for SBS/NBS report	If <ReportType> parameter is specified as SBS or NBS, the <SP> parameter must also be specified	Try the command again using the correct syntax and supplying all required arguments.
1	StartNPB argument is required for NBN report	If <ReportType> parameter is specified as NBN, the <StartNPB> parameter must also be specified	Try the command again using the correct syntax and supplying all required arguments.
1	StartTN argument is required for SBT report	If <ReportType> parameter is specified as SBT, the <StartTN> parameter must also be specified	Try the command again using the correct syntax and supplying all required arguments.
1	Unable to determine home directory of user - report could not be generated	Report could not be stored in home directory of user	Contact the <i>Customer Care Center</i> .
1	Unable to open <filename> - report could not be generated	Could not open the file in which to save the report	Contact the <i>Customer Care Center</i> .
1	Usage: report <regional_database_name> sup_database_name> output file <report_type>[LRN SP]	Operator did not supply the correct number of arguments	Try the command again using the correct syntax and supplying all required arguments.
1	Wrong number of arguments for Split report	The <ReportType> parameter was specified as SPLA or SPLR, but the wrong number of parameters was specified	Try the command again using the correct syntax and supplying all required arguments.

## resync\_db\_setup

### Resynchronization Database Maintenance

Creates or removes the resynchronization database.

### Keyword

resync\_db\_setup

### Permission

The user must be logged in with the user name lsmsadm.

### Restrictions

- This command must be run on each server.
- If the resynchronization database has already been created, it must be removed before it can be created again.

### Syntax

```
$LSMS_DIR/resync_db_setup <Action>
```

This command must be run from the \$LSMS\_DIR directory and run only from the primary server.

### Options

None.

### Parameters

**Action** Specifies the action to be performed on the database. This is a mandatory parameter with the following values:

```
create
remove
```

### Response Notes

This command takes approximately 35 to 40 seconds to execute.

### Files

None.

### Possible Errors

Table 45: Exit Codes: resync\_db\_setup

Exit Code	Cause	Suggested Recovery
1	Missing arguments.	Use the correct syntax and supply all required arguments.
3	Executing command from wrong directory.	Change directory to \$LSMS_DIR.

Exit Code	Cause	Suggested Recovery
6	Invalid action argument.	Use the correct syntax and supply a valid action argument.
7	Database already exists.	No action necessary.
8	Database exists on another host.	No action necessary.
9	Database in use by process.	Stop the process that is using the database.
10	User is not authorized to use this command.	Change user to lsmadm.
11	Command executed on secondary server.	Execute command on the primary server.
This command is usually run by scripts; scripts should search for exit codes. When the command is run from the command line, the output indicates suggested recovery.		

## SAagent

### Service Assurance Agent Control

Starts, stops, inhibits automatic restart, allows automatic restart, and retrieves the status of the Service Assurance Agent.

The SA Agent can be prevented from starting by inhibiting the process. This action allows you to control whether or not the Surveillance feature automatically starts the agent when it detects that it is not running.

**NOTE: If the SA agent is running, the inhibit action does not take effect until the agent has stopped.**

### Keyword

SAagent

### Permission

The user must be defined as a member of the secondary group lsmadm.

### Syntax

```
$LSMS_DIR/SAagent <Action>
```

### Options

None.

**Parameters**

**Action** Specifies the action to be performed on the Service Assurance Agent. This is a mandatory parameter with the following values:

```
start
stop
inhibit
allow
status
```

**Sample Output**

```
# Start the process
$ $LSMS_DIR/SAagent start
Checking if SA Agent is already running...No Starting SA
Agent...Started...Verifying... SAagent started: 1997 Sept 04 12:13:14 EST #
Stop the process, allow Surveillance to restart it.
$ $LSMS_DIR/SAagent stop
Checking if SA Agent is already running...Yes Stopping SA Agent... SAagent
stopped: 1997 Sept 04 12:13:24 EST # Stop the process but keep Surveillance
or the user from starting it. # This case assumes it was stopped.
$ $LSMS_DIR/SAagent inhibit
Saagent inhibited: 1997 Sept 04 12:13:34 EST # Now restart the process after
it had be inhibited.
$ $LSMS_DIR/SAagent allow
Saagent allowed: 1997 Sept 04 12:13:44 EST $ $LSMS_DIR/SAagent start Checking
if SA Agent is already running...No Starting SA Agent...Started...Verifying...
SAagent started: 1997 Sept 04 12:13:45 EST # Request status
$ $LSMS_DIR/SAagent status
Checking if SA Agent is already running...Yes
SA Agent: GPL=012-000-000 : mem= 5176 kbytes : pcpu = 0.0 % TOTAL QUERIES=0
: TOTAL TNs=0

THERE ARE CURRENTLY NO SERVICE ASSURANCE ASSOCIATIONS
```

**Files**

[Table 46: Files: SAagent](#) shows the files for the SAagent command.

**Table 46: Files: SAagent**

Filename	Type	Location
sa.cfg	Configuration file	\$LSMS_DIR/config

**Command Usage**

[Table 47: SAagent Command Usage](#) gives several examples of typical command usage sequence.

Table 47: SAagent Command Usage

Case	Action	Command Sequence
1	Start the process.	\$LSMS_DIR/SAagent start
2	Stop the process, allow Surveillance to restart it.	\$LSMS_DIR/SAagent stop
3	Stop the process but keep Surveillance or the user from starting it. This case assumes it was already started.	\$LSMS_DIR/SAagent stop \$LSMS_DIR/SAagent inhibit
4	Start the process after it was stopped as in Case #3.	\$LSMS_DIR/SAagent allow \$LSMS_DIR/SAagent start

**Understanding Status Output**

The association status shows each association established for that pairing. The association is designated with a number (1..4) in the left-most column. The number is a tag to coordinate with the statistics that precede the association status.

Figure 75: Example of SA Agent Status Output shows an example in which there are three active associations. The first is handling 10 TNs per query, the second is associated but no traffic has been sent across the interface, and the third is handling an average of 3.5 TNs per query.

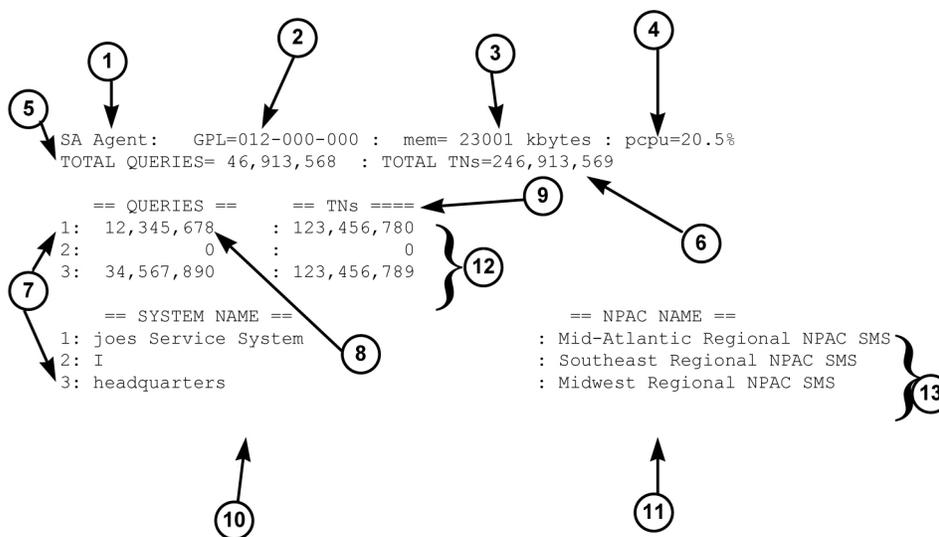


Figure 75: Example of SA Agent Status Output

The following numbered items correspond to the numbers in Figure 75: Example of SA Agent Status Output:

1. Name of the process (SA Agent)
2. GPL number of the SA Agent process

3. Number of bytes used by the SA Agent process, in kilobytes as decimal number
4. Ratio of the CPU time used by the SA Agent to the CPU time available during the same time period
5. Total number of queries received by the SA Agent since it was last started
6. Total number of TNs in the queries
7. Tag that correlates the association statistics to the System Name and the NPAC database to which it is connected. Only the systems that are currently associated are shown
8. Total number of queries received by the SA Agent on that association since the association was established
9. Total number of TNs received by the SA Agent on that association since the association was established
10. SystemName of SA Manager
11. InpNPAC-SMS-Name
12. Association statistics block. Values of zero indicate that no queries or TNs have been sent across the association.
13. Association status

The examples below show the status as the user sees it when the SA Agent is in various conditions. [Figure 76: Example -- No Associations Status Output](#) shows the SA Agent running without any associations.

```
Checking if SA Agent is running...Yes.

SA Agent: GPL=012-000-000      : mem= 5176 kbytes : pcpu = 0.0 %
TOTAL QUERIES=0              : TOTAL TNs=0

THERE ARE CURRENTLY NO SERVICE ASSURANCE ASSOCIATIONS
-----
```

#### Figure 76: Example -- No Associations Status Output

[Figure 77: Example -- Marked Inhibited Status Output](#) shows example output that indicates that the SA Agent was inhibited after it was started.

```
SA agent : is inhibited.
Checking if SA Agent is running...Yes.

SA Agent: GPL=012-000-000      : mem= 5176 kbytes : pcpu = 0.1 %
TOTAL QUERIES=0              : TOTAL TNs=0

THERE ARE CURRENTLY NO SERVICE ASSURANCE ASSOCIATIONS
-----
```

#### Figure 77: Example -- Marked Inhibited Status Output

[Figure 78: Example -- Active Associations Status Output](#) shows example output that indicates that the SA Agent is inhibited and has active associations.

```

SA agent : is inhibited.
Checking if SA Agent is running....Yes.

SA Agent : GPL=012-000-000 : mem= 6904 kbytes : pcpu = 0.6 %
TOTAL QUERIES=16          : TOTAL TNs=15

    == QUERIES ==          == TNs ==
1:           4           :           4
2:           4           :           4
3:           4           :           3
4:           4           :           4

    == SYSTEM NAME ==          == NPAC NAME ==
0: SAM1                          : Midwest Regional NPAC SMS
1: SAM2                          : Southeast Regional NPAC SMS
2: SAM3                          : Southwest Regional NPAC SMS
3: SAM4_12345678901234567890123456789012345 : West Regional NPAC SMS

```

**Figure 78: Example -- Active Associations Status Output**

### Response Notes

It takes 15 seconds to start the SA agent. If the SA agent is not running, the results of a status request will not appear for at least five seconds.

### Possible Errors

**Table 48: Error Messages: SAagent**

Exit Code	Message	Cause	Suggested Recovery
4	bind: <i>errmsg</i>	The bind command failed. <i>errmsg</i> is the error message.	Contact the <a href="#">Customer Care Center</a> .
3	SA Agent: executable missing	<b>sacw</b> executable could not be found	Contact the <a href="#">Customer Care Center</a> .
1	SA Agent: Failed to start	Start action failed	Contact the <a href="#">Customer Care Center</a> .
1	SA Agent: Failed to stop SA Agent	Stop action failed	Contact the <a href="#">Customer Care Center</a> .
2	SA Agent: is already allowed	Allow action failed since SA Agent is already in Allow state	No action necessary.
3	SA Agent: is already inhibited	Inhibit action failed because the SA Agent is already inhibited	No action necessary.

Exit Code	Message	Cause	Suggested Recovery
2	SA Agent is already started	Could not start SA Agent since it is already executing	No action necessary.
2	SA Agent is not running	Status or stop performed when SA Agent was not running	No action necessary.
3	SA Agent: log directory \$logdir does not exist	Logfile directory does not exist	Contact the <a href="#">Customer Care Center</a> .
3	SA Agent: LSMS_DIR is not defined	LSMS_DIR environment variable not set	Verify the environment variables.
3	SA Agent: Permission Denied	Cannot start SA Agent because it has been inhibited	Perform <code>SAagent allow</code> and then retry this command.
4	<code>socket: errmsg</code>	The socket command failed. <code>errmsg</code> is the error message.	Contact the <a href="#">Customer Care Center</a> .
3	Usage: SAagent [ status   start   stop   inhibit   allow ]	Invalid action specified	Try the command again using the correct syntax.

## savelogs

### Save logs

Enables you to capture LSMS system logs for debugging purposes.

When this command is issued on the LSMS console, an alarm (event number 8110) is raised on the LSMS GUI, followed by alarm/event number 8111 after the logs are successfully captured. Savelogs files are generated in bz format in the savelogs directory, which is in the LSMS free directory.

### Keyword

savelogs

### Permission

The user must be root.

### Syntax

```
savelogs -n days {-f} {-x [activity]:[cmip]:[ems]:[npac]}
```

### Options

**-n days**

The `-n` option is required.

**-f**

`-f` stands for force and is optional.

**-x** -x stands for exclude and is optional. For -x `ems` or -x `npac`, only the transaction logs are excluded; otherwise, all logs are captured.

`[activity]:[cmip]:[ems]:[npac]`

## service mysql status

### Check MySQL Status

Enables you to check the status of the MySQL database.

### Keyword

`service mysql status`

### Permission

The user must be root.

### Syntax

```
# service mysql status
```

### Options

None.

### Sample Output

```
[lsmsadm@lsmspri etc]$ su - root
Password:
[root@lsmspri ~]#
[root@lsmspri ~]#
[root@lsmspri ~]# service mysql status
MySQL running (5089) [ OK ]
[root@lsmspri ~]#
```

## spidsec

### Authorize Users to Access SPIDs

When the SPID Security feature is enabled, this command allows a user logged in as `lsmsadm` to associate specified users to access data belonging to specified Service Provider ID (SPID).

### Keyword

`spidsec`

### Permission

The user must be logged in with the user name `lsmsadm`.

**Syntax**

```
$LSMS_TOOLS_DIR/spidsec [-h] [-a -r -d] -u <user> -s{<spid>|GOLDEN}
```

**Required Flags**

- u <user>** Specify a username that has already been defined on the LSMS (see [Managing User Accounts](#)).
- s {<spid>|GOLDEN}** Specify a SPID that has been defined (for more information, refer to the [Configuration Guide](#)) or specify GOLDEN to apply to all defined SPIDs.

**One of the following options must be specified:**

- a** Authorize user for the specified SPID.
- d** Display user's authorization information.
- r** Remove SPID authorization from given user (optionally specify a username with the **-u** flag; if no username is specified, all usernames that have been defined on the LSMS are displayed).

**Sample Output**

```
# Display the SPID security for the username lsmsadm
```

```
$ spidsec -d -u lsmsadm
```

```
lsmsadm GOLDEN
```

```
# Authorize the username thomas to access the SPID TKLC
```

```
$ spidsec -a -u thomas -s TKLC
```

No output is displayed.

```
# Display the SPID security for all usernames
```

```
$ spidsec -d
```

```
lsmsadm GOLDEN
lsmsall GOLDEN
lsmsuser GOLDEN
lsmsuext GOLDEN
lsmsview GOLDEN
```

```
thomas TKLC
```

**Related Commands**

None.

## Possible Errors

Table 49: Exit Codes: spidsec

Exit Code	Cause	Suggested Recovery
-1	Usage error.	Correct the syntax.
1	File access error.	Contact the <a href="#">Customer Care Center</a> .
2	Database error.	Contact the <a href="#">Customer Care Center</a> .
3	Invalid user.	Change user to lsmsadm.
4	Unknown error.	Contact the <a href="#">Customer Care Center</a> .

This command is usually run by scripts; scripts should search for exit codes. When the command is run from the command line, the output indicates suggested recovery.

**start\_cmdLine****Start LSMS Command Line Application Administration**

Starts the LSMS Command Line Application Administration (`lsmsclaa`) application, an optional feature that enables users to enter text commands to control certain LSMS application functions otherwise available through the GUI. Entering this command allows one or more actions to be entered until the application is exited. For more information about the `lsmsclaa` application and the actions that can be entered (including HELP), see [Using lsmsclaa Commands](#).

**Restrictions**

The `lsmsclaa` application is designed to be used only on the active server.

Each instance of starting the `lsmsclaa` application is counted as a terminal in the GUI usage restrictions. For more information about the maximum number of GUIs and `lsmsclaa` applications that can be running concurrently, see [Support of Multiple Users](#).

**Keyword**

`start_cmdLine`

**Permission**

The user must be defined as a member of the primary group `lsms`. The secondary group to which the user belongs determines which actions are allowed. For information about permissions required for each action, see the descriptions of actions starting. For information about assigning users to groups, see [Adding a User](#).

**Syntax**

```
$LSMS_DIR/start_cmdLine <SPID> <Region> [COMMANDFILE]
```

### Options

None.

### Parameters

<b>SPID</b>	Mandatory four-character parameter that specifies Service Provider ID.
<b>Region</b>	Mandatory parameter that specifies NPAC region associated with this command. Enter one of the following values:  Canada  Midwest  MidAtlantic  Southeast  Southwest  Northeast  Western  WestCoast

**COMMANDFILE** Optional parameter that specifies the full name of a text file that contains a series of actions to be executed by `lsmsclaa`. If included, enter from 1 to 256 characters. For more information about the possible actions that can be included in this file, see [Using `lsmsclaa` Commands](#).

### Sample Output

The following sample output shows that the `lsmsclaa` utility starts, the ASSOCIATE action is performed, `lsmsclaa` exits, and the command-line prompt returns.

```
# Start the lsmsclaa application for the Midwest NPAC
$ $LSMS_DIR/start_cmdLine TKLC Midwest
Enter command ->ASSOCIATE PRIMARY
Already connected
Enter command ->EXIT
$
```

### Files

You can create a command file that contains a series of actions. You can store this file in any directory. For more information, see the description of the `COMMANDFILE` parameter.

### Usage Notes

For information about using the `lsmsclaa` utility, see [Using the `lsmsclaa` Application Interactively](#).

### Response Notes

The command-line prompt does not return until `lsmsclaa` is exited. For more information about exit conditions, see [Exiting the `lsmsclaa` Application](#).

**Error Messages Generated by the start\_cmdLine Command**

*Table 50: Error Messages: start\_cmdLine* lists the error messages and return codes that can be generated by the start\_cmdLine command.

If the start\_cmdLine command is entered without the COMMANDFILE parameter, only the message appears. If the start\_cmdLine command is entered with the COMMANDFILE parameter, the return code and the message are generated, except as noted in the table. For a complete list of return codes that can be generated while lsmsclaa is running, see *Return Codes Generated While Running lsmsclaa*.

**Table 50: Error Messages: start\_cmdLine**

Message	Cause	Return Code	Exit?
Invalid argument list passed to lsmsclaa	A required parameter (SPID or REGION or both) was not specified or was specified with a value that was not valid.	1	Yes
Could not open the command file <x>	The command file specified in the argument list could not be opened. It may not exist or it may not have the correct file permissions.	3	Yes
Could not read from the command file <x>	The command file specified in the argument list could not be read from.	3	Yes
Error processing command file line: <x>	The action specified on the indicated line of the command file could not be performed.	Note	Yes
Note: Returns the return code for the last action executed or attempted. For more information about return codes for actions, see <i>Return Codes Generated While Running lsmsclaa</i> .			

**start\_mgui****Start LSMS GUI**

Starts the LSMS GUI for the specified NPAC region.

**Keyword**

start\_mgui

**Permission**

The user must be defined as a member of the primary group `lsms`. The secondary group to which the user belongs determines which GUI functions are accessible. For more information about assigning users to groups, see [Adding a User](#). For more information about which GUI functions are available to which permission groups, see [Non-Configurable Permission Groups](#).

**Environment**

`$DISPLAY`

**Syntax**

`$LSMS_DIR/start_mgui`

**Options**

None.

**Parameters**

None.

**Sample Output**

This command has no output.

**sup****Control of Local Services Manager and Local Data Manager**

Used to start, stop, or display status of the Local Services Manager (`lsman`) and Local Data Manager (`supman`).

**Keyword**

`sup`

**Permission**

The user must be logged in with the user name `lsmsadm`.

**Syntax**

`$LSMS_DIR/sup <Action>`

**Options**

None.

**Parameters**

**Action** The function to be performed on the lsman and supman processes. This mandatory parameter has the following values:

```
start
stop
status
```

**Sample Output**

```
# Stop the lsman and supman currently running

$ $LSMS_DIR/sup stop
```

```
supman stopped
lsman stopped
# Restart the lsman and supman
```

```
$ $LSMS_DIR/sup start
```

This command has no output.

```
# Check the status of the lsman and supman

$ $LSMS_DIR/sup status
```

```
0 reports in progress
0 LNP database synchronization operations in progress
6 GUIs connected
lsman: mem= 23480 kbytes : pcpu = 0.1 %
supman: mem= 41216 kbytes : pcpu = 0.2 %
reportma: mem= 14072 kbytes : pcpu = 0.1 %
```

**Possible Errors****Table 51: Exit Codes: sup**

Exit Code	Cause	Suggested Recovery
1	Usage error.	Correct the syntax.

This command is usually run by scripts; scripts should search for exit codes. When the command is run from the command line, the output indicates suggested recovery.

## sup\_db\_setup

### Supplemental Database Setup

Creates or removes the supplemental database.

#### Note:

See [Special Procedure to Remove EMSs from Shared Memory](#) for information about removing EMSs from shared memory when removing supDB.

#### Keyword

sup\_db\_setup

#### Permission

The user must be logged in with the user name lsmsadm.

#### Syntax

```
$LSMS_DIR/sup_db_setup <Action>
```

This command must be executed from the \$LSMS\_DIR and must be run on the both servers. The operator must respond to a prompt to verify removal or creation of the database when a version already exists.

#### Options

None.

#### Parameters

<b>Action</b>	The function to be performed on the database. This mandatory parameter has the following values:  create  remove
---------------	--

#### Sample Output

To create a new Supplemental Database:

```
$ $LSMS_DIR/sup_db_setup create
```

-----

```
Supplemental Database Setup Script The Supplemental Database name is supDB
Initializing Supplemental Database...supDB
The supplemental database supDB was created successfully.
```

To remove the current Supplemental Database

```
$ $LSMS_DIR/sup_db_setup remove
```

```

-----
Supplemental Database Setup Script
WARNING: Supplemental Database supDB is about to be removed.
        All data in this database will be lost.
        Do you want to continue? [Y/N] Y
Removing Supplemental Database...supDB
$

```

### Response Notes

The create action requires 20 or more seconds to create the database and respond.

### Possible Errors

**Table 52: Error Messages: sup\_db\_setup**

Exit Code	Cause	Suggested Recovery
1	Syntax was incorrect	Use correct syntax.
2	MySQL command failed	Contact Oracle.
7	User attempted to create a database that already exists	None needed.
9	User attempted to remove a database that is in use	Stop indicated processes before attempting to remove the database.
10	The root user cannot execute this command	Change users to lsmsadm.

### Special Procedure to Remove EMSs from Shared Memory

#### Note:

Beginning with LSMS Release 6.0, Sentry information for LSMS processes is stored in shared memory, not the database. As a result, use of the `sup_db_setup` command to remove the supDB leaves Sentry in the state that it still monitors/restarts EagleAgents for EMS that were previously defined in the supDB. Therefore, Sentry will continually attempt to restart the EagleAgents for these EMS's and will continue to display their status. To eliminate this problem, perform the following procedure:

#### Procedure:

1. Delete all EMS Components using the LSMS GUI. (For more information, refer to the *Configuration Guide*, Chapter 3, "Deleting an EMS Configuration Component.")
2. Deactivate all NPAC Regions using the LSMS GUI. (For more information, refer to the *Configuration Guide*, Chapter 3, "Modifying LSMS Configuration Components.")
3. Shutdown the LSMS using Sentry. Log in to the active server as `root`, and execute the `sentry shutdown` command:

```
# sentry shutdown
```

4. Delete the supDB. Log in to the active server as `lsmsadm`, and execute the `sup_db_setup remove` command:

```
$ $LSMS_DIR/sup_db_setup remove
```

You have now completed this procedure.

## survNotify

### Surveillance Notification Command

Use this command to send a customer-defined notification.

#### Keyword

`survNotify`

#### Permission

The user must be defined as a member of the primary group `lsms`.

#### Syntax

```
$LSMS_DIR/survNotify <MsgNo> SET <Text>
```

#### Options

None.

#### Parameters

- |              |   |
|--------------|---|
| <b>MsgNo</b> | Unique identifier for a customer-defined message. When the <code>Action</code> parameter has the value <code>SET</code> , this parameter is mandatory and must have a value in the range 9000-9999. When the <code>Action</code> parameter has any value other than <code>SET</code> , this parameter is not allowed. |
| <b>SET</b>   | Send a surveillance notification which has the number specified by the <code>MsgNo</code> parameter and the text specified by <code>Text</code> parameter.  |
| <b>Text</b>  | The message text for a customer-defined notification. This parameter can contain up to 39 characters. If the text contains spaces, the text should begin and end with a double quote character. This parameter is optional.   |

#### Sample Output

```
# Notify the Surveillance Monitor that a new customer-defined event has occurred
$ $LSMS_DIR/survNotify 9001 SET "Job completed"
Response Notes
```

This command has no output other than the prompt.

**Possible Errors****Table 53: Exit Codes: survNotify**

Exit Code	Cause	Suggested Recovery
1	Socket open error.	Contact the <a href="#">Customer Care Center</a> .
2	Usage error.	Correct the syntax.
3	Unknown operation argument.	Supply a valid operation argument.

This command is usually run by scripts; scripts should search for exit codes. When the command is run from the command line, the output indicates suggested recovery.

**syscheck****Check System Health**

Detects, diagnoses, and displays a summary of the overall health of the LSMS.

**Keyword**

syscheck

**Permission**

The user must be root.

**Syntax**

The syscheck command resides in the `/usr/TKLC/plat/bin` directory. Use only the syntax specified in procedures in this manual. For all other uses, contact the [Customer Care Center](#).

**Additional Information**

For additional information about the syscheck command, access the man page from the LSMS by typing the following:

```
man syscheck
```

**Using lsmsclaa Commands**

The `lsmsclaa` application is an optional LSMS feature that allows the certain functions to be invoked through the command line as an alternative to invoking them through the LSMS graphical user interface (GUI). The `lsmsclaa` application allows the actions shown in [Table 54: LSMS Functions Available Through lsmsclaa](#) to be:

- Accessed interactively, through remote connections that have text-only interfaces (the GUI requires an X-Windows server for display)
- Grouped in a shell script that can be started locally or remotely

This section describes how to start and exit the `lsmsclaa` application, how to specify the actions to be performed with `lsmsclaa` along with their input parameters, and possible return codes and outputs. (Scripts that contain `lsmsclaa` commands may need to parse the output.)

## Using the `lsmsclaa` Application Interactively

### Starting the `lsmsclaa` Application Interactively

To use the `lsmsclaa` application interactively, enter the `start_cmdLine` command without a `COMMANDFILE` parameter (for more information, see [start\\_cmdLine](#)). If the command executes successfully, the following `lsmsclaa` prompt displays:

```
Enter command ->
```

This prompt indicates that the `lsmsclaa` utility is ready to process actions described in [Actions Available Through `lsmsclaa`](#). You can initiate as many actions as are required to fulfill a task. The prompt appears at the conclusion of each action entered until you enter `EXIT`. A blank line always precedes the prompt.

If an error occurs during interactive processing, an error message appears. Except when the cause of the error is loss of connection to the regional LSMS agent, the error message is followed by the `lsmsclaa` prompt. If you want to end the `lsmsclaa` application, enter the `EXIT` action. For information about the specific error messages that can appear for each action, refer to the ["LSMS Application Functions and Third-Party Commands Available at the command-line Prompt"](#).

### Exiting the `lsmsclaa` Application

If the `lsmsclaa` application is started interactively, it exits only under the following conditions:

- Losing connection to the regional LSMS agent
- Processing an `EXIT` action

## Using the `lsmsclaa` Application with a Script File

### Starting the `lsmsclaa` Application with a Script File

To use a script to execute multiple actions, enter the `start_cmdLine` command with a `COMMANDFILE` parameter (for more information, see [start\\_cmdLine](#)). Using a script also enables you to direct standard output to the standard input for `lsmsclaa`.

The `lsmsclaa` prompt is not displayed during the processing of the command file. The `lsmsclaa` application displays the `lsmsclaa` prompt after all the actions in the file have been processed if none of the conditions shown in [Exiting the `lsmsclaa` Application](#) occur.

### Exiting the `lsmsclaa` Application

If the `lsmsclaa` application is started with the `COMMANDFILE` parameter, it exits only under the following conditions:

- Failing to startup (see return codes 1 through 5 in [Table 55: Return Codes Generated While Running `lsmsclaa`](#))
- Losing connection to the regional LSMS agent (see return code 112 in [Table 55: Return Codes Generated While Running `lsmsclaa`](#))
- Processing an `EXIT` action in the command file
- Processing an End-of-File character in the command file
- Encountering certain errors during processing of a command file, as shown in [Table 55: Return Codes Generated While Running `lsmsclaa`](#).

When the `lsmsclaa` application exits, it returns a return code that reflects the success or failure of the last action executed or attempted before exiting. In addition, it prints a text message to standard output. Some of the messages are extensive. Any encapsulating script that needs the results of a particular action, must parse the output for strings shown in the Possible Output columns of [Table 56: Possible Output and Return Codes Generated by `ABORT`](#) through [Table 59: Possible Output and Return Codes Generated by `SYNCH`](#).

### Actions Available Through `lsmsclaa`

[Table 54: LSMS Functions Available Through `lsmsclaa`](#) lists the actions can be entered at the `lsmsclaa` prompt or included in a `COMMANDFILE`.

**Table 54: LSMS Functions Available Through `lsmsclaa`**

<code>lsmsclaa</code> Action
<a href="#">ABORT</a>
<a href="#">ASSOCIATE</a>
<a href="#">AUDIT</a>
<a href="#">EXIT</a>
<a href="#">HELP</a>
<a href="#">SYNCH</a>

For information about how these functions can also be managed using the GUI, see [Table 20: LSMS Functions Available Through `lsmsclaa` and Through GUI](#).

## Return Codes Generated While Running `lsmsclaa`

*Table 55: Return Codes Generated While Running `lsmsclaa`* summarizes the return codes that can be generated while `lsmsclaa` is running. For specific causes according to action, see the description of the relevant action starting.

A return code of 0 does not necessarily imply that all aspects of the operation were successful. Examine the output text for results of the operation.

**Table 55: Return Codes Generated While Running `lsmsclaa`**

Return Code	Cause	Exit?	ABORT	ASSOCIATE	AUDIT	SYNCH
1	Invalid parameter list passed to <code>lsmsclaa</code> .	Yes <sup>†</sup>	X	X	X	X
2	Environment error.	Yes <sup>†</sup>	X	X	X	X
3	File error including the command file.	Yes <sup>†</sup>	X	X	X	X
4	Configuration error.	Yes <sup>†</sup>	X	X	X	X
5	Reconcile running.	Yes <sup>†</sup>	X	X	X	X
102	An invalid value was specified for a parameter. Formatting error.	File <sup>*</sup>		X	X	X
103	Missing a required parameter.	File <sup>*</sup>		X	X	X
104	Constraint violation. Certain parameters have limits on their values based on other provided	File*			X	X

Return Code	Cause	Exit?	ABORT	ASSOCIATE	AUDIT	SYNCH
	parameter values.					
105	Invalid permission. Each action requires the user to be a member of certain groups.	File *	X	X	X	X
106	Invalid or unknown command: <xxx>	File *				
107	The LSMS is already associated, or is currently attempting to associate, with the NPAC.	No		X		
108	No association exists for aborting; association retry timer cancelled.	No	X			
109	Could not log in.	File *				
110	Operation failed; text is generated that describes the error.	File *	X	X	X	X
111	Too many parameters for the specified action.	File *	X	X	X	X

Return Code	Cause	Exit?	ABORT	ASSOCIATE	AUDIT	SYNCH
112	Connection to the regional LSMS agent has been severed.	Yes	X	X	X	X
0	The operation is behaving as it would if entered through the GUI. Examine the command output for the results of the operation.	No	X	X	X	X
<p>† An error message is generated to indicate the reason for the exit.</p> <p>* The process exits only if it is processing commands from a command file.</p>						

## ABORT

### Abort Association to NPAC

This action attempts to abort an association with the NPAC whose region was specified in the `start_cmdLine` command. The application sends an abort command to the NPAC that is associated (either the Primary NPAC or the Secondary NPAC). Occasionally, the attempt to abort can fail if the LSMS agent is waiting for a response from the NPAC.

An association with the NPAC can also be aborted through the GUI (refer to “Aborting an NPAC Association” in the *Configuration Guide*).

### Permission

The user must have authorization as defined by the permission group of which the user is a member.

### Syntax

Enter command -> ABORT

### Parameters

None.

## Return Codes

*Table 56: Possible Output and Return Codes Generated by ABORT* shows the possible output and return codes that can be generated by the ABORT action. If the `lsmsclaa` application was started interactively, only the output appears. If the `lsmsclaa` application was started with a command file, the output appears and the return code is returned. For a complete list of return codes that can be generated by the `lsmsclaa` application, see *Table 55: Return Codes Generated While Running lsmsclaa*.

Table 56: Possible Output and Return Codes Generated by ABORT

Possible Output	Cause	Return Code	Exit?
Invalid permission. Only authorized users may execute the ABORT command.	Action entered by a user who is not a member of an authorized permission group.	105	File <sup>*</sup>
No association to abort. Association retry timer cancelled.	No association exists for aborting; association retry timer cancelled.	108	No
<text that describes error>	Operation failed.	110	File <sup>*</sup>
Too many arguments	User specified more parameters than are supported by this action.	111	File <sup>*</sup>
	Connection to the regional LSMS agent has been severed.	112	Yes
<text as would appear on the GUI>	The operation is behaving as it would if entered through the GUI.	0	No
* The process exits only if it is processing commands from a command file.			

## ASSOCIATE

### Create Association to NPAC

This action attempts to create an association with the NPAC whose region was specified in the `start_cmdLine` command. The operation returns after the first association (bind) attempt; therefore, the operation may be complete before the association is established.

To verify whether the association has been established, exit `lsm sclaa` and enter the following command, where `<region>` has the same value as was entered on the `start_cmdLine` command:

```
$LSMS_DIR/lsms status <region>
```

For more information about the `lsms` command, see [lsms](#).

An association with the NPAC can also be created through the GUI (refer to “Creating an NPAC Association” in the *Configuration Guide*).

### Permission

The user must have authorization as defined by the permission group of which the user is a member.

### Syntax

```
Enter command -> ASSOCIATE <NPAC>
```

### Parameters

**NPAC** Mandatory parameter to specify NPAC with which association is desired. Enter one of the following values:

```
PRIMARY  
SECONDARY
```

### Return Codes

[Table 57: Possible Output and Return Codes Generated by ASSOCIATE](#) shows the possible output and return codes that can be generated by the ASSOCIATE action. If the `lsm sclaa` application was started interactively, only the output appears. If the `lsm sclaa` application was started with a command file, the output appears and the return code is returned. For a complete list of return codes that can be generated by the `lsm sclaa` utility, see [Table 55: Return Codes Generated While Running lsm sclaa](#).

Table 57: Possible Output and Return Codes Generated by ASSOCIATE

Possible Output	Cause	Return Code	Exit?
Invalid value <x>	A parameter value <x> contained characters that were not valid.	102	File *
Missing argument <x>	The mandatory parameter <x> was missing.	103	File *
Invalid permission.  • Only authorized users may execute the ASSOCIATE command.  • Only authorized users may execute the RECONCILE command.	Action entered by a user who is not a member of an authorized permission group.	105	File *
Already connected	The LSMS is already associated, or is currently attempting to associate, with the NPAC.	107	No
<text that describes error>	Operation failed.	110	File *
Too many arguments	User specified more parameters than are supported by this action.	111	File *
	Connection to the regional LSMS agent has been severed.	112	Yes
<text as would appear on the GUI>	The operation is behaving as it would if entered through the GUI.	0	No

Possible Output	Cause	Return Code	Exit?
The process exits only if it is processing commands from a command file.			

## AUDIT

### Audit, and Optionally Reconcile, Subscription Versions

This action performs a comparison between the subscription version data for a set of TNs in a particular NPA-NXX in the database at the network element specified by this action and in the LSMS database that corresponds to the region specified in the `start_cmdLine` command.

Subscription version information can also be audited and reconciled through the GUI (refer to the *LNP Database Synchronization User's Guide*).

Only one audit of a given network element can occur at a time, whether the audit was started by a GUI or a command-line session.

### Permission

To perform this action when the optional `MODE` parameter is specified as `RECONCILE`, the user must have authorization as defined by the permission group of which the user is a member.

### Syntax

```
Enter command -> AUDIT <CLLI> <STARTTN> [MODE] [DETAILS]
```

### Parameters

<b>CLLI</b>	Mandatory parameter to specify Common Language Location Identifier of the network element to be audited. Enter 1 to 11 characters.
<b>STARTTN</b>	Mandatory parameter to specify complete telephone number (TN) that serves as the starting point for the audit. Enter 10 digits.
<b>MODE</b>	Optional (mandatory when a value is specified for the <code>DETAILS</code> parameter) parameter that specifies whether to perform an audit only or an audit with reconcile. Enter one of the following values (the default is <code>AUDIT</code> ):
<b>AUDIT</b>	Perform an audit and generate a report.
<b>RECONCILE</b>	Perform an audit, generate a report, and reconcile the differences between the LSMS and the NE by sending data to the NE.
<b>DETAILS</b>	Optional parameter that specifies where to send the audit summary in addition to sending it to the standard output. If this parameter is specified, the <code>MODE</code> parameter must also be specified. Enter up to 255 characters with one of the following values:
<b>NONE</b>	Do not generate an audit summary.
<b>SCREEN</b>	Send the audit summary to the screen.

- FILE <filename>** Send the audit summary to a file and specify the full path name for the file.
- BOTH <filename>** Send the audit summary both to the screen and to a file (specify the full path name for the file).

### Successful Completion

If the action completes successfully, typically the string `AUDIT COMPLETED` is displayed to standard output to indicate that the next command may be entered.

### Return Codes

*Table 58: Possible Output and Return Codes Generated by AUDIT* shows the possible output and return codes that can be generated by the `AUDIT` action. If the `lsmsclaa` application was started interactively, only the output appears. If the `lsmsclaa` application was started with a command file, the output appears and the return code is returned. For a complete list of return codes that can be generated by the `lsmsclaa` utility, see *Table 55: Return Codes Generated While Running lsmsclaa*.

**Table 58: Possible Output and Return Codes Generated by AUDIT**

Possible Output	Cause	Return Code	Exit?
Invalid value <x>	A parameter value <x> contained formatting or characters that were not valid.	102	File <sup>*</sup>
Missing argument <x>	The mandatory parameter <x> was missing.	103	File <sup>*</sup>

Possible Output	Cause	Return Code	Exit?
Constraint violation <x> must be between <a> and <b>	The value specified for ENDTN was less than the value specified for STARTTN.	104	File *
Invalid permission. • Only authorized users may execute the AUDIT command. • Only authorized users may execute the RECONCILE operation.	Action entered by a user who is not a member of an authorized permission group.	105	File *
<text that describes error>	Operation failed.	110	File *
Too many arguments	User specified more parameters than are supported by this action.	111	File *
	Connection to the regional LSMS agent has been severed.	112	Yes
Audit results are displayed to standard output, and also as defined by the value of the DETAILS parameter.	The operation is behaving as it would if entered through the GUI.	0	No
The process exits only if it is processing commands from a command file.			

## EXIT

### Exit the lsmsclaa Application

This action exits the lsmsclaa application and returns the prompt to the standard command-line prompt.

**Permission**

Any user can perform this action.

**Syntax**

Enter command -> EXIT

**Return Codes**

This action has no affect on the return code from the application. The return code will be the return code from the last operation performed before the exit.

## HELP

**Display Syntax for the lsmsc1aa Application**

This action displays the syntax for each of the actions supported by the lsmsc1aa application.

**Permission**

Any user can perform this action.

**Syntax**

Enter command -> HELP

**Return Codes**

This action has no affect on the return code from the application. The return code will be the return code from the last operation performed before the exit.

## SYNCH

**Synchronize Telephone Numbers and Number Pool Blocks Between the LSMS and NPAC**

This action causes a download from the NPAC specified by the `start_cmdLine` command to the LSMS of all subscription information for one of the following categories:

- An individual TN
- A range of TNs
- All TNs modified or created within a time range. This category can also optionally resynchronize network data.
- An individual NPB
- A range of NPBs

Telephone numbers can also be resynchronized through the GUI (refer to “Resynchronizing an Individual TN,” “Resynchronizing a Range of TNs,” “Resynchronizing for a Defined Period of Time”,

“Resynchronizing an Individual NPB”, and “Resynchronizing a Range of NPBs” in the *Database Administrator’s Guide*).

### Permission

The user must have authorization as defined by the permission group of which the user is a member.

### Syntax

Use one of the following syntaxes:

- To resynchronize an individual TN:

Enter command -> SYNCH <TN>

- To resynchronize a range of TNs:

Enter command -> SYNCH <STARTTN> <ENDTN>

- To resynchronize all TNs modified or created within a time range:

Enter command -> SYNCH <STRTHOUR> <STARTMINUTE> [<STRTSECOND>] [<STRTDAY>]  
 [<STRTMONTH>] [<ENDHOUR>] [<ENDMINUTE>] [<ENDSECOND>] [<ENDDAY>] [<ENDMONTH>]  
 [<DNLDYPE>]

This syntax has many optional parameters, and order is significant. A parameter can be skipped by entered the character X in its place.

- To resynchronize an individual NPB:

Enter command -> SYNCH <NPA\_NXX\_X>

- To resynchronize a range of NPBs:

Enter command -> SYNCH <NPA\_NXX\_X NPA\_NXX\_X>

### Parameters

<b>TN</b>	Mandatory parameter that specifies the telephone number whose subscription version needs to be updated on the LSMS. Enter 10 digits.
<b>NPA_NXX_X</b>	Mandatory parameter that specifies the number pool block whose subscription version needs to be updated on the LSMS. Enter seven digits.
<b>STARTTN</b>	Mandatory parameter that specifies the complete telephone number that is the starting value for a range of TNs whose subscription versions need to be updated on the LSMS. Enter 10 digits.
<b>ENDTN</b>	Mandatory parameter that specifies the final four digits of the telephone number that is the ending value for a range of TNs whose subscription versions need to be updated on the LSMS. Enter four digits, which must be greater than the final four digits of the STARTTN parameter.
<b>STRTHOUR</b>	Mandatory parameter that specifies the starting hour for synchronizing all TNs modified or created within a time range. Enter a value from 1 to 23.
<b>STRTMINUTE</b>	Mandatory parameter that specifies the starting minute for synchronizing all TNs modified or created within a time range. Enter a value from 0 to 59.
<b>STRTSECOND</b>	Optional parameter that specifies the starting second for synchronizing all TNs modified or created within a time range. Enter a value from 0 to 59; the default is 0.

<b>STRTDAY</b>	Optional parameter that specifies the starting day for synchronizing all TNs modified or created within a time range. Enter a value from 1 to 31; the default is the current day.						
<b>STRTMONTH</b>	Optional parameter that specifies the starting month for synchronizing all TNs modified or created within a time range. Enter a value from 1 to 12; the default is the current month.						
<b>STRTYEAR</b>	Optional parameter that specifies the starting year for synchronizing all TNs modified or created within a time range. Enter four digits; the default is the current year.						
<b>ENDHOUR</b>	Optional parameter that specifies the ending hour for synchronizing all TNs modified or created within a time range. Enter a value from 1 to 23; the default is one hour greater than the value of the STRTHOUR parameter. If the calculated default value would be greater than 24, the defaults for the ENDDAY, ENDMONTH, and ENDYEAR parameters change as appropriate.						
<b>ENDMINUTE</b>	Optional parameter that specifies the minute for the ending range for synchronizing all TNs modified or created within a time range. Enter a value from 0 to 59; the default is equal to the value of the STRTMINUTE parameter.						
<b>ENDSECOND</b>	Optional parameter that specifies the second for the ending range for synchronizing all TNs modified or created within a time range. Enter a value from 0 to 59; the default is equal to the value of the STARTSECOND parameter.						
<b>ENDDAY</b>	Optional parameter that specifies the day for the ending range for synchronizing all TNs modified or created within a time range. Enter a value from 1 to 31; the default is equal to the value of the STRTDAY parameter.						
<b>ENDMONTH</b>	Optional parameter that specifies the month for the ending range for synchronizing all TNs modified or created within a time range. Enter a value from 1 to 12; the default is equal to the value of the STRTMONTH parameter.						
<b>ENDYEAR</b>	Optional parameter that specifies the year for the ending range for synchronizing all TNs modified or created within a time range. Enter four digits; the default is equal to the value of the STRTYEAR parameter.						
<b>DNLDTYPE</b>	Optional parameter that specifies the type of download. Enter one of the following values (default is SUBSCRIBER): <table> <tr> <td><b>SUBSCRIBER</b></td> <td>Download only subscriber data.</td> </tr> <tr> <td><b>NETWORK</b></td> <td>Download only network data.</td> </tr> <tr> <td><b>ALL</b></td> <td>Download both subscriber data and network data.</td> </tr> </table>	<b>SUBSCRIBER</b>	Download only subscriber data.	<b>NETWORK</b>	Download only network data.	<b>ALL</b>	Download both subscriber data and network data.
<b>SUBSCRIBER</b>	Download only subscriber data.						
<b>NETWORK</b>	Download only network data.						
<b>ALL</b>	Download both subscriber data and network data.						

### Return Codes

*Table 59: Possible Output and Return Codes Generated by SYNCH* shows the possible output and return codes that can be generated by the SYNCH action. If the `lsmc1aa` application was started interactively, only the output appears. If the `lsmc1aa` application was started with a command file, the output appears and the return code is returned. For a complete list of return codes that can be generated by the `lsmc1aa` utility, see *Table 55: Return Codes Generated While Running lsmc1aa*.

Table 59: Possible Output and Return Codes Generated by SYNCH

Possible Output	Cause	Return Code	Exit?
Invalid value <x>	A parameter value <x> contained characters that were not valid.	102	File *
Missing argument <x>	The mandatory parameter <x> was missing.	103	File *
Constraint violation <x> must be between <a> and <b>	A parameter's value was out of range. The values specified for ending values are constrained by the values specified for starting values.	104	File *
Invalid permission. Only authorized users may execute the SYNCH command.	Action entered by a user who is not a member of an authorized permission group.	105	File *
<text that describes error>	Operation failed.	110	File *
Too many arguments	User specified more parameters than are supported by this action.	111	File *
	Connection to the regional LSMS agent has been severed.	112	Yes
<text as would appear on the GUI >	The operation is behaving as it would if entered through the GUI.	0	No
* The process exits only if it is processing commands from a command file.			

# Appendix B

## Automatic Monitoring of Events

---

### Topics:

- *Introduction.....262*
- *Overview of Monitored Events.....262*
- *Overview of GUI Notifications.....264*
- *Overview of Surveillance Notifications.....269*
- *Overview of Traps.....272*
- *Event Descriptions.....274*
- *Platform Alarms.....368*

This appendix contains overviews of monitored events, GUI and surveillance notifications, and traps.

## Introduction

This appendix contains:

- [Overview of Monitored Events](#), which describes how the LSMS monitors itself for events and alarms and how it reports them.
- [Overview of GUI Notifications](#), which describes the display, format, and logging of notifications that appear on the graphical user interface.
- [Overview of Surveillance Notifications](#), which describes the display, format, and logging of Surveillance notifications.
- [Overview of Traps](#), which describes the transmission, format, and logging of SNMP *traps*.
- A listing of all events, in numerical order, starting on page B-18. For each event, this appendix includes:
  - Explanation of the probable cause for the event
  - Suggested recovery
  - Indication of whether the event results in a GUI notification, Surveillance notification, *trap*, or some combination of these.

## Overview of Monitored Events

This section describes:

- [Types of Events and Alarms Reported](#)
- [How Servers Report Alarms and Events](#)

### Types of Events and Alarms Reported

The LSMS monitors itself for the types of events and alarms shown in [Table 60: Notification Event Number Categories](#). When one of these events occurs, the LSMS does one or more of the following:

- Displays a notification on the graphical user interface (GUI notification)
- Posts a Surveillance notification at a certain frequency to the administration console by default, or to the second serial port if so configured
- Sends a *trap* to a Network Management System (NMS) if you have installed the optional Remote Monitoring feature

Every GUI notification and Surveillance notification contains its associated event number. Traps contain a trap ID, which is explained in [Overview of Traps](#).

Table 60: Notification Event Number Categories

Event Number Range	Category	Description
0000–1999	EMS	Events that pertain to an Element Management System (EMS). The EMS is a process that runs on the Multi-Purpose Server (MPS) at a network element.
2000–3999	NPAC	Events that pertain to a Number Portability Administration Center (NPAC)
4000–5999	Platform and switchover (some of these events do not produce GUI notifications)	Events that pertain to system resources, such as disks, hardware, memory, central processing unit (CPU) utilization and to switchover functions
6000–7999	Main LSMS processes	Events that pertain to one of the following main LSMS processes: lsman, supman, npacagent, or eagleagent
8000–8999	Applications	Events that pertain to LSMS applications that are feature or application dependent, such as LNP Database Synchronization, Service Assurance, or NPA Split Administration

### How Servers Report Alarms and Events

The LSMS servers perform the following functions to monitor and report events:

- The standby server:
  - Monitors itself only for:
    - Platform events (see [Platform Alarms](#))
    - Switchover-readiness events, such as those that describe database replication or critical network interfaces
  - Controls the appropriate AlarmLED (Critical, Major, or Minor) on the front of the server by illuminating the LED when one or more platform alarm in that category exists and turning off the LED when no platform alarms in that category exist
  - Sends any notification to its Serial Port 3 and logs the notification in its Surveillance log
  - Sends the notification to the active server
- The active server performs the following functions:
  - Monitors itself for both platform events and application events

- Controls the appropriate AlarmLED (Critical, Major, or Minor) on the front of the server by illuminating the LED when one or more platform alarm in that category exists and turning off the LED when no platform alarms in that category exist
- Sends all platform events for itself, events reported from the standby server, and appropriate application events for itself to its Serial Port 3 and also logs the event as appropriate in its Surveillance log (some event notifications are reported repeatedly; for more information about which events are reported repeatedly, see the individual event descriptions)
  - Alarms that originate from the active server contain the alarm text with no hostname
  - Alarms that originate from the standby server contain the alarm text preceded by the standby server's hostname

**Note:** Although all events are reported through SNMP traps and all platform alarms are reported through Surveillance notifications, not all application alarms are reported both through the GUI and through Surveillance notifications; for more information about which alarms are reported in which way, see the individual event descriptions.

- Displays one time on the GUI each platform or application event for itself and each platform event received from the standby server:
  - Alarms that originate from the active server display the alarm text with no hostname
  - Alarms that originate from the standby server display the alarm text preceded by the standby server's hostname
- Sends one Simple Network Management Protocol (SNMP) trap for each platform or application event for itself and for each platform event received from the standby server. Each trap contains the IP address of the server from which the notification originated.

## Overview of GUI Notifications

### Displaying GUI Notifications

GUI notifications are displayed on the GUI only if the GUI is active when the reported event occurs, but all GUI notifications are logged in an appropriate log as described in [Logging GUI Notifications](#). [Figure 79: GUI Notifications](#) shows an example of notifications displayed on the GUI.

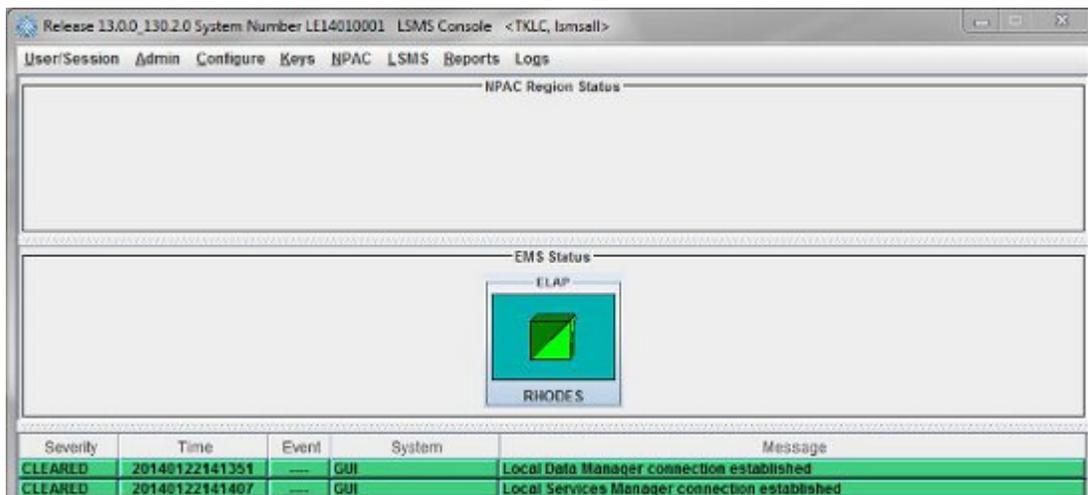


Figure 79: GUI Notifications

## Format of GUI Notifications

This section describes the general format used for most GUI notifications, as well as additional fields used for GUI event notifications (used to report information only) and for EMS GUI notifications. The formats are expressed as an ordered sequence of variables. Variables are expressed with the name of the variable enclosed by angle brackets; for example, <Severity> indicates a variable for the severity assigned to a GUI notification. [Variables Used in GUI Notification Format Descriptions](#) shows the variables used in GUI notification formats.

### General Format for GUI Notifications

The format for most GUI notifications is:

```
[<Severity>]:<Time Stamp> <Event Number> <Message Text String>
```

In addition, the following types of GUI notifications contain additional fields:

- EMS GUI notifications contain information about the EMS for which they are reporting status (see [Format for EMS GUI Notifications](#))
- Notifications that have the severity EVENT can contain additional event data fields (see [Format for GUI Notifications with EVENT Severity](#))

### Format for EMS GUI Notifications

EMS GUI notifications (event numbers in the range 0000–1999) contain a <CLLI> value to indicate the Common Language Location Identifier for the network element where the EMS resides. The format for EMS GUI notifications is:

```
[<Severity>]:<Time Stamp> <Event Number> <CLLI>: <Message Text String>
```

### Format for GUI Notifications with EVENT Severity

Notifications that have the severity `EVENT` can contain additional event data fields. The format for GUI notifications with severity `EVENT` is:

```
[EVENT]:<Time Stamp> <Event Number> <EventType>:<EventData1>, [<EventData2>],...
```

### Variables Used in GUI Notification Format Descriptions

*Table 61: Variables Used in GUI Notifications* shows the possible values and meanings for each of the variables shown in format definitions for GUI notifications.

**Table 61: Variables Used in GUI Notifications**

Field	Description		
<Severity>	Indicates seriousness of event, using both text and color, as follows:		
	Text	Color	Meaning
	[Critical]	Red	Reports a serious condition that requires immediate attention
	[Major]	Yellow	Reports a moderately serious condition that should be monitored, but does not require immediate attention
	[Minor]	Turquoise	Reports a condition of minor significance that should be monitored, but which does not require immediate attention.
	[Cleared]	Green	Reports status information or the clearing of a condition that caused previous posting of a [Critical] or [Major] GUI notification
	[EVENT]	White	For information only
<Time Stamp>	Indicates time that the event was detected, in format: YYYY-MM-DD hh:mm:ss where fields are as follows:		

Field	Description		
	Field	Meaning	Possible Values
	YYYY	Year	Any four digits
	MM	Month	01 through 12
	DD	Day	01 through 31
	hh	Hour	00 through 23
	mm	Minute	00 through 59
	ss	Second	00 through 59
	<Event Number>	Four-digit number that identifies the specific GUI notification (also indicates the type of GUI notification, as shown in <a href="#">Table 60: Notification Event Number Categories</a> ).	
<Message Text String>	Text string (which may contain one or more variables defined in <a href="#">Table 62: Variables Used in Message Text of GUI Notifications</a> ) that provides a small amount of information about the event. For more information about the event, look up the corresponding event number in this appendix; for each event number, this appendix shows the text string as it appears in a GUI notification, as well as a more detailed explanation and suggested recovery.		
<CLLI>	Used in all EMS GUI notifications to indicate the Common Language Location Identifier for the network element where the EMS resides.		
<EventType>: <EventData1>, [ <EventData2> ], ...	Optional event data fields, as indicated by square brackets around the field, included in GUI notifications with severity [ EVENT ]. If no data is available for a given field, the field is empty. If other fields follow an empty field, the empty field is indicated by consecutive commas with no intervening data. One of the optional fields in an event notification is an effective timestamp field. This field indicates the time that the event actually occurred. When present, it uses the ASN.1 Generalized Time format.		

## Variables Used in Message Text String of GUI Notifications

[Table 62: Variables Used in Message Text of GUI Notifications](#) shows the variables that can appear in the message text of a GUI notification.

**Table 62: Variables Used in Message Text of GUI Notifications**

Symbol	Possible Values and Meanings	Number of Characters
<PRIMARY   SECONDARY>	PRIMARY=Primary NPAC SECONDARY=Secondary NPAC	7 or 9

Symbol	Possible Values and Meanings	Number of Characters
<retry_interval>	Time, in minutes, between retries of a request sent to an NPAC after it sent a failure response	1-10
<retry_number>	Number of times the LSMS will retry to recover from a failure response sent by NPAC	1-10
<YYYYMMDDhhmmss>	Year, month, day, hour, minute, second	14
<NPAC_region_ID>	CA = Canada MA = MidAtlantic MW = Midwest NE = Northeast SE = Southeast SW = Southwest WE = Western WC = WestCoast	2

## Examples of GUI Notifications

### Example of General Format GUI Notifications

Following is an example of a general GUI notification (for a description of its format, see [General Format for GUI Notifications](#)):

```
[Critical]:1998-07-05 11:49:56 2012 NPAC PRIMARY-NE Connection Attempt Failed:
Access Control Failure
```

### Example of an EMS GUI Notification

Following is an example of an EMS GUI notification (for a description of its format, see [Format for EMS GUI Notifications](#)). In this example, <CLLI> has the value LNPBUICK:

```
[Critical]:1998-07-05 11:49:56 0003 LNPBUICK: Primary Association Failed
```

### Example of GUI Notification with EVENT Severity Level

Following is an example of a GUI notification with severity [EVENT]. For a description of its format, see [Format for GUI Notifications with EVENT Severity](#):

```
[EVENT]: 2000-02-05 11:49:56 8069 LNPBUICK: Audit LNP DB Synchronization Aborted
```

## Logging GUI Notifications

When an event that generates a GUI notification occurs, that notification is logged in the file created for those events. [Table 63: Logs for GUI Notifications](#) shows the types of log files used for each of these file names, where <mmdd> indicates the month and day the event was logged.

**Table 63: Logs for GUI Notifications**

Event Type	Log File
EMS Alarms, NPAC Alarms, and Main LSMS Process Alarms	/var/TKLC/lsms/logs/alarm/LsmsAlarm.log.<mmdd>
Non-alarm Events	/var/TKLC/lsms/logs/<region>/LsmsEvent.log.<mmdd>, where <region> indicates the region of the NPAC that generated the information

For information about the format of the logs and how to view the logs, refer to the *Database Administrator's Guide*.

## Overview of Surveillance Notifications

Surveillance notifications are created by the Surveillance feature. These notifications can report status that is not available through the GUI notifications and report status that can be monitored without human intervention.

### Displaying Surveillance Notifications

Surveillance notifications are sent to Serial Port 3 on each server.

### Format of Surveillance Notifications

All Surveillance notifications reported on the same server where the event occurred have the following format:

```
<Event Number>|<Time Stamp>|<Message Text String>
```

Surveillance notifications that originated from the non-active server and are reported on the active server where the event occurred have an additional field that shows the hostname of the server where the event occurred, as shown in the following format:

```
<Event Number>|<Time Stamp>|<Host Name>|<Message Text String>
```

## Variables Used in Surveillance Notification Format Descriptions

*Table 64: Variables Used in Surveillance Notifications* shows the possible values and meanings for each of the variables shown in format definition for Surveillance notifications.

**Table 64: Variables Used in Surveillance Notifications**

Field	Description																		
<Event Number>	Four-digit number that identifies the specific Surveillance notification and also indicates the type of Surveillance notification, as shown in <a href="#">Table 61: Variables Used in GUI Notifications</a> .																		
<Time Stamp>	Indicates time that the event was detected, in format: hh:mm Mon DD, YYYY where fields are as follows:																		
	<table border="1"> <thead> <tr> <th>Field</th> <th>Meaning</th> <th>Possible Values</th> </tr> </thead> <tbody> <tr> <td>hh</td> <td>Hour</td> <td>00 through 23</td> </tr> <tr> <td>mm</td> <td>Minute</td> <td>00 through 59</td> </tr> <tr> <td>Mon</td> <td>Month</td> <td>First three letters of month's name</td> </tr> <tr> <td>DD</td> <td>Day</td> <td>01 through 31</td> </tr> <tr> <td>YYYY</td> <td>Year</td> <td>Any four digits</td> </tr> </tbody> </table>	Field	Meaning	Possible Values	hh	Hour	00 through 23	mm	Minute	00 through 59	Mon	Month	First three letters of month's name	DD	Day	01 through 31	YYYY	Year	Any four digits
	Field	Meaning	Possible Values																
	hh	Hour	00 through 23																
	mm	Minute	00 through 59																
	Mon	Month	First three letters of month's name																
DD	Day	01 through 31																	
YYYY	Year	Any four digits																	
<Host Name>	First seven letters of the name of the host (one of two redundant servers) that noted the event. (In addition, the documentation of the individual event includes information about whether the event is reported by the active server or inactive server, or both servers.)																		
<Message Text String>	Text string (which may contain one or more variables defined in <a href="#">Table 65: Variables Used in Message Text of Surveillance Notifications</a> ) that provides a small amount of information about the event. For more information about the event, look up the corresponding event number in this appendix; for each event number, this appendix shows the text string as it appears in a Surveillance notification, as well as a more detailed explanation and suggested recovery.																		

## Variables Used in Message Text String of Surveillance Notifications

*Table 65: Variables Used in Message Text of Surveillance Notifications* shows the variables that can appear in the message text of a Surveillance notification.

**Table 65: Variables Used in Message Text of Surveillance Notifications**

Symbol	Possible Values and Meanings	Number of Characters
<CLLI>	Common Language Location Identifier for the network element	11
<PRIMARY   SECONDARY>	PRIMARY=Primary NPAC SECONDARY=Secondary NPAC	7 or 9
<NPAC_cust_ID>	0000 = Midwest 0001 = MidAtlantic 0002 = Northeast 0003 = Southeast 0004 = Southwest 0005 = Western 0006 = WestCoast 0008 = Canada	4
<NPAC_IP_Address>	IP address of the NPAC	10
<process_name>	First 12 characters of process name	12
<region>	Midwest MidAtlantic Northeast Southeast Southwest Western WestCoast Canada	6 to 12
<return_code>	Return code	1 or 2
<Service_Assurance_Manager_name>	System name of machine that implements the Service Assurance Manager	12
<volume_name>	Name of disk volume, for example: a01	3

Symbol	Possible Values and Meanings	Number of Characters
<volume_name_of_disk_partition>	Name of disk volume, for example: a01	3

## Example of a Surveillance Notification

Following is an example of a Surveillance notification:

```
LSMS8088|14:58 Mar 10, 2000|lsmspri|Notify: sys Admin - Auto Xfer Failure
```

## Logging Surveillance Notifications

In addition to displaying Surveillance notifications, the Surveillance feature logs all Surveillance notifications in the file `survlog.log` in the `/var/TKLC/lsm/logs` directory.

If the LSMS Surveillance feature becomes unable to properly report conditions, it logs the error information in a file, named `lsmsSurv.log`, in the `/var/TKLC/lsm/logs` directory on each server's system disk. When the size of `lsmsSurv.log` exceeds 1MB, it is copied to a backup file, named `lsmsSurv.log.bak`, in the same directory. There is only one LSMS Surveillance feature backup log file, which limits the amount of log disk space to approximately 2MB.

## Overview of Traps

The optional Remote Monitoring feature provides the capability for the LSMS to report certain events and alarms to a remote location, using the industry-standard Simple Network Management Protocol (SNMP). The LSMS implements an SNMP agent.

Customers can use this feature to cause the LSMS to report events and alarms to another location, which implements an SNMP Network Management System (NMS). An NMS is typically a standalone device, such as a workstation, which serves as an interface through which a human network manager can monitor and control the network. The NMS typically has a set of management applications (for example, data analysis and fault recovery applications).

For more information about the LSMS implementation of an SNMP agent, see [Understanding the SNMP Agent Process](#).

### SNMP Version 1 Trap PDU Format

Following is an overview of the format of the SNMP version 1 *trap* request. For more information about SNMP message formats, refer to *SNMP, SNMPv2, SNMPv3, and RMON 1 and 2*, Third Edition, William Stallings, Addison Wesley, ISBN 0-201-48534-6, 1999.

Each SNMP message consists of the following fields:

- SNMP authentication header, which consists of:

- Version identifier, used to ensure that both the sender and receiver of the message are using the same version of the SNMP protocol. Currently, the LSMS supports only version 1, which has a version identifier of 0 (zero).
- Community name, used to authenticate the NMS. The SNMP agent uses this field as a password to ensure that the sender of the message is allowed to access the SNMP agent's information. The LSMS supports only *trap* requests, which originate at the LSMS; therefore, this field is not significant.
- Protocol data unit (PDU), which for a *trap* request consists of:
  - Enterprise field, which identifies the device generating the message. For the LSMS SNMP agent, this field is 323.
  - Agent address field, which contains the IP address of the host that runs SNMP agent. For the LSMS SNMP agent, this field contains the IP address of the LSMS active server.
  - Generic *trap* type, which can be set to any value from 0 through 6. Currently, the LSMS supports only the value 6, which corresponds to the *enterpriseSpecific* type of *trap* request.
  - Time stamp, which indicates how many hundredths of a second have elapsed since the last reinitialization of the host that runs the SNMP agent.
  - One or more variables bindings, each of which contains an object field followed by a value field. The object and value fields together specify information about the event being reported.

## Logging SNMP Agent Actions

When the LSMS SNMP agent process starts, stops, or sends a *trap* request, it logs information about the action in a log file. The log file is named `lsmsSNMP.log.<MMDD>`, where `<MMDD>` represents the current month and day. The log file is stored in the directory `/var/TKLC/lsms/logs/snmp`.

[Table 66: Information Logged by the LSMS SNMP Agent](#) shows the actions and information logged by the LSMS SNMP agent.

**Table 66: Information Logged by the LSMS SNMP Agent**

Action	Information Logged
The SNMP agent starts	Action, followed by day, date, time, and year; for example: <pre>LSMS SNMP agent started: Thu Mar 09 09:02:53 2000</pre>
The SNMP agent stops	Action, followed by day, date, time, and year; for example: <pre>LSMS SNMP agent stopped: Thu Mar 09 15:34:50 2000</pre>
The SNMP agent sends a <i>trap</i> request	The following fields, delimited by pipe characters: <ul style="list-style-type: none"> <li>• Timestamp, recorded as YYYYMMDDhhmmss (year, month, date, hour, minute, second)</li> <li>• <code>trap_ID</code>, a unique numeric identifier that corresponds to the specific <i>trap</i> request sent.</li> <li>• For each NMS configured (up to five allowed):</li> </ul>

Action	Information Logged
	<ul style="list-style-type: none"> <li>• The NMS's IP address</li> <li>• Status (either of the following):               <ul style="list-style-type: none"> <li>• S to indicate that the LSMS SNMP agent succeeded in sending the <i>trap</i> request. (Even if the LSMS SNMP agent successfully sends the <i>trap</i> request, there is no guarantee that the NMS receives it.)</li> <li>• F to indicate that the LSMS SNMP agent failed in sending the <i>trap</i> request.</li> </ul> </li> </ul> <p>Following is a sample entry logged when a <i>trap</i> is sent (in this entry, a <i>trap</i> with a <i>trap_ID</i> of 3 is sent to two NMSs):</p> <pre style="background-color: #f0f0f0; padding: 5px;">20000517093127 3 10.25.60.33 S 10.25.60.10 S</pre>

## Event Descriptions

0001

### Explanation

The EMS Ethernet interface has a problem. The ping utility did not receive a response from the interface associated with the EMS.

### Recovery

Consult with your network administrator.

### Event Details

**Table 67: Event 0001 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - EMS interface failure
Source	Both servers
Frequency	Every 2.5 minutes as long as condition exists
Trap	

Trap ID	16
Trap MIB Name	emsInterfaceFailure

**0002****Explanation**

The EMS, which is indicated in the System field on the GUI or whose CLI has the value that replaces <CLLI> in the Surveillance notification text, requires a resynchronization with the LSMS that cannot be accomplished by automatic resynchronization between the LSMS and the EMS.

**Recovery**

Perform one of the synchronization procedures described in the *LNP Database Synchronization User's Guide*.

**Event Details****Table 68: Event 0002 Details**

GUI Notification	
Severity	Critical
Text	DB Maintenance Required
Surveillance Notification	
Text	Notify:Sys Admin - NE CLI=<CLLI>
Source	Active server
Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
Trap	
Trap ID	33
Trap MIB Name	emsRequiresResynchWithLSMS

**0003****Explanation**

The LSMS has lost association with the primary EMS of the network element, which is indicated in the System field on the GUI or whose CLI has the value that replaces <CLLI> in the Surveillance notification text; the association with the secondary EMS is established.

**Recovery**

Determine why the primary association failed (connectivity problem, EMS software problems, NE software problem, etc.). Correct the problem. Association will be automatically retried.

**Event Details**

Table 69: Event 0003 Details

GUI Notification	
Severity	Major
Text	Primary Association Failed
Surveillance Notification	
Text	Notify:Sys Admin - NE CLLI=<CLLI>
Source	Active server
Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
Trap	
Trap ID	5
Trap MIB Name	primaryEMSAAssocLostSecEstablished

**0004****Explanation**

The LSMS has lost association with the primary EMS of the network element, which is indicated in the System field on the GUI or whose CLLI has the value that replaces <CLLI> in the Surveillance notification text; the association with the secondary EMS is not established.

**Recovery**

Determine why the primary association failed (connectivity problem, EMS software problems, NE software problem, etc.). Correct the problem, and then reestablish the association with the primary EMS.

**Event Details**

Table 70: Event 0004 Details

GUI Notification	
Severity	Critical
Text	Primary Association Failed
Surveillance Notification	
Text	Notify:Sys Admin - NE CLLI=<CLLI>
Source	Active server
Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists

Trap	
Trap ID	36
Trap MIB Name	primaryEMSAssocLostNoSec

**0006****Explanation**

The pending queue used to hold transactions to be sent to the EMS/NE, which is indicated in the System field on the GUI or whose CLLI has the value that replaces <CLLI> in the Surveillance notification text, is full. To help ensure that no updates are lost, the `eagleagent` will abort associations with both the primary EMS and secondary EMS. Updates will be queued in a resynchronization log until the EMS reassociates.

**Recovery**

Determine why the EMS/NE is not receiving LNP updates, and correct the problem.

**Event Details****Table 71: Event 0006 Details**

GUI Notification	
Severity	Critical
Text	All Association(s) Aborted: Pending Queue Full
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	97
Trap MIB Name	emsAssociationAbortedQueueFull

**0007****Explanation**

The network element, which is indicated in the System field on the GUI or whose CLLI has the value that replaces <CLLI> in the Surveillance notification text, is busy and is sending 'retry later' in response to a message sent by the `eagleagent`. The `eagleagent` has already tried resending the same message the maximum number of times. The `eagleagent` has aborted associations with both the primary EMS and secondary EMS.

**Recovery**

Correct the problem at the network element. When the EMS reconnects with the LSMS, the LSMS will automatically resynchronize the network element's LNP database.

#### Event Details

**Table 72: Event 0007 Details**

GUI Notification	
Severity	Critical
Text	All Association(s) Aborted: Retries Exhausted
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	98
Trap MIB Name	emsAssocAbortedMaxResend

#### 0008

#### Explanation

The LSMS has lost association with the secondary EMS which is indicated in the System field on the GUI or whose CLLI has the value that replaces <CLLI> in the Surveillance notification text. The association with the primary EMS is still up.

#### Recovery

Determine why the secondary association failed (connectivity problem, EMS software problems, NE software problem, etc.) and then reestablish the association with the secondary EMS.

#### Event Details

**Table 73: Event 0008 Details**

GUI Notification	
Severity	Major
Text	Secondary Association Failed
Surveillance Notification	
Text	Notify:Sys Admin - NE CLLI=<CLLI>
Source	Active server

Frequency	Once, as soon as condition occurs
Trap	
Trap ID	130
Trap MIB Name	secondaryEMSAssocLost

**0009****Explanation**

The LSMS has established the first association with the network element (NE) which is indicated in the System field on the GUI or whose CLLI has the value that replaces <CLLI> in the Surveillance notification text. The first association established is called the primary association. This EMS is called the primary EMS.

**Recovery**

No action required; this notification is for information only.

**Event Details****Table 74: Event 0009 Details**

GUI Notification	
Severity	Cleared
Text	Primary Association Established
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	8
Trap MIB Name	primaryEMSAssocEstablished

**0010****Explanation**

The LSMS has established the second association with the network element (NE) which is indicated in the System field on the GUI or whose CLLI has the value that replaces <CLLI> in the Surveillance notification text. The association is established only if a primary association already exists. This EMS is called the secondary EMS.

**Recovery**

No action required; this notification is for information only.

#### Event Details

**Table 75: Event 0010 Details**

GUI Notification	
Severity	Cleared
Text	Secondary Association Established
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	134
Trap MIB Name	secondaryEMSAssocEstablished

#### 0011

#### Explanation

The primary association for the EMS/NE, which is indicated in the System field on the GUI or whose CLLI has the value that replaces <CLLI> in the Surveillance notification text, is either down or is inhibited, such that transactions sent to the primary EMS will not be received by the NE. Transactions are being sent to the secondary EMS instead of the primary EMS.

#### Recovery

Determine why the primary association failed (connectivity problem, EMS software problem, NE software problem, or other problem). Correct the problem. Association will be automatically retried. When the association is reestablished, it will be a secondary association, and the EMS will be the secondary EMS.

#### Event Details

**Table 76: Event 0011 Details**

GUI Notification	
Severity	Cleared
Text	Successful Switchover Occurred to Secondary EMS
Surveillance Notification	
Text	None

Source	
Frequency	
Trap	
Trap ID	139
Trap MIB Name	transactionToSecondary

**2000****Explanation**

The NPAC Ethernet interface has a problem. The ping utility did not receive a response from the interface associated with the NPAC.

**Recovery**

Consult with your network administrator.

**Event Details****Table 77: Event 2000 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - NPAC interface failure
Source	Both primary and secondary servers
Frequency	Every 2.5 minutes as long as condition exists
Trap	
Trap ID	15
Trap MIB Name	npacInterfaceFailure

**2001****Explanation**

The association with the NPAC identified by <NPAC\_region\_ID> has been disconnected by the user.

**Recovery**

Examine additional GUI notifications to determine whether the LSMS is retrying the association. Follow the recovery actions described for the GUI notification.

## Event Details

Table 78: Event 2001 Details

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Connection Disconnected
Surveillance Notification	
Text	Notify:Sys Admin - NPAC=<PRIMARY   SECONDARY>-<NPAC_region_ID>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	37
Trap MIB Name	lostNPACAssoc

## 2002

## Explanation

The LSMS is not able to confirm the physical connectivity with the NPAC, which is specified in the System field on the GUI or is indicated by <NPAC\_region\_ID> in the Surveillance notification.

## Recovery

Check the physical connection between the LSMS and the NPAC. The problem may be in the network, a router, or both.

## Event Details

Table 79: Event 2002 Details

GUI Notification	
Severity	Critical
Text	LSMS Physical Disconnect with NPAC
Surveillance Notification	
Text	Notify:Sys Admin - NPAC=<NPAC_region_ID>
Source	Active server

Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
Trap	
Trap ID	45
Trap MIB Name	failedNPACConnectivity

**2003****Explanation**

The NPAC (PRIMARY or SECONDARY, as indicated) identified by <NPAC\_region\_ID> rejected the association because it received a message from the LSMS that failed security checks. This can be due to one of the following:

- The CMIP departure time is more than five minutes out of synchronization with the NPAC servers.
- The security key is not valid.
- The CMIP sequence number is out of sequence (messages must be returned to the NPAC in the same order in which they were received).

**Recovery**

Do the following:

1. Log in as `lsmsadm` to the active server.
2. Enter the following command to determine what the LSMS system time is:
 

```
$ date
```
3. Contact the NPAC administrator to determine what the NPAC time is. If the NPAC time is more than five minutes different from the LSMS time, reset the LSMS system time on both servers and on the administration console using one of the procedures described in [Managing the System Clock](#).
4. After you have verified that the NPAC and LSMS times are within five minutes of each other, cause a different security key to be used by stopping and restarting the regional agent. Enter the following commands, where <region> is the name of the region in which this notification occurred:
 

```
$LSMS_DIR/lsms stop <region> $LSMS_DIR/lsms start <region>
```
5. Start the GUI again by performing the procedure described in [Starting an LSMS GUI Session](#).
6. Attempt to reassociate with the NPAC. For information about associating with an NPAC, refer to the [Configuration Guide](#).
7. If the problem persists, contact Oracle Technical Service.

**Event Details****Table 80: Event 2003 Details**

GUI Notification	
Severity	Critical

Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID> Connection Aborted by PEER: Access Control Failure
Surveillance Notification	
Text	Notify:Sys Admin - NPAC=<PRIMARY   SECONDARY>-<NPAC_region_ID>
Source	Active server
Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
Trap	
Trap ID	95
Trap MIB Name	npacRejectedAssocAccessCtrlFail

**2004****Explanation**

The primary or secondary NPAC, identified by <NPAC\_region\_ID>, rejected the association because it received data that was not valid.

**Recovery**

Contact the NPAC administrator.

**Event Details****Table 81: Event 2004 Details**

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID> Connection Aborted by PEER: Invalid Data Received
Surveillance Notification	
Text	Notify:Sys Admin - NPAC= <PRIMARY   SECONDARY>-<NPAC_region_ID>
Source	Active server
Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
Trap	
Trap ID	96

Trap MIB Name	npacRejectedAssocInvalidData
---------------	------------------------------

**2005****Explanation**

The LSMS has lost association with the primary or secondary NPAC identified by <NPAC\_region\_ID> because the user aborted the association.

**Recovery**

Reassociate with the NPAC when the reason for aborting the association no longer exists. For information about associating with an NPAC, refer to the *Configuration Guide*.

**Event Details****Table 82: Event 2005 Details**

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>]-<NPAC_region_ID> Association Aborted by User
Surveillance Notification	
Text	Notify:Sys Admin - NPAC= <PRIMARY   SECONDARY>-<NPAC_region_ID>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	9
Trap MIB Name	npacAbortByUser

**2006****Explanation**

The LSMS did not receive an association response from the NPAC within the timeout period. The LSMS will attempt the association with the NPAC again after an interval that defaults to two minutes, but can be configured to a different value by Oracle.

**Recovery**

Determine whether there is a network connection problem and/or contact the NPAC administrator to determine whether the NPAC is up and running.

**Event Details**

Table 83: Event 2006 Details

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Bind Timed Out - Auto Retry After NPAC_RETRY_INTERVAL
Surveillance Notification	
Text	Notify:Sys Admin - NPAC= <PRIMARY   SECONDARY>-<NPAC_region_ID>
Source	Active server
Frequency	As soon as condition occurs, and at two-minute intervals as long as condition exists
Trap	
Trap ID	100
Trap MIB Name	assocRespNPACTimeout

**2007****Explanation**

The NPAC association attempt was rejected by the NPAC, and the LSMS was informed to attempt the NPAC association again to the same NPAC host after an interval that defaults to two minutes, but can be configured to a different value by Oracle.

**Recovery**

No action required; the LSMS will automatically try to associate again.

**Event Details**

Table 84: Event 2007 Details

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Connection Aborted by PEER - Auto Retry Same Host After NPAC_RETRY_INTERVAL
Surveillance Notification	
Text	Notify:Sys Admin - NPAC=< PRIMARY   SECONDARY>-<NPAC_region_ID>

Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	101
Trap MIB Name	assocRejectedRetrySameHost

**2008****Explanation**

The NPAC association attempt was rejected by the NPAC, and the LSMS was informed to attempt the NPAC association again to the other NPAC host after an interval that defaults to two minutes, but can be configured to a different value by Oracle.

**Recovery**

No action required; the LSMS will automatically try to associate again.

**Event Details****Table 85: Event 2008 Details**

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>]-<NPAC_region_ID>- Connection Aborted by PEER - Auto Retry Other Host After NPAC_RETRY_INTERVAL
Surveillance Notification	
Text	Notify:Sys Admin - NPAC= <PRIMARY   SECONDARY>-<NPAC_region_ID>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	102
Trap MIB Name	assocRejectedRetryOtherHost

**2009****Explanation**

A problem exists in the network connectivity. The LSMS will attempt the association with the NPAC again after an interval that defaults to two minutes, but can be configured to a different value by Oracle.

### Recovery

Check the network connectivity for errors. Verify the ability to ping the NPAC from the LSMS.

### Event Details

**Table 86: Event 2009 Details**

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Connection Aborted by PROVIDER - Auto Retry Same Host After NPAC_RETRY_INTERVAL
Surveillance Notification	
Text	Notify:Sys Admin - NPAC= <PRIMARY   SECONDARY>-<NPAC_region_ID>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	103
Trap MIB Name	nwtkProblemRetryNPACAssoc

## 2010

### Explanation

The LSMS received three consecutive responses from the NPAC with a download status of failure from a recovery action request. The LSMS has aborted the association and will attempt to associate again after a retry interval that defaults to five minutes, but can be configured to a different value by Oracle. The LSMS will retry the recovery action after the association is reestablished.

### Recovery

No action required; the LSMS will automatically try to associate again.

### Event Details

**Table 87: Event 2010 Details**

GUI Notification	
Severity	Critical

Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Connection Aborted Due to Recovery Failure - Auto Retry After NPAC_RETRY_INTERVAL
Surveillance Notification	
Text	Notify:Sys Admin - NPAC= <PRIMARY   SECONDARY>-<NPAC_region_ID>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	104
Trap MIB Name	IsmsAbortedNPACassocDowRecFail

**2011****Explanation**

The LSMS has disconnected the association with the NPAC region in question due to the lack of a response to heartbeat messages from the LSMS to the NPAC.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details****Table 88: Event 2011 Details**

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Connection Disconnected by Heartbeat
Surveillance Notification	
Text	Notify:Sys Admin - NPAC= <PRIMARY   SECONDARY>-<NPAC_region_ID>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	111

Trap MIB Name	lostNPACAssoc
---------------	---------------

2012

### Explanation

The NPAC (primary or secondary, as indicated) identified by <NPAC\_region\_ID> rejected the association because of an access control failure. This can be due to one of the following:

- The OSI Presentation Address is incorrect.
- The Service Provider ID in the regional configuration file is incorrect.
- The CMIP departure time is more than five minutes out of synchronization with the NPAC servers.
- The security key is not valid.

### Recovery

Do the following:

1. Verify that the correct PSEL, SSEL, TSEL, and NSAP values have been configured for the OSI Presentation Address (for more information, refer to “Viewing a Configured NPAC Component” in the *Configuration Guide*). If you need to change the values, use the procedure described in “Modifying an NPAC Component” in the *Configuration Guide*.
2. Verify that the configured Service Provider ID (SPID) is the same as the SPID assigned by the NPAC. For more information about this configuration file, refer to “Modifying LSMS Configuration Components” in the *Configuration Guide*.
3. Verify that the configured NPAC\_SMS\_NAME is the same as the value assigned by the NPAC (this field is case-sensitive). For more information about this configuration file, refer to “Modifying an NPAC Component” in the *Configuration Guide*.
4. Log in as lsmsadm to the active server.
5. Enter the following command to determine what the LSMS system time is:
 

```
$ date
```
6. Contact the NPAC administrator to determine what the NPAC time is. If the NPAC time is more than five minutes different from the LSMS time, reset the LSMS system time on both servers and on the administration console by performing one of the procedures described in [Managing the System Clock](#).
7. After you have verified that the NPAC and LSMS times are within five minutes of each other, cause a different security key to be used by stopping and restarting the regional agent. Enter the following commands, where <region> is the name of the region in which this notification occurred:
 

```
$ $LSMS_DIR/lsms stop <region> $ $LSMS_DIR/lsms start <region>
```
8. Start the GUI again by performing the procedure described in [Starting an LSMS GUI Session](#).
9. Attempt to reassociate with the NPAC.
10. If the problem persists, contact Oracle Technical Service.

### Event Details

Table 89: Event 2012 Details

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Connection Attempt Failed: Access Control Failure
Surveillance Notification	
Text	Notify:Sys Admin - NPAC= <PRIMARY   SECONDARY>-<NPAC_region_ID>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	106
Trap MIB Name	assocRejDueToAccessControl

**2014****Explanation**

The userInfo value in the cmipUserInfo portion of the NPAC association response CMIP message is not valid.

**Recovery**

Contact the NPAC administrator to determine why the NPAC is sending an invalid association response.

**Event Details**

Table 90: Event 2014 Details

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Connection Attempt Failed: Invalid Data Received
Surveillance Notification	
Text	Notify:Sys Admin - NPAC= <PRIMARY   SECONDARY>-<NPAC_region_ID>
Source	Active server

Frequency	Once, as soon as condition occurs
Trap	
Trap ID	108
Trap MIB Name	npacConnFailedCMIP

**2015****Explanation**

The NPAC association was terminated gracefully by the NPAC.

**Recovery**

According to the NANC specifications, this should never occur; if this message is seen, contact the NPAC administrator for the reason for the association unbind.

**Event Details****Table 91: Event 2015 Details**

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>--<NPAC_region_ID>] Connection Disconnected by NPAC
Surveillance Notification	
Text	Notify:Sys Admin - NPAC= <PRIMARY   SECONDARY>--<NPAC_region_ID>
Source	Active server
Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
Trap	
Trap ID	109
Trap MIB Name	npacAssocGracefullyTerminated

**2018****Explanation**

The LSMS was unable to properly resynchronize (with the NPAC) the data that was lost while the LSMS was not associated with the NPAC.

**Recovery**

Do the following:

1. Abort the NPAC association (refer to the *Configuration Guide*).
2. Attempt to reassociate with the NPAC (refer to the *Configuration Guide*).
3. If the reassociation is not successful, contact the NPAC and contact the [Customer Care Center](#).

#### Event Details

**Table 92: Event 2018 Details**

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY SECONDARY>--<NPAC_region_ID>] Recovery Failed
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	112
Trap MIB Name	lsmsDataLostBadResynch

#### 2019

##### Explanation

The LSMS data lost during the resynchronization time was not resynchronized properly with the NPAC.

##### Recovery

Do the following:

1. Abort the NPAC association (refer to the *Configuration Guide*).
2. Reestablish the NPAC association (refer to the *Configuration Guide*).
3. Determine whether notification [8055](#) NPAC <PRIMARY|SECONDARY> Recovery Complete is posted. If instead notification 2019 reappears, perform a resynchronization for a period of time starting one hour before the 2019 notification first appeared, using either the GUI (refer to "Resynchronizing for a Defined Period of Time Using the GUI" in the *Database Administrator's Guide*) or the [SYNCH](#) command.
4. If 2019 continues to appear, contact the [Customer Care Center](#).

#### Event Details

Table 93: Event 2019 Details

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Recovery Partial Failure
Surveillance Notification	
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Recovery Failure
Source	Active server
Frequency	Once , as soon as condition occurs
Trap	
Trap ID	113
Trap MIB Name	badNPACresynchTime

**2020****Explanation**

The LSMS aborted the NPAC association because the LSMS received a message from the NPAC that did not have the correct LSMS key signature.

**Recovery**

Verify that the correct keys are being used by both the NPAC and the LSMS.

**Event Details**

Table 94: Event 2020 Details

GUI Notification	
Severity	Critical
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Security Violation. Association Aborted. Retrying
Surveillance Notification	
Text	Notify:Sys Admin - NPAC= <PRIMARY   SECONDARY>-<NPAC_region_ID>
Source	Active server
Frequency	Once, as soon as condition occurs

Trap	
Trap ID	114
Trap MIB Name	assocAbortedBadKeys

**2021****Explanation**

An associate retry timer was in effect. The retry attempt was canceled because a GUI user issued an Associate, Abort or Disconnect request. If an Associate request was issued, the association is attempted immediately.

**Recovery**

No action required; for information only.

**Event Details****Table 95: Event 2021 Details**

GUI Notification	
Severity	Major
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Automatic Association Retry Canceled
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	122
Trap MIB Name	npacAutoAssociationRetryCanceled

**2022****Explanation**

Either the LSMS did not receive any response from the NPAC before a timeout expired or the LSMS received a response from the NPAC with a download status of failure from a recovery action request. The NPAC is unable to process the recovery action due to a temporary resource limitation. The LSMS will retry the request for the number of times indicated by <retry\_number> with the interval between

each retry indicated by `<retry_interval>` minutes. If recovery is not successful after the indicated number of retries, the LSMS will abort the association and post the following notification:

```
[Critical]: <Timestamp> 2010
: NPAC [<PRIMARY|SECONDARY>-<NPAC_region_ID>] Connection Aborted Due to Recovery
Failure - Auto Retry After NPAC_RETRY_INTERVAL
```

### Recovery

No action required; for information only.

### Event Details

**Table 96: Event 2022 Details**

GUI Notification	
Severity	Major
Text	NPAC [<PRIMARY SECONDARY>-<NPAC_region_ID>] Fail/No Response from NPAC Recovery - Auto Retry <retry_number> Times in <retry_interval> Minutes
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	123
Trap MIB Name	npacRecoveryFailureResourceLimit

## 2023

### Explanation

The NPAC association will be down for the specified period of time (from the first time field shown in the notification to the second time field shown in the notification) due to NPAC-scheduled down time.

### Recovery

When the scheduled down time is over, manually reestablish the NPAC association. For information about aborting and reestablishing an association, refer to the *Configuration Guide*.

### Event Details

**Table 97: Event 2023 Details**

GUI Notification
------------------

Severity	Major
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID> ScheduleDownTime from [<YYYYMMDDhhmmss>] to [<YYYYMMDDhhmmss>]
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	124
Trap MIB Name	npacAssocPeriodDown

**2024****Explanation**

An Associate request has been sent to the NPAC after a retry timer expired.

**Recovery**

No action required; for information only.

**Event Details****Table 98: Event 2024 Details**

GUI Notification	
Severity	Major
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Timer Expired - Resending Association Request
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	125
Trap MIB Name	npacAssocRequestSentAfterRetryTimer

**2025****Explanation**

The NPAC association was successfully established.

**Recovery**

No action required; for information only.

**Event Details****Table 99: Event 2025 Details**

GUI Notification	
Severity	Cleared
Text	NPAC [<PRIMARY   SECONDARY>-<NPAC_region_ID>] Connection Successfully Established
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	7
Trap MIB Name	npacAssocEstablished

**4000****Explanation**

The active server has initiated an automatic switchover to the inactive server.

**Recovery**

No action required; for information only.

**Event Details****Table 100: Event 4000 Details**

GUI Notification	
Severity	Event
Text	Switchover Initiated
Surveillance Notification	
Text	Notify:Sys Admin - Switchover initiated

Source	Active server
Frequency	Once, soon as condition occurs.
Trap	
Trap ID	11
Trap MIB Name	switchOverStarted

**4001****Explanation**

LSMS service has been switched over.

**Recovery**

No action required; for information only.

**Event Details****Table 101: Event 4001 Details**

GUI Notification	
Severity	Event
Text	Switchover complete
Surveillance Notification	
Text	Notify:Sys Admin - Switchover complete
Source	Active server
Frequency	Once, soon as condition occurs.
Trap	
Trap ID	12
Trap MIB Name	switchOverCompleted

**4002****Explanation**

LSMS service could not be switched over to the inactive server; the inactive server was not able to start LSMS service.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details**

Table 102: Event 4002 Details

GUI Notification	
Severity	Event
Text	Switchover Failed
Surveillance Notification	
Text	Notify:Sys Admin - Switchover Failed
Source	Active server
Frequency	Once, as soon as condition occurs.
Trap	
Trap ID	13
Trap MIB Name	switchOverFailed

**4004****Explanation**

The Ethernet interface used to connect to the application network has a problem. This interface usually connects to network-connected workstations. The ping utility did not receive a response from the interface associated with the application network.

**Recovery**

Consult with your network administrator.

**Event Details**

Table 103: Event 4004 Details

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - APP interface failure
Source	Either server
Frequency	Every 2.5 minutes as long as condition exists
Trap	
Trap ID	17

Trap MIB Name	appsInterfaceFailure
---------------	----------------------

**4007****Explanation**

Database replication has failed.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details****Table 104: Event 4007 Details**

GUI Notification	
Severity	Critical
Text	DB Repl Err - <dbReplErr>
Surveillance Notification	
Text	Notify:Sys Admin - DB repl error
Source	Both servers
Frequency	Every minute as long as condition exists.
Trap	
Trap ID	21
Trap MIB Name	dataReplError

**4008****Explanation**

The database replication process monitor has failed.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details****Table 105: Event 4008 Details**

GUI Notification	
Severity	Critical
Text	DB Proc Mon Err - <dbMonErr>

Surveillance Notification	
Text	Notify:Sys Admin - DB monitor failure
Source	Active server
Frequency	Every five minutes as long as condition exists.
Trap	
Trap ID	22
Trap MIB Name	dbMonitorFail

**4009****Explanation**

The server has an internal disk error.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details****Table 106: Event 4009 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - Internal Disk Error
Source	Either server
Frequency	Within five minutes of the condition occurring and at five-minute intervals as long as condition exists
Trap	
Trap ID	23
Trap MIB Name	internalDiskError

**4011****Explanation**

This notification indicates that LSMS database replication is delayed.

**Recovery**

No action required.

**Event Details****Table 107: Event 4011 Details**

GUI Notification	
Severity	N/A
Text	DB Repl Info
Surveillance Notification	
Text	Notify:Sys Admin - DB repl info
Source	Either server
Frequency	Within five minutes of the condition occurring and every minute thereafter as long as condition exists.
Trap	
Trap ID	25
Trap MIB Name	dataReplInfo

**4012****Explanation**

A process specified by <process\_name> is utilizing 40 percent or more of the LSMS's CPU resource and the <second\_ID> indicates a specific instance of the process, as follows:

- When the <process\_name> is eagleagent, the <second\_ID> specifies the Common Language Location Indicator (CLLI) of the network element
- When the <process\_name> is npacagent, the <second\_ID> specifies the name of the region
- When the <process\_name> is not eagleagent or npacagent, the <second\_ID> specifies the process ID (PID) of the process.

**Recovery**

Because this notification is posted every five minutes as long as the condition exists, you may choose to ignore this notification the first time that it appears. However, if this notification is repeated several times in a row, do one of the following:

1. If the <process\_name> is not npacagent, go to step 4. Otherwise, determine whether the npacagent is still using 40% or more of the CPU resource by entering the following command, where <region> can be optionally specified (it is the name of the region as displayed at the end of the notification text):

```
$ ps -eo pid,pcpu,args | grep npacagent | grep <region>
```

2. If the npacagent is still using 40% or more of the CPU resource, enter the following commands to stop the npacagent and restart it, where <region> is the name of the NPAC region whose npacagent is using 40% or more of the CPU resource:
 

```
$ cd $LSMS_DIR
$ lsms stop <region>
$ lsms start <region>
```
3. Repeat step 1. If the npacagent you tried to stop is still using 40% or more of the CPU resource, contact the [Customer Care Center](#).
4. If the <process\_name> is not eagleagent, go to step 7. Otherwise, determine whether the eagleagent is still using 40% or more of the CPU resource by entering the following command, where <CLLI> can be optionally specified (it is the name of the network element as displayed at the end of the notification text):
 

```
$ ps -eo pid,pcpu,args | grep eagleagent | grep <CLLI>
```
5. If the eagleagent is still using 40% or more of the CPU resource, enter the following commands to stop the eagleagent and restart it, where <CLLI> is the Common Language Location Indicator (CLLI) of the network element whose eagleagent is using 40% or more of the CPU resource:
 

```
$ cd $LSMS_DIR
$ eagle stop <CLLI>
$ eagle start <region>
```
6. Repeat step 1. If the process you tried to stop is still using 40% or more of the CPU resource, contact the [Customer Care Center](#).
7. If the <process\_name> is not eagleagent or npacagent, contact the [Customer Care Center](#).

### Event Details

**Table 108: Event 4012 Details**

GUI Notification	
Severity	Major
Text	Process [<process_name>-<second_ID>] Utilizing High Percentage of CPU
Surveillance Notification	
Text	Notify:Sys Admin - [<process_name>-<second_ID>]
Source	Either server
Frequency	Every five minutes as long as condition exists
Trap	
Trap ID	26

Trap MIB Name	cpuUtilizationOver39
---------------	----------------------

**4013****Explanation**

The LSMS server with default hostname `lsmSpr i` has been inhibited.

**Recovery**

As soon as possible, start the server by performing the procedure described in [Starting a Server](#).

**Event Details****Table 109: Event 4013 Details**

GUI Notification	
Severity	Major
Text	Primary Server Inhibited
Surveillance Notification	
Text	Notify:Sys Admin - Primary inhibited
Source	Server with default hostname <code>lsmSpr i</code>
Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
Trap	
Trap ID	27
Trap MIB Name	primaryServerInhibited

**4014****Explanation**

The LSMS server with default hostname `lsmSec` has been inhibited.

**Recovery**

As soon as possible, start the server by performing the procedure described in [Starting a Server](#).

**Event Details****Table 110: Event 4014 Details**

GUI Notification	
Severity	Major
Text	Secondary Server Inhibited

Surveillance Notification	
Text	Notify:Sys Admin - Secondary inhibited
Source	Server with default hostname lsmsec
Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
Trap	
Trap ID	28
Trap MIB Name	secondaryServerInhibited

**4015****Explanation**

A heartbeat link is down.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details****Table 111: Event 4015 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - Heartbeat failure
Source	Both servers
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	29
Trap MIB Name	heartbeatLinkDown

**4020****Explanation**

The server's swap space has exceeded the critical usage threshold (default = 95%).

**Recovery**

If the problem persists, contact the [Customer Care Center](#).

**Event Details****Table 112: Event 4020 Details**

GUI Notification	
Severity	Critical
Text	Swap space exceeds Critical
Surveillance Notification	
Text	Notify:Sys Admin - Swap space Critical
Source	Either server
Frequency	Every five minutes as long as condition exists
Trap	
Trap ID	39
Trap MIB Name	swapSpaceCritical

**4021****Explanation**

The LSMS application or system daemon whose name has <process\_name> as the first 12 characters is not running.

**Recovery**

No user action is necessary. The Surveillance process automatically restarts the Service Assurance process (sacw) and the sentryd process automatically restarts other processes.

**Event Details****Table 113: Event 4021 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - <process_name> failed
Source	Active server

Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
Trap	
Trap ID	40
Trap MIB Name	lsmsAppsNotRunning

**4022****Explanation**

The backup of the LSMS database has completed successfully.

**Recovery**

No action required; for information only.

**Event Details****Table 114: Event 4022 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	DATABASE backup complete
Source	Standby server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	41
Trap MIB Name	backupCompleted

**4023****Explanation**

The backup of the LSMS database has failed.

**Recovery**

Review backup output to determine why backup failed, correct the problems, and run backup script again manually.

**Note:** Determine whether the NAS can be reached using the ping command. If the NAS cannot be reached, restart the NAS. To restart the NAS turn the power off, then turn the power on. If the NAS can be reached, contact the [Customer Care Center](#) for assistance.

#### Event Details

**Table 115: Event 4023 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - DATABASE backup failed
Source	Standby server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	42
Trap MIB Name	backupFailed

#### 4024

#### Explanation

The primary LSMS server (Server 1A) is not providing the LSMS service.

#### Recovery

No action required; for information only.

#### Event Details

**Table 116: Event 4024 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - Primary not online
Source	Both primary and secondary servers
Frequency	Every five minutes as long as condition exists

Trap	
Trap ID	63
Trap MIB Name	primaryServerNotOnline

**4025****Explanation**

The standby server is not prepared to take over LSMS service.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details****Table 117: Event 4025 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - Can't switch to standby
Source	Standby server
Frequency	Every five minutes as long as condition exists
Trap	
Trap ID	64
Trap MIB Name	standbyNotReadyForSwitchover

**4026****Explanation**

The secondary LSMS server (Server 1B) is currently providing the LSMS service.

**Recovery**

No action required; for information only.

**Event Details****Table 118: Event 4026 Details**

GUI Notification	
------------------	--

Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - Secondary online
Source	Both primary and secondary servers
Frequency	Every five minutes as long as condition exists
Trap	
Trap ID	65
Trap MIB Name	secServerProvidingLSMSService

**4027****Explanation**

The standby LSMS server cannot determine the availability of the LSMS service on the active server.

**Recovery**

Determine if the other server is working normally. Also, verify that the heartbeat connections (eth2, eth3, and the serial cable) are connected and functioning properly

**Event Details****Table 119: Event 4027 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - Primary status unknown
Source	Standby server
Frequency	Every five minutes as long as condition exists
Trap	
Trap ID	66
Trap MIB Name	secServerCannotDeterminePrimAvailability

**4030****Explanation**

The server's swap space has exceeded the major usage threshold (default = 80%).

**Recovery**

If the problem persists, contact the [Customer Care Center](#).

**Event Details****Table 120: Event 4030 Details**

GUI Notification	
Severity	Major
Text	Swap Space Warning
Surveillance Notification	
Text	Notify:Sys Admin - Swap space warning
Source	Both servers
Frequency	Every five minutes as long as condition exists
Trap	
Trap ID	190
Trap MIB Name	swapSpaceWarning

**4031****Explanation**

A database replication error that was reported earlier by the 4007 event has now been cleared.

**Recovery**

No action necessary.

**Event Details****Table 121: Event 4031 Details**

GUI Notification	
Severity	Cleared
Text	Database Replication cleared - <dbReplErr>
Surveillance Notification	
Text	None

Source	
Frequency	
Trap	
Trap ID	195
Trap MIB Name	dataReplClear

**4032****Explanation**

A database process monitor error that was reported earlier by the 4008 event has now been cleared.

**Recovery**

No action necessary.

**Event Details****Table 122: Event 4032 Details**

GUI Notification	
Severity	Cleared
Text	Database Replication cleared - <dbMonErr>
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	196
Trap MIB Name	dbMonitorClear

**4033****Explanation**

The LSMS database failed count operation, which suggests a corrupt MySQL index.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details**

Table 123: Event 4033 Details

GUI Notification	
Severity	Critical
Text	Database Corrupt Index
Surveillance Notification	
Text	None
Source	Both servers
Frequency	Every 30 minutes.
Trap	
Trap ID	200
Trap MIB Name	dbCorruptIndex

**4038****Explanation**

The mate server is down.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details**

Table 124: Event 4038 Details

GUI Notification	
Severity	Critical
Text	Mate Server Down
Surveillance Notification	
Text	Notify:Sys Admin - Mate Server Down
Source	Both servers
Frequency	Every minute as long as condition exists
Trap	
Trap ID	205
Trap MIB Name	mateServerDown

**4039****Explanation**

The mate server is up.

**Recovery**

No action is required.

**Event Details****Table 125: Event 4039 Details**

GUI Notification	
Severity	Cleared
Text	Mate Server Up
Surveillance Notification	
Text	Notify:Sys Admin - Mate Server Up
Source	Both servers
Frequency	As soon as condition clears
Trap	
Trap ID	206
Trap MIB Name	mateServerUp

**4100****Explanation**

One or more platform alarms in the minor category exists. To determine which minor platform alarms are being reported, see [How to Decode Platform Alarms](#). When the active server reports minor platform alarms that originated on the other server, the hostname of the other server is inserted before the alarm string.

**Recovery**

Contact the [Customer Care Center](#).

**Note:** If you received Event 4100 in response to an snmpget error, contact the [Customer Care Center](#) to have the NAS snmp daemon stopped and restarted.

**Event Details****Table 126: Event 4100 Details**

GUI Notification	
Severity	Minor

Text	Minor Platform Alarm [hostname]: <alarm_string>
Surveillance Notification	
Text	Notify:Sys Admin - ALM <alarm_string>
Source	Both servers
Frequency	Every five minutes as long as condition exists
Trap	
Trap ID	191
Trap MIB Name	minorPlatAlarmMask

**4101****Explanation**

All platform alarms in the minor category have been cleared. When the active server reports that all minor platform alarms have cleared on the other server, the hostname of the other server is inserted before the alarm string.

**Recovery**

No action necessary.

**Event Details****Table 127: Event 4101 Details**

GUI Notification	
Severity	Cleared
Text	Minor Platform Alarms Cleared
Surveillance Notification	
Text	Notify:Sys Admin - Minor Plat alrms clear
Source	Both servers
Frequency	Every five minutes as long as condition exists
Trap	
Trap ID	197
Trap MIB Name	minorPlatAlarmClear

**4200****Explanation**

One or more platform alarms in the major category exists. To determine which major platform alarms are being reported, see [How to Decode Platform Alarms](#). When the active server reports major platform alarms that originated on the other server, the hostname of the other server is inserted before the alarm string.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details****Table 128: Event 4200 Details**

GUI Notification	
Severity	Major
Text	Major Platform Alarm [hostname]: <alarm_string>
Surveillance Notification	
Text	Notify:Sys Admin - ALM <alarm_string>
Source	Both servers
Frequency	Every five minutes as long as condition exists
Trap	
Trap ID	192
Trap MIB Name	majorPlatAlarmMask

**4201****Explanation**

All platform alarms in the major category have been cleared. When the active server reports that all major platform alarms have cleared on the other server, the hostname of the other server is inserted before the alarm string.

**Recovery**

No action necessary.

**Event Details****Table 129: Event 4201 Details**

GUI Notification	
Severity	Cleared

Text	Major Platform Alarms Cleared
Surveillance Notification	
Text	Notify:Sys Admin - Major Plat alrms clear
Source	Both servers
Frequency	Once
Trap	
Trap ID	198
Trap MIB Name	majorPlatAlarmClear

**4300****Explanation**

One or more platform alarms in the critical category exists. To determine which critical platform alarms are being reported, see [How to Decode Platform Alarms](#). When the active server reports critical platform alarms that originated on the other server, the hostname of the other server is inserted before the alarm string.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details****Table 130: Event 4300 Details**

GUI Notification	
Severity	Critical
Text	Critical Platform Alarm [hostname]: <alarm_string>
Surveillance Notification	
Text	Notify:Sys Admin - ALM <alarm_string>
Source	Both servers
Frequency	Once
Trap	
Trap ID	193
Trap MIB Name	criticalPlatAlarmMask

**4301****Explanation**

All platform alarms in the major category have been cleared. When the active server reports that all major platform alarms have cleared on the other server, the hostname of the other server is inserted before the alarm string.

**Recovery**

No action necessary.

**Event Details****Table 131: Event 4301 Details**

GUI Notification	
Severity	Cleared
Text	Critical Platform Alarms Cleared
Surveillance Notification	
Text	Notify:Sys Admin - Crit Plat alrms clear
Source	Both servers
Frequency	Once
Trap	
Trap ID	199
Trap MIB Name	criticalPlatAlarmClear

**6000****Explanation**

The eagleagent process has been started.

**Recovery**

No action required; for information only.

**Event Details****Table 132: Event 6000 Details**

GUI Notification	
Severity	Cleared
Text	Eagleagent <CLLI> Has Been Started
Surveillance Notification	

Text	Notify:Sys Admin - <CLLI> started
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	1
Trap MIB Name	eagleAgentStarted

**6001****Explanation**

The eagleagent process has been stopped by the eagle script.

**Recovery**

No action required; for information only.

**Event Details****Table 133: Event 6001 Details**

GUI Notification	
Severity	Critical
Text	Eagleagent <CLLI> Has Been Stopped by User
Surveillance Notification	
Text	Notify:Sys Admin - <CLLI> norm exit
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	2
Trap MIB Name	eagleAgentStoppedbyscript

**6002****Explanation**

The npacagent for the region indicated by <NPAC\_region\_ID> has been started.

**Recovery**

No action required; for information only.

**Event Details**

Table 134: Event 6002 Details

GUI Notification	
Severity	Cleared
Text	NPACagent Has Been Started
Surveillance Notification	
Text	Notify:Sys Admin - <NPAC_region_ID> NPACagent started
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	3
Trap MIB Name	NPACagentStarted

**6003****Explanation**

The npacagent for the region indicated by <region> has been stopped using the lsms command.

**Recovery**

No action required; for information only. If you desire to restart the agent, do the following:

1. Log in to the active server as lsmsadm.
2. Enter the following commands to start the npacagent where <region> is the name of the NPAC region:
 

```
$ cd $LSMS_DIR
$ lsms start <region>
```

**Event Details**

Table 135: Event 6003 Details

GUI Notification	
Severity	Critical
Text	NPACagent Has Been Stopped by User
Surveillance Notification	
Text	Notify:Sys Admin - <NPAC_region_ID> norm exit

Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	4
Trap MIB Name	IsmsCommandStoppedNPACAgent

**6004****Explanation**

The eagleagent process for the network element identified by <CLLI> has failed. The sentryd process will attempt to restart.

**Recovery**

No action required; the sentryd process will attempt to restart the eagleagent process.

**Event Details****Table 136: Event 6004 Details**

GUI Notification	
Severity	Critical
Text	Eagleagent [<CLLI>] Has Failed
Surveillance Notification	
Text	Notify:Sys Admin - FAILD: <CLLI>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	74
Trap MIB Name	IsmsEagleAgentFailed

**6005****Explanation**

The eagleagent process for the network element identified by <CLLI> has been successfully restarted by the sentryd process.

**Recovery**

No action required.

## Event Details

Table 137: Event 6005 Details

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - RECOV: <CLLI>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	75
Trap MIB Name	IsmsEagleAgentRestarted

## 6006

## Explanation

The sentryd process was unable to restart the eagleagent process for the network element identified by <CLLI>.

## Recovery

Contact the [Customer Care Center](#).

## Event Details

Table 138: Event 6006 Details

GUI Notification	
Severity	Critical
Text	Failure Restarting Eagleagent [<CLLI>]
Surveillance Notification	
Text	Notify:Sys Admin - RFAILED: <CLLI>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	76

Trap MIB Name	failureToRestartEagleAgent
---------------	----------------------------

**6008****Explanation**

The npacagent process for the region specified by <NPAC\_region\_ID> has failed. The sentryd process will attempt to restart.

**Recovery**

No action required; the sentryd process will attempt to restart the npacagent process.

**Event Details****Table 139: Event 6008 Details**

GUI Notification	
Severity	Critical
Text	NPACagent [<NPAC_region_ID>] Failure
Surveillance Notification	
Text	Notify:Sys Admin - FAILD: <NPAC_region_ID> agent
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	78
Trap MIB Name	NPACagentForRegionFailure

**6009****Explanation**

The npacagent process for the region specified by <NPAC\_region\_ID> has been successfully restarted by the sentryd process.

**Recovery**

No action required. Any active LSMS GUI processes will automatically reconnect.

**Event Details****Table 140: Event 6009 Details**

GUI Notification	
Severity	None

Text	
Surveillance Notification	
Text	Notify:Sys Admin - RECOV: <NPAC_region_ID> agent
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	79
Trap MIB Name	NPACagentForRegionRestarted

**6010****Explanation**

The sentryd process was unable to restart the npacagent process for the region specified by <NPAC\_region\_ID>.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details****Table 141: Event 6010 Details**

GUI Notification	
Severity	Critical
Text	Failure Restarting NPACagent [<NPAC_region_ID>]
Surveillance Notification	
Text	Notify:Sys Admin - RFAILED: <NPAC_region_ID> agent
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	80
Trap MIB Name	failureToRestartNPACagentRegion

**6020****Explanation**

The npacagent process has been stopped due to a fault in accessing the regional database.

**Recovery**

A database error has occurred. Contact the [Customer Care Center](#).

**Event Details****Table 142: Event 6020 Details**

GUI Notification	
Severity	Critical
Text	NPACagent Has Been Shut Down - Database Access Error
Surveillance Notification	
Text	Notify:Sys Admin - <NPAC_region_ID> DB error
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	189
Trap MIB Name	NPACagentStopRegDBaccessFault

**8000****Explanation**

The LSMS Surveillance feature is in operation.

**Recovery**

No action required; for information only.

**Event Details****Table 143: Event 8000 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Keep alive

Source	Both primary and secondary servers
Frequency	Every five minutes as long as condition exists
Trap	
Trap ID	19
Trap MIB Name	survFeatureOn

**8001****Explanation**

The network element resynchronization database contains more than 1 million entries.

**Recovery**

Each day, as part of a cron job, the LSMS trims the resynchronization database so that it contains 768,000 entries. The occurrence of this event means that more than 232,000 transactions have been received since the last cron job. If this event occurs early in the day, contact the [Customer Care Center](#).

**Event Details****Table 144: Event 8001 Details**

GUI Notification	
Severity	Major
Text	ResyncDB Contains 1 Mil Entries
Surveillance Notification	
Text	Notify:Sys Admin - ResyncDB 1 Mil
Source	Active server
Frequency	Once
Trap	
Trap ID	34
Trap MIB Name	resynchLogMidFull

**8003****Explanation**

The pending queue, used to hold the transactions to send to the network element (which is indicated in the System field on the GUI or whose CLI has the value that replaces <CLI> in the Surveillance notification text), is over half full.

**Recovery**

No recovery is required. Informational only.

#### Event Details

**Table 145: Event 8003 Details**

GUI Notification	
Severity	Major
Text	EMS Pending Queue Is Half full
Surveillance Notification	
Text	Notify:Sys Admin - CLLI=<CLLI>
Source	Active server
Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
Trap	
Trap ID	43
Trap MIB Name	ensPendingQueueHalfFull

#### 8004

#### Explanation

The pending queue, used to hold the transactions to send to the network element (which is indicated in the System field on the GUI or whose CLLI has the value that replaces <CLLI> in the Surveillance notification text), is completely full. The association to that EMS will be broken.

#### Recovery

No manual recovery required. The LSMS will automatically re-establish the association to the EMS and synchronization will take place.

#### Event Details

**Table 146: Event 8004 Details**

GUI Notification	
Severity	Critical
Text	EMS Pending Queue Is Full
Surveillance Notification	
Text	Notify:Sys Admin - CLLI=<CLLI>
Source	Active server

Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
Trap	
Trap ID	44
Trap MIB Name	emsPendingQueueMaxReached

**8005****Explanation**

There was a data error in a record that prevented the LSMS eagleagent from sending the record to the network element.

**Recovery**

Both the error and the ignored record are written to the file `/var/TKLC/lsmc/logs/trace/LsmcTrace.log.<mmdd>`, where `<mmdd>` indicates the month and day the error occurred. Examine the log file for the month and day this error was reported to determine what the error was. Enter the data manually or send it again.

**Event Details****Table 147: Event 8005 Details**

GUI Notification	
Severity	Minor
Text	Eagleagent <CLLI> Ignoring Record: <DataError>
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	84
Trap MIB Name	eagleAgentIgnoredRecord

**8024****Explanation**

The Service Assurance agent has started successfully.

**Recovery**

No action required; for information only.

## Event Details

Table 148: Event 8024 Details

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	67
Trap MIB Name	serviceAssuranceAgentStarted

## 8025

## Explanation

Association with the Service Assurance Manager, identified by <Service\_Assurance\_Manager\_Name>, has been established successfully.

## Recovery

No action required; for information only.

## Event Details

Table 149: Event 8025 Details

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - <Service_Assurance_Manager_Name>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	

Trap ID	68
Trap MIB Name	establishServAssuranceMgrAssoc

**8026****Explanation**

Association with the Service Assurance Manager, identified by <Service\_Assurance\_Manager\_Name>, has been stopped or disconnected.

**Recovery**

Contact the Service Assurance system administrator to determine the cause of disconnection, then have Service Assurance system administrator reassociate the Service Assurance Manager to the Service Assurance Agent.

**Event Details****Table 150: Event 8026 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - <Service_Assurance_Manager_Name>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	69
Trap MIB Name	servAssuranceMgrAssocBroken

**8027****Explanation**

The Service Assurance agent is not currently running.

**Recovery**

No action required; the Service Assurance agent should be restarted automatically.

**Event Details**

Table 151: Event 8027 Details

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	70
Trap MIB Name	servAssuranceAgentNotRunning

**8037****Explanation**

The OSI process has failed. The `sentryd` process will attempt to restart.

**Recovery**

No action required; the `sentryd` process will attempt to restart the failed process.

**Event Details**

Table 152: Event 8037 Details

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - FAILD: OSI
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	88
Trap MIB Name	osiDaemonFailure

**8038****Explanation**

The OSI process has been successfully restarted by the `sentryd` process.

**Recovery**

No action required. The `sentryd` process will attempt to restart the `npacagent` processes for all active regions. Any active LSMS GUI processes will automatically reconnect.

**Event Details****Table 153: Event 8038 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - RECOV: OSI
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	89
Trap MIB Name	osiDaemonRestarted

**8039****Explanation**

The `sentryd` process was not able to restart the OSI process.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details****Table 154: Event 8039 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - RFAILED: OSI

Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	90
Trap MIB Name	osiDaemonRestartFailure

**8040****Explanation**

The Surveillance feature has detected that the `sentryd` process is no longer running.

**Recovery**

No action required; the LSMS HA software will attempt to restart the `sentryd` process.

**Event Details****Table 155: Event 8040 Details**

GUI Notification	
Severity	None
Text	
Surveillance Notification	
Text	Notify:Sys Admin - FAILD: sentryd
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	91
Trap MIB Name	sentrydFailure

**8049****Explanation**

The EMS/NE has rejected the NPANXX GTT creation, deletion, or modification transaction, and the NPANXX value in the transaction could not be determined.

**Recovery**

Look in the transaction log file, `/var/TKLC/lsmc/logs/<CLLI>/LsmcTrans.log.MMDD`, and locate the NE's response to the NPANXX GTT command to determine why the command failed. Re-enter the NPANXX GTT data correctly, which will cause the LSMS to try to command again.

## Event Details

Table 156: Event 8049 Details

GUI Notification	
Severity	Major
Text	<CLLI>: NPANXX GTT <type_of_operation> Failed
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	126
Trap MIB Name	npanxxGTTValueNotFound

## 8050

## Explanation

The EMS/NE has rejected the NPANXX GTT creation, deletion, or modification transaction for the specified NPANXX value.

## Recovery

Look in the transaction log file, `/var/TKLC/lsmc/logs/<CLLI>/LsmcTrans.log.MMDD`, and locate the NE's response to the NPANXX GTT command to determine why the command failed. Re-enter the NPANXX GTT data correctly, which will cause the LSMS to try to command again.

## Event Details

Table 157: Event 8050 Details

GUI Notification	
Severity	Major
Text	<CLLI>: NPANXX GTT <type_of_operation> Failed for NPANXX <NPANXX_value>
Surveillance Notification	
Text	None
Source	

Frequency	
Trap	
Trap ID	127
Trap MIB Name	npanxxGTTValueRejected

**8051****Explanation**

The EMS/NE has rejected the Override GTT creation, deletion, or modification transaction, and the LRN value in the transaction could not be determined.

**Recovery**

Look in the transaction log file, `/var/TKLC/lsmss/logs/<CLLI>/LsmssTrans.log.MMDD`, and locate the NE's response to the Override GTT command to determine why the command failed. Re-enter the Override GTT data correctly, which will cause the LSMS to try to command again.

**Event Details****Table 158: Event 8051 Details**

GUI Notification	
Severity	Major
Text	<CLLI>: Override GTT <type_of_operation> Failed
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	128
Trap MIB Name	overrideGTTValueNotFound

**8052****Explanation**

The EMS/NE has rejected the Override GTT creation, deletion, or modification transaction for the specified LRN value.

**Recovery**

Look in the transaction log file, `/var/TKLC/lsms/logs/<CLLI>/LsmsTrans.log.MMDD`, and locate the NE's response to the Override GTT command to determine why the command failed. Re-enter the Override GTT data correctly, which will cause the LSMS to try to command again.

#### Event Details

**Table 159: Event 8052 Details**

GUI Notification	
Severity	Major
Text	<CLLI>: Override GTT <type_of_operation> Failed for LRN <LRN_value>
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	129
Trap MIB Name	overrideGTTValueRejected

#### 8053

#### Explanation

The LSMS was not able to complete the automatic synchronization with the EMS/NE. Possible reasons include:

- The network failed temporarily but not long enough to cause the association with the EMS to fail.
- The EMS/NE rejected the data because it is busy updating its databases.

#### Recovery

Verify the connection between the LSMS and the EMS; then reinitialize the MPS. If this notification appears again, perform one of the bulk download procedures in the *LNP Database Synchronization User's Guide*.

#### Event Details

**Table 160: Event 8053 Details**

GUI Notification	
Severity	Major
Text	Short Synchronization Failed

Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	131
Trap MIB Name	unableToCompleteAutoResynch

**8054****Explanation**

The LSMS has started its automatic synchronization with the EMS/NE.

**Recovery**

No action required; for information only.

**Event Details****Table 161: Event 8054 Details**

GUI Notification	
Severity	Major
Text	Short Synchronization Started
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	132
Trap MIB Name	autoResynchNEStarted

**8055****Explanation**

The automatic resynchronization of databases after an outage between the LSMS and the NPAC has completed successfully.

**Recovery**

No action required; for information only.

#### Event Details

**Table 162: Event 8055 Details**

GUI Notification	
Severity	Cleared
Text	Recovery Complete
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	133
Trap MIB Name	dbResynchCompleted

**8059**

#### Explanation

The LSMS has completed its automatic synchronization with the EMS/NE.

#### Recovery

No action required; for information only.

#### Event Details

**Table 163: Event 8059 Details**

GUI Notification	
Severity	Cleared
Text	Short Synchronization Complete
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	

Trap ID	138
Trap MIB Name	emsShortSynchCompleted

**8060****Explanation**

The EMS pending queue used to hold the transactions to send to the EMS/NE identified by <CLLI> in the Surveillance notification, has fallen sufficiently below the halfway full point.

**Recovery**

No action required; for information only.

**Event Details****Table 164: Event 8060 Details**

GUI Notification	
Severity	Cleared
Text	EMS Pending Queue Less Than Half Full
Surveillance Notification	
Text	Notify:Sys Admin - CLLI=<CLLI>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	141
Trap MIB Name	pendingQueueHalfFull

**8061****Explanation**

The EMS pending queue used to hold the transactions to send to the EMS/NE identified by <CLLI> in the Surveillance notification, has fallen sufficiently below the full point.

**Recovery**

No action required; for information only.

**Event Details****Table 165: Event 8061 Details**

GUI Notification	
------------------	--

Severity	Cleared
Text	EMS Pending Queue No Longer Full
Surveillance Notification	
Text	Notify:Sys Admin - CLI=<CLI>
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	142
Trap MIB Name	pendingQueueNotFull

**8064****Explanation**

The specified NPA-NXX is opened for portability starting at the value of the <EffectiveTimestamp> field.

**Recovery**

No action required; for information only.

**Event Details****Table 166: Event 8064 Details**

GUI Notification	
Severity	Event
Text	New NPA-NXX: SPID [<SPID>], NPANXX [<NPANXX>], TS [<EffectiveTimestamp>]
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	145
Trap MIB Name	npaNxxOpenedForPortabilityAtTS

**8065****Explanation**

The first telephone number in the specified NPA-NXX is ported starting at the value of the <EffectiveTimestamp> field.

**Recovery**

No action required; for information only.

**Event Details****Table 167: Event 8065 Details**

GUI Notification	
Severity	Event
Text	First use of NPA-NXX: SPID [<SPID>], NPANXX [<NPANXX>], TS [<EffectiveTimestamp>]
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	146
Trap MIB Name	npaNxxPortedAtTS

**8066****Explanation**

An audit of the network element identified by <CLLI> has begun.

**Recovery**

No action required; for information only.

**Event Details****Table 168: Event 8066 Details**

GUI Notification	
Severity	Cleared
Text	Audit LNP DB Synchronization Started
Surveillance Notification	

Text	NE <CLLI> Audit started
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	147
Trap MIB Name	ebdaAuditActive

**8067****Explanation**

An audit of the network element identified by <CLLI> has completed successfully.

**Recovery**

No action required; for information only.

**Event Details****Table 169: Event 8067 Details**

GUI Notification	
Severity	Cleared
Text	Audit LNP DB Synchronization Completed
Surveillance Notification	
Text	NE <CLLI> Audit completed
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	148
Trap MIB Name	ebdaAuditSuccess

**8068****Explanation**

An audit of the network element identified by <CLLI> has failed.

**Recovery**

Inspect the log file /var/TKLC/lsmc/logs/<CLLI>/LsmcTrans.log.MMDD for details as to the cause of the error. After clearing the cause of the error, start the audit again.

## Event Details

Table 170: Event 8068 Details

GUI Notification	
Severity	Critical
Text	Audit LNP DB Synchronization Failed
Surveillance Notification	
Text	NE <CLLI> Audit failed
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	149
Trap MIB Name	ebdaAuditFailure

## 8069

## Explanation

The user aborted an audit of the network element identified by <CLLI> before it had completed.

## Recovery

No action required; for information only.

## Event Details

Table 171: Event 8069 Details

GUI Notification	
Severity	Cleared
Text	Audit LNP DB Synchronization Aborted
Surveillance Notification	
Text	NE <CLLI> Audit aborted
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	150

Trap MIB Name	ebdaAuditAbortedByUser
---------------	------------------------

**8070****Explanation**

A reconcile has started at the completion of an audit.

**Recovery**

No action required; for information only.

**Event Details****Table 172: Event 8070 Details**

GUI Notification	
Severity	Cleared
Text	Reconcile LNP DB Synchronization Started
Surveillance Notification	
Text	NE <CLLI> Reconcile started
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	151
Trap MIB Name	ebdaReconcileActive

**8071****Explanation**

A reconcile, which was performed at the end of an audit, has completed.

**Recovery**

No action required; for information only.

**Event Details****Table 173: Event 8071 Details**

GUI Notification	
Severity	Cleared
Text	Reconcile LNP DB Synchronization Complete

Surveillance Notification	
Text	NE <CLLI> Reconcile completed
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	152
Trap MIB Name	ebdaReconcileSuccess

**8072****Explanation**

A reconcile, which was performed at the end of an audit, has failed before it completed.

**Recovery**

Inspect the log file `/var/TKLC/lsmc/logs/<CLLI>/LsmcAudit.log.MMDD` for details as to the cause of the error. After clearing the cause of the error, start the reconcile again.

**Event Details****Table 174: Event 8072 Details**

GUI Notification	
Severity	Critical
Text	Reconcile LNP DB Synchronization Failed
Surveillance Notification	
Text	NE <CLLI> Reconcile failed
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	153
Trap MIB Name	ebdaReconcileFailure

**8073****Explanation**

The user has stopped a reconcile before it completed.

**Recovery**

No action required; for information only.

#### Event Details

**Table 175: Event 8073 Details**

GUI Notification	
Severity	Cleared
Text	Reconcile LNP DB Synchronization Aborted
Surveillance Notification	
Text	NE <CLLI> Reconcile aborted
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	154
Trap MIB Name	ebdaReconcileAbortedByUser

#### 8078

#### Explanation

A bulk download is currently running.

#### Recovery

No action required; for information only.

#### Event Details

**Table 176: Event 8078 Details**

GUI Notification	
Severity	Cleared
Text	Bulk Load LNP DB Synchronization Started
Surveillance Notification	
Text	NE <CLLI> Bulk load started
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	

Trap ID	159
Trap MIB Name	ebdaBulkLoadActive

**8079****Explanation**

A bulk download has completed successfully.

**Recovery**

No action required; for information only.

**Event Details****Table 177: Event 8079 Details**

GUI Notification	
Severity	Cleared
Text	Bulk Load LNP DB Synchronization Complete
Surveillance Notification	
Text	NE <CLLI> Bulk load completed
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	160
Trap MIB Name	ebdaBulkLoadSuccess

**8080****Explanation**

A bulk download has failed before it completed.

**Recovery**

Inspect the log file `/var/TKLC/lsms/logs/<CLLI>/LsmsBulkLoad.log.MMDD` for details as to the cause of the error. After clearing the cause of the error, start the bulk download again.

**Event Details****Table 178: Event 8080 Details**

GUI Notification	
Severity	Critical

Text	Bulk Load LNP DB Synchronization Failed
Surveillance Notification	
Text	NE <CLLI> Bulk load failed
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	161
Trap MIB Name	ebdaBulkLoadFailure

**8081****Explanation**

The user has stopped a bulk download before it completed.

**Recovery**

No action required; for information only.

**Event Details****Table 179: Event 8081 Details**

GUI Notification	
Severity	Cleared
Text	Bulk Load LNP DB Synchronization Aborted
Surveillance Notification	
Text	NE <CLLI> Bulk load aborted
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	162
Trap MIB Name	ebdaBulkLoadAbortedByUser

**8082****Explanation**

A user-initiated resynchronization is currently running.

**Recovery**

No action required; for information only.

**Event Details****Table 180: Event 8082 Details**

GUI Notification	
Severity	Cleared
Text	Re-sync LNP DB Synchronization Started
Surveillance Notification	
Text	NE <CLLI> Re-sync started
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	163
Trap MIB Name	ebdaResyncActive

**8083****Explanation**

A user-initiated resynchronization has completed successfully.

**Recovery**

No action required; for information only.

**Event Details****Table 181: Event 8083 Details**

GUI Notification	
Severity	Cleared
Text	Re-sync LNP DB Synchronization Complete
Surveillance Notification	
Text	NE <CLLI> Re-sync completed
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	

Trap ID	164
Trap MIB Name	ebdaResyncSuccess

**8084****Explanation**

A user-initiated resynchronization has failed before it completed.

**Recovery**

Inspect the contents of the file `/var/TKLC/lsms/logs/<CLLI>/LsmsResync.log.MMDD` to determine the cause of the error. After clearing the cause of the error, start the user-initiated resynchronization again.

**Event Details****Table 182: Event 8084 Details**

GUI Notification	
Severity	Critical
Text	Re-sync LNP DB Synchronization Failed
Surveillance Notification	
Text	NE <CLLI> Re-sync failed
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	165
Trap MIB Name	ebdaResyncFailure

**8085****Explanation**

The user has stopped a user-initiated resynchronization before it completed.

**Recovery**

No action required; for information only.

**Event Details****Table 183: Event 8085 Details**

GUI Notification
------------------

Severity	Cleared
Text	Re-sync LNP DB Synchronization Aborted
Surveillance Notification	
Text	NE <CLLI> Re-sync aborted
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	166
Trap MIB Name	ebdaResyncAbortedByUser

**8088****Explanation**

A scheduled file transfer has failed.

**Recovery**

Inspect the error log file /var/TKLC/lrms/logs/aft/aft.log.MMDD for details as to the cause of the error.

**Event Details****Table 184: Event 8088 Details**

GUI Notification	
Severity	Major
Text	Automatic File Transfer Failure - See Log for Details
Surveillance Notification	
Text	Notify:Sys Admin- Auto xfer Failure
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	171
Trap MIB Name	automaticFileTransferFeatureFailure

**8089****Explanation**

An NPA-NXX split activation completed successfully.

**Recovery**

No action required; for information only.

**Event Details****Table 185: Event 8089 Details**

GUI Notification	
Severity	Cleared
Text	Activate Split Successful OldNPA=<old_NPA> NewNPA=<new_NPA> NXX=<NXX>
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	10
Trap MIB Name	npaSplitActOk

**8090****Explanation**

An NPA-NXX split activation failed.

**Recovery**

Perform and audit and reconcile of NPA Split information at the network element.

**Event Details****Table 186: Event 8090 Details**

GUI Notification	
Severity	Critical
Text	Activate Split Failed OldNPA=<old_NPA> NewNPA=<new_NPA> NXX=<NXX>
Surveillance Notification	

Text	None
Source	
Frequency	
Trap	
Trap ID	172
Trap MIB Name	npaSplitActFailed

**8091****Explanation**

At least one active NPA-NXX split is past its end date and needs to be deleted.

**Recovery**

Do the following:

1. View all split objects (for information, refer to the *Database Administrator's Guide*) to determine which objects have end dates that have already passed.
2. Delete the objects whose end dates have passed (for information, refer to the *Database Administrator's Guide*).

**Event Details****Table 187: Event 8091 Details**

GUI Notification	
Severity	Major
Text	Active Splits Are Past Their End Dates
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	173
Trap MIB Name	activeSplitsPastEndDates

**8096****Explanation**

The EMS/NE has rejected the NPANXX Split operation indicated by <operation>, and the NPANXX value in the transaction could not be determined.

#### Recovery

Look in the transaction log file, `/var/TKLC/lsmc/logs/<CLLI>/LsmcTrans.log.MMDD`, and locate the NE's response to the NPANXX Split command to determine why the command failed. Delete and re-enter the NPANXX Split data correctly, which will cause the LSMS to try to command again.

#### Event Details

**Table 188: Event 8096 Details**

GUI Notification	
Severity	Major
Text	<CLLI>: NPANXX Split <operation> Failed
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	178
Trap MIB Name	EmsNeRejNpaNxxSplitNotDetermined

#### 8097

#### Explanation

The EMS/NE has rejected the NPANXX Split operation indicated by <operation> for the indicated NPANXX value.

#### Recovery

Look in the transaction log file, `/var/TKLC/lsmc/logs/<CLLI>/LsmcTrans.log.MMDD`, and locate the NE's response to the NPANXX Split command to determine why the command failed. Delete and re-enter the NPANXX Split data correctly, which will cause the LSMS to try to command again.

#### Event Details

**Table 189: Event 8097 Details**

GUI Notification	
Severity	Major
Text	<CLLI>: NPANXX Split <operation> Failed for New NPANXX <NPANXX>

Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	179
Trap MIB Name	EmsNeRejectedNpaNxxSplit

**8098****Explanation**

The LSMS is not able to confirm the physical connectivity with the directly connected query server identified by <hostname>. The problem may be one of the following:

- Physical connectivity issues between the LSMS and directly connected Query Server.
- The query server host name is not associated with the appropriate Internet Protocol (IP) address in `/etc/hosts` file.
- The Internet Protocol (IP) address specified for the special replication user for the for the query server is incorrect.
- The proper TCP/IP ports are not open in the firewall(s) between the LSMS and the query servers.

**Recovery**

- Check the physical connectivity of the LSMS to the query server.
- Check that the query server hosts name is associated with corresponding Internet Protocol (IP) addresses in `/etc/hosts` file.
- Verify that the IP address for the query server is correct. Display the IP address of all configured query servers by using the `$LSMS_TOOLS_DIR/lsmsdb -c queryservers` command.
- Verify that the firewall TCP/IP port configuration is set correctly for both the LSMS and query servers directly connected to the LSMS (refer to Appendix A, "Configuring the Query Server," of the *Configuration Guide* for information about port configuration for firewall protocol filtering).

**Event Details****Table 190: Event 8098 Details**

GUI Notification	
Severity	Major
Text	Query Server <hostname> Physical Connection Lost

Surveillance Notification	
Text	Query Server=<hostname> Physical Conn Lost
Source	Active Server
Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
SNMP Trap	
Trap ID	180
Trap MIB Name	physicalConnectivityWithQueryServerLost

**8099****Explanation**

The query server identified by <hostname> does not have a replication connection established with the LSMS. The problem may be one of the following:

- Query server cannot establish a connection with the master.
- Query server not properly configured to connect to the master.
- A query that succeeded on the master failed on the query server.
- The binary log(s) that are needed by the query server to resynchronize itself to its master no longer exist.
- Data on the query server does not agree with what is on the master when the binary log was started.
- Replication was stopped at the query server by a user.

**Recovery**

1. At the query server, perform the following substeps:

a. Start the MySQL command line utility on the slave server:

```
# cd /opt/mysql/mysql/bin
# mysql -u root -p
```

Enter password:

```
<Query Server/s MySql root user password>
```

b. Determine whether the query server is running by entering the following command and looking at the Slave\_IO\_Running and Slave\_SQL\_Running column values.

```
mysql> SHOW SLAVE STATUS \G;
```

- If the Slave\_IO\_Running and Slave\_SQL\_Running column values show that the slave is not running, verify the query server's /usr/mysql11/my.cnf option file (refer to "MySQL Replication Configuration for Query Servers," in Appendix A, "Configuring the Query

Server,” of the *Configuration Guide*) and check the error log (`/usr/mysql1/<hostname>.err`) for messages.

- If the `Slave_IO_Running` and `Slave_SQL_Running` column values show that the slave (query server) is running, enter the following command to verify whether the slave established a connection with the master (LSMS or another query server acting as a master/slave).

```
mysql> SHOW PROCESSLIST;
```

Find the thread with the system user value in the `User` column and none in the `Host` column, and check the `State` column. If the `State` column says “connecting to master,” verify that the master hostname is correct, that the DNS is properly set up, whether the master is actually running, and whether it is reachable from the slave (refer to Appendix A, “Configuring the Query Server,” of the *Configuration Guide* for information about port configuration for firewall protocol filtering if the master and slave are connecting through a firewall).

- If the slave was running, but then stopped, enter the following command:

```
mysql> SHOW SLAVE STATUS;
```

Look at the output. This error can happen when some query that succeeded on the master fails on the slave, but this situation should never happen while the replication is active if you have taken a proper snapshot of the master and never modify the data on the slave outside of the slave thread.

2. However, if this is not the case, or if the failed items are not needed and there are only a few of them, try the following:
  - a. First see if there is some stray record in the way on the query server. Understand how it got there, then delete it from the query server database and run `start slave`.
  - b. If the above does not work or does not apply, try to understand if it would be safe to make the update manually (if needed) and then ignore the next query from the LSMS.
  - c. If you have decided you can skip the next query, enter one of the following command sequences:
    - To skip a query that uses `AUTO_INCREMENT` or `LAST_INSERT_ID()`, enter:
 

```
mysql> SET GLOBAL SQL_SLAVE_SKIP_COUNTER=2;
```

```
mysql> start slave;
```

Queries that use `AUTO_INCREMENT` or `LAST_INSERT_ID()` take two events in the binary log of the master.
    - Otherwise, enter:
 

```
mysql> SET GLOBAL SQL_SLAVE_SKIP_COUNTER=1;
```

```
mysql> start slave;
```
3. If you are sure the query server database started out perfectly in sync with the LSMS database, and no one has updated the tables involved outside of the slave thread, contact the [Customer Care Center](#) so you will not have to do the above steps again.
4. If all else fails, read the error log, `/usr/mysql/<hostname>.err`. If the log is big, run the following command on the slave:

```
grep -i slave /usr/mysql1/<hostname>.err
```

(There is no generic pattern to search for on the master, as the only errors it logs are general system errors. If it can, the master will send the error to the slave when things go wrong.)

- If the error log on the slave conveys that it could not find a binary log file, this indicates that the binary log files on the master have been removed (purged). Binary logs are periodically purged from the master to prevent them from growing unbounded and consuming large amounts of disk resources. However, if a query server was not replicating and one of the binary log files it wants to read is purged, it will be unable to replicate once it comes up. If this occurs, the query server is required to be reset with another snapshot of data from the master or another query server (see [Reload a Query Server Database from the LSMS](#) and [Reload a Query Server Database from Another Query Server](#)).
- When you have determined that there is no user error involved, and replication still either does not work at all or is unstable, please contact the [Customer Care Center](#).

## Event Details

**Table 191: Event 8099 Details**

GUI Notification	
Severity	Major
Text	Query Server <hostname> Replication Connection Lost
Surveillance Notification	
Text	Query Server=<hostname> Replication Conn Lost
Source	Active Server
Frequency	As soon as condition occurs, and at five-minute intervals as long as condition exists
SNMP Trap	
Trap ID	181
Trap MIB Name	queryServerConnectionWithLsmsLost

## 8100

### Explanation

The SV/NPB storage database has exceeded the configured percent usage threshold.

### Recovery

Contact the [Customer Care Center](#).

### Event Details

Table 192: Event 8100 Details

GUI Notification	
Severity	Event
Text	SV/NPB Storage Exceeds <%> percent
Surveillance Notification	
Text	Notify:Sys Admin - SV/NPB threshold %
Source	Both servers
Frequency	Every 5 minutes after condition occurs
Trap	
Trap ID	194
Trap MIB Name	svNpbPercentUsage

**8101****Explanation**

This event indicates that the SV/NPB storage database usage is below the configured percent usage threshold.

**Recovery**

No action is required

**Event Details**

Table 193: Event 8101 Details

GUI Notification	
Severity	Cleared
Text	SV/NPB storage falls below <%> percent
Surveillance Notification	
Text	Notify: Sys Admin - SV/NPB cleared
Source	Both servers
Frequency	As soon as condition clears
Trap	
Trap ID	207
Trap MIB Name	svNpbBelowLimit

**8102****Explanation**

The event number present in the untilClear filter list is cleared. The event number is removed from the untilClear filter list.

**Recovery**

No action is required.

**Event Details****Table 194: Event 8102 Details**

GUI Notification	
Severity	Event
Text	<Event number> in the untilClear filter list, event clear received at <%s>
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	None
Trap MIB Name	

**8103****Explanation**

The alarm filter counter has reached its limit; the counter will start again from one.

**Recovery**

No action is required.

**Event Details****Table 195: Event 8103 Details**

GUI Notification	
Severity	Event
Text	Counter associated with event <event number> exceeds limit <%s>. Resetting counter.
Surveillance Notification	

Text	None
Source	
Frequency	
Trap	
Trap ID	None
Trap MIB Name	

**8104****Explanation**

The event number present in the untilTimeout filter list is cleared. The event number is removed from the untilTimeout filter list.

**Recovery**

No action is required.

**Event Details****Table 196: Event 8104 Details**

GUI Notification	
Severity	Event
Text	<Event number> in the untilTimeout filter list, event timeout at <%s>
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	None
Trap MIB Name	

**8105****Explanation**

The log capture started by the user has failed.

**Recovery**

Contact the [Customer Care Center](#).

### Event Details

**Table 197: Event 8105 Details**

GUI Notification	
Severity	Minor
Text	Logs Capture Failed
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	None
Trap MIB Name	

### 8106

#### Explanation

The MySQL Port has been updated. The LSMS application must be restarted.

#### Recovery

The application must be restarted. Restart the LSMS application first on the active server and then on the standby server. For more information, refer to the *Configuration Guide*.

### Event Details

**Table 198: Event 8106 Details**

GUI Notification	
Severity	Event
Text	MySQL Port changed from <%s> to <%s>. LSMS application restart required.
Surveillance Notification	
Text	Notify: Sys Admin - LSMS restart required
Source	Active server
Frequency	Once, as soon as condition occurs

Trap	
Trap ID	208
Trap MIB Name	mysqlPortUpdated

**8107****Explanation**

The MySQL Port has been updated. The Query Server configuration needs to be updated with the new MySQL port.

**Recovery**

Configure the Query Server with the updated MySQL port. For more information, refer to the *Configuration Guide*.

**Event Details****Table 199: Event 8107 Details**

GUI Notification	
Severity	Event
Text	MySQL Port changed from <%s> to <%s>. Query Server configuration updated required.
Surveillance Notification	
Text	Notify: Sys Admin - QS updated required
Source	Active server
Frequency	Once, as soon as condition occurs
Trap	
Trap ID	209
Trap MIB Name	queryServerResetConfiguration

**8108****Explanation**

At least one of the connected Query Servers is out of sync, and the binary logs cannot be purged without user confirmation.

**Recovery**

When the Query Server is out of sync, automatic purging is not possible. To delete all but the last 10 binary logs, log on to the active LSMS server as `root` and enter the following command:

```
pruneBinaryLogs -force
```

## Event Details

Table 200: Event 8108 Details

GUI Notification	
Severity	Minor
Text	Automatic purging of binary logs cannot be done. User confirmation required.
Surveillance Notification	
Text	Notify: Sys Admin - Purge need confirmation
Source	Both servers
Frequency	Every 45 minutes
Trap	
Trap ID	210
Trap MIB Name	purgeConfirmRequired

## 8109

## Explanation

Disk usage is reaching the capacity threshold, and an automatic purge of binary logs is imminent.

## Recovery

No action is required.

## Event Details

Table 201: Event 8109 Details

GUI Notification	
Severity	Minor
Text	Disk usage reaching <%> percent. Purging of binary logs is imminent.
Surveillance Notification	
Text	Notify: Sys Admin - Purging is imminent
Source	Both servers
Frequency	Every 45 minutes
Trap	

Trap ID	211
Trap MIB Name	purgeImminent

**8110****Explanation**

Logs capture has been started by the user.

**Recovery**

No action is required.

**Event Details****Table 202: Event 8110 Details**

GUI Notification	
Severity	Cleared
Text	Logs Capture Started
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	None
Trap MIB Name	

**8111****Explanation**

The logs capture started by the user completed successfully.

**Recovery**

No action is required.

**Event Details****Table 203: Event 8111 Details**

GUI Notification	
Severity	Minor

Text	Logs Captured Successfully
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	None
Trap MIB Name	

**8112****Explanation**

Syscheck was not able to restart automatically by the cron job.

**Recovery**

Contact the [Customer Care Center](#).

**Event Details****Table 204: Event 8112 Details**

GUI Notification	
Severity	Event
Text	Failed to restart syscheck services
Surveillance Notification	
Text	None
Source	
Frequency	
Trap	
Trap ID	None
Trap MIB Name	

## Platform Alarms

This section describes the following:

- [How Platform Alarms Are Reported](#)
- [How to Decode Platform Alarms](#)
- [Platform Alarms](#)

### How Platform Alarms Are Reported

Each server runs `syscheck` periodically and reports any problems found through platform alarms. The severity of platform alarms is one of the following:

- Critical, reported through event 4300
- Major, reported through event 4200
- Minor, reported through event 4100

When one or more problems in a given category has been found, the server reports one corresponding event notification to its Surveillance log and its serial port 3. If the server is not the active server, it also sends the event notification to the active server. The active server reports its own platform events to its own Surveillance log and to its Serial Port 3, and also sends an SNMP trap and displays a GUI notification for either its own platform events or for the non-active server's platform events.

Each of the events 4100, 4200, and 4300 contain a 16-character hexadecimal bitmasked string that indicates all of the platform events in that category that currently exist. To decode which platform events exist, use the procedure described in [How to Decode Platform Alarms](#).

Each time the combination of platform events in a given category changes, a new event is reported. Following is an example of how platform events are reported:

1. At first, only one major platform event is reported on the standby server. A 4200 event with the alarm number of the event is reported.
2. One minute later, another platform event exists on the standby server (and the first one still exists). Another 4200 event is reported, with a bitmasked string that indicates both of the platform events that exist.
3. One minute later, another platform event exists on the standby server (and the previous ones still exist). Another 4200 event is reported, with a bitmasked string that indicates all of the platform events that exist.
4. One minute later, the first platform event is cleared. Another 4200 event is reported, with a bitmasked string that indicates the two platform events that still exist.

### How to Decode Platform Alarms

Use the following procedure to determine all the platform alarms that exist in a given category:

1. Look in [Platform Alarms](#) to see if the alarm number is shown there.

- If the alarm number matches one of the alarms shown in this table, only one alarm (the one that appears in the table) is being reported and you have completed this procedure.
  - If the alarm number does not match one of the alarms shown in this table, perform the remaining steps of this procedure.
2. Log in as any user to either server.
  3. Enter the following command to decode the reported hexadecimal alarm string:

```
$ /usr/TKLC/plat/bin/almdecode <alarm_number>
```

The output displays the information about the alarm category and displays the text string for each of the alarms that is represented by the string. For example, if you enter:

```
$ /usr/TKLC/plat/bin/almdecode 3000000000000180
```

the following text displays:

```
The string alarm value comes from the Major Platform alarm category.
```

The following alarms are encoded within the hex string:

```
Server Swap Space Shortage FailureServer Provisioning Network Error
```

## Platform Alarms

Platform errors are grouped by category and severity. The categories are listed from most to least severe:

*Table 205: Platform Alarms* shows the alarm numbers and alarm text for all alarms generated by the MPS platform. The order within a category is not significant. Some of the alarms described are not available with specific configurations.

**Table 205: Platform Alarms**

Alarm Codes and Error Descriptor
Major Platform Alarms
<i>3000000000000001 – Server fan failure</i>
<i>3000000000000002 - Server Internal Disk Error</i>
<i>3000000000000008 - Server Platform Error</i>
<i>3000000000000010 - Server File System Error</i>
<i>3000000000000020 - Server Platform Process Error</i>
<i>3000000000000080 - Server Swap Space Shortage Failure</i>
<i>3000000000000100 - Server provisioning network error</i>
<i>3000000000001000 - Server Disk Space Shortage Error</i>
<i>3000000000002000 - Server Default Route Network Error</i>
<i>3000000000004000 - Server Temperature Error</i>

<b>Alarm Codes and Error Descriptor</b>
3000000000008000 - <i>Server Mainboard Voltage Error</i>
3000000000010000 - <i>Server Power Feed Error</i>
3000000000020000 - <i>Server Disk Health Test Error</i>
3000000000040000 - <i>Server Disk Unavailable Error</i>
3000000000080000 - <i>Device Error</i>
3000000000100000 - <i>Device Interface Error</i>
3000000008000000 - <i>Server HA Keepalive Error</i>
3000000010000000 - <i>DRBD block device can not be mounted</i>
3000000020000000 - <i>DRBD block device is not being replicated to peer</i>
3000000040000000 - <i>DRBD peer needs intervention</i>
3000000400000000 - <i>Multipath device access link problem</i>
3000000800000000 - <i>Switch Link Down Error</i>
3000001000000000 - <i>Half-open Socket Limit</i>
3000002000000000 - <i>Flash Program Failure</i>
3000004000000000 - <i>Serial Mezzanine Unseated</i>
Minor Platform Alarms
5000000000000001 - <i>Server Disk Space Shortage Warning</i>
5000000000000002 - <i>Server Application Process Error</i>
5000000000000004 - <i>Server Hardware Configuration Error</i>
5000000000000008 - <i>Server RAM Shortage Warning</i>
5000000000000020 - <i>Server Swap Space Shortage Warning</i>
5000000000000040 - <i>Server Default Router Not Defined</i>
5000000000000080 - <i>Server temperature warning</i>
5000000000000100 - <i>Server Core File Detected</i>
5000000000000200 - <i>Server NTP Daemon Not Synchronized</i>
5000000000000400 - <i>Server CMOS Battery Voltage Low</i>
5000000000000800 - <i>Server Disk Self Test Warning</i>
5000000000001000 - <i>Device Warning</i>
5000000000002000 - <i>Device Interface Warning</i>
5000000000004000 - <i>Server Reboot Watchdog Initiated</i>
5000000000008000 - <i>Server HA Failover Inhibited</i>

<b>Alarm Codes and Error Descriptor</b>
<i>500000000010000 - Server HA Active To Standby Transition</i>
<i>500000000020000 - Server HA Standby To Active Transition</i>
<i>500000000040000 - Platform Health Check Failure</i>
<i>500000000080000 - NTP Offset Check Failure</i>
<i>500000000100000 - NTP Stratum Check Failure</i>
<i>500000000200000 - SAS Presence Sensor Missing</i>
<i>500000000400000 - SAS Drive Missing</i>
<i>500000000800000 - DRBD failover busy</i>
<i>500000001000000 - HP disk resync</i>
<i>500000020000000 - Server Kernel Dump File Detected</i>
<i>500000040000000 - TPD Upgrade Failed</i>
<i>500000080000000 - Half Open Socket Warning Limit</i>
<b>NOTE: The order within a category is not significant.</b>

## Alarm Recovery Procedures

This section provides recovery procedures for the MPS, listed by alarm category and Alarm Code (alarm data string) within each category.

## Major Platform Alarms

Major platform alarms involve hardware components, memory, and network connections.

### **300000000000001 – Server fan failure**

**Alarm Type:** TPD

**Description:** This alarm indicates that a fan in the EAGLE fan tray in the EAGLE shelf where the E5-APP-B is "jacked in" is either failing or has failed completely. In either case, there is a danger of component failure due to overheating.

**Severity:** Major

**OID:** TpdFanErrorNotify 1.3.6.1.4.1.323.5.3.18.3.1.2.1

**Alarm ID:** TKSPLATMA1300000000000001

**Recovery**

**Note:**

1. Refer to the procedure for determining the location of the fan assembly that contains the failed fan and replacing a fan assembly in the appropriate hardware manual. After you have opened the

front lid to access the fan assemblies, determine whether any objects are interfering with the fan rotation. If some object is interfering with fan rotation, remove the object.

2. Contact the [Customer Care Center](#).

### **3000000000000002 - Server Internal Disk Error**

This alarm indicates that the server is experiencing issues replicating data to one or more of its mirrored disk drives. This could indicate that one of the server disks has failed or is approaching failure.

#### **Recovery**

1. Run `syscheck` in Verbose mode.
2. Call the [Customer Care Center](#) and provide the system health check output.

### **3000000000000008 - Server Platform Error**

This alarm indicates a major platform error such as a corrupt system configuration or missing files, or indicates that `syscheck` itself is corrupt.

#### **Recovery**

1. Run `syscheck` in Verbose mode.
2. Call the [Customer Care Center](#) and provide the system health check output.

### **3000000000000010 - Server File System Error**

This alarm indicates that `syscheck` was unsuccessful in writing to at least one of the server file systems.

#### **Recovery**

Call [Customer Care Center](#) for assistance.

### **3000000000000020 - Server Platform Process Error**

This alarm indicates that either the minimum number of instances for a required process are not currently running or too many instances of a required process are running.

#### **Recovery**

Contact [Customer Care Center](#) for recovery procedures.

### **3000000000000080 - Server Swap Space Shortage Failure**

This alarm indicates that the server's swap space is in danger of being depleted. This is usually caused by a process that has allocated a very large amount of memory over time.

**Note:** In order for this alarm to clear, the underlying failure condition must be consistently undetected for a number of polling intervals. Therefore, the alarm may continue to be reported for several minutes after corrective actions are completed.

#### **Recovery**

Call [Customer Care Center](#) for assistance.

### 300000000000100 - Server provisioning network error

**Alarm Type:** TPD

**Description:** This alarm indicates that the connection between the server's eth01 ethernet interface and the customer network is not functioning properly. The eth01 interface is at the upper right port on the rear of the server on the EAGLE backplane.

**Note:** The interface identified as eth01 on the hardware is identified as eth91 by the software (in syscheck output, for example).

**Severity:** Major

**OID:** TpdProvNetworkErrorNotify 1.3.6.1.4.1.323.5.3.18.3.1.2.9

**Alarm ID:** TKSPLATMA9300000000000100

#### Recovery

1. Check the physical network connectivity between the LSMS and the NAS.
2. Contact the Customer Care Center.

### 300000000001000 - Server Disk Space Shortage Error

This alarm indicates that one of the following conditions has occurred:

- A file system has exceeded a failure threshold, which means that more than 90% of the available disk storage has been used on the file system.
- More than 90% of the total number of available files have been allocated on the file system.
- A file system has a different number of blocks than it had when installed.

#### Recovery

1. Run syscheck.
2. Examine the syscheck output to determine if the file system `/var/TKLC/lms/free` is low on space. If it is, continue to the next step; otherwise go to Step 4.
3. If possible, recover space on the free partition by deleting unnecessary files:
  - a) Log in to the server generating the alarm as the root user:  
Login: root  
Password:<Enter root password>
  - b) Change to the `/var/TKLC/lms/free` directory: # `cd /var/TKLC/lms/free`
  - c) Confirm that you are in the `/var/TKLC/lms/free` directory: # `pwd /var/TKLC/lms/free`
  - d) When the `pwd` command is executed, if `/var/TKLC/lms/free` is not output, go back to Sub-step b
  - e) List files to be deleted and delete them using the `rm` command
  - f) Re-run syscheckIf the alarm is cleared, the problem is solved. If the alarm is not cleared, go to the next Step.
4. If the file system mounted on `/var/TKLC/lms/logs` is the file system that syscheck is reporting to be low on space, execute the following steps:
  - a) Log in to the server generating the alarm as the root user:

Login: root

Password:<Enter root password>

- b) Change to the /var/TKLC/lsm/logs directory: # cd /var/TKLC/lsm/logs
  - c) Confirm that you are in the /var/TKLC/lsm/logs directory: # pwd /var/TKLC/lsm/logs
  - d) When the pwd command is executed, if /var/TKLC/lsm/logs is not output, go back to Sub-step b
  - e) Look for files with names matching: logs\_(hostname)\_(date/timestamp).tar, where (hostname) is replaced by the server's hostname, and (date/timestamp) is any date or timestamp. # ls logs\_'hostname'\_\*.tar. Any files listed may be safely deleted, so for each file listed in the ls output, execute an rm command: # rm <filename> where <filename> is replaced by the name of the file to be deleted.
  - f) Re-run syscheck  
If the alarm is cleared, the problem is solved. If the alarm is not cleared, go to the next Step.
5. Core files can occupy a large amount of disk space and may be the cause of this alarm. To collect and remove any core files from the server:
- a) Log in to the server generating the alarm as the root user:

Login: root

Password:<Enter root password>

- b) Change directory to /var/TKLC/core and list the core files. # cd /var/TKLC/core # ls -l

**Note:**

The ls command shown above will list any core files found and then compresses and renames the file, adding a ".gz" extension. If any core files are found, transfer them off the system and save them for examination by Oracle Engineering. Once a copy of a compressed file has been saved, it is safe to delete it from the server.

- a) Re-run syscheck  
If the alarm is cleared, the problem is solved. If the alarm is not cleared, go to the next Step.
6. Execute the following Sub-steps if the file system reported by syscheck is /tmp, otherwise skip to Step 7:
- a) Log in to the server generating the alarm as the root user:
- Login: root
- Password:<Enter root password>
- b) Change to the /tmp directory: # cd /tmp
  - c) Confirm that you are in the /tmp directory: # pwd /tmp
  - d) When the pwd command is executed, if /tmp is not output, go back to Step 5.
  - e) Look for possible candidates for deletion: # ls \*.iso \*.bz2 \*.gz \*.tar \*.tgz \*.zip
  - f) If any deletable files exist, the output of the ls will show them. For each of the files listed, execute the rm command to delete the file: # rm <filename>
  - g) Run syscheck  
If the alarm is cleared, the problem is solved. If the alarm is not cleared, go to Step 4.
  - h) Upon a reboot, the system will clean the /tmp directory.  
To reboot the system issue the # shutdown -r now command.

- i) Re-run `syscheck`  
If the alarm is cleared, the problem is solved. If the alarm is not cleared, go to the next Step.
7. Execute the following steps if the file system reported by `syscheck` is `/var`, otherwise skip to Step 10:
  - a) Log in to the server generating the alarm as the root user:  
Login: root  
Password:<Enter root password>
  - b) Change to the `/var/tmp` directory: # `cd /var/tmp`
  - c) Confirm that you are in the `/var/tmp` directory: # `pwd`, then `/var/tmp`
  - d) When the `pwd` command is executed, if `/var/tmp` is not output, go back to Step 5.
  - e) Since all files in this directory can be safely deleted, execute the `rm *` command to delete all files from the directory: # `rm -i *`.
  - f) Re-run `syscheck`  
If the alarm is cleared, the problem is solved. If the alarm is not cleared, go to Step 10.
8. Execute the following steps if the file system reported by `syscheck` is `/var/TKLC`, otherwise skip to Step 10.
  - a) Log in to the server generating the alarm as the root user:  
Login: root  
Password:<Enter root password>
  - b) Change to the `/var/TKLC/upgrade` directory: # `cd /var/TKLC/upgrade`
  - c) Confirm that you are in the `/var/TKLC/upgrade` directory: # `pwd`, then `/var/TKLC/upgrade`
  - d) When the `pwd` command is executed, if `/var/tmp` is not output, go back to Step 5.
  - e) Since all files in this directory can be safely deleted, execute the `rm *` command to delete all files from the directory: # `rm -i *`.
  - f) Re-run `syscheck`  
If the alarm is cleared, the problem is solved. If the alarm is not cleared, go to Step 10.
9. For any other file system, execute the following command, where `<mountpoint>` is the file system's mount point: # `find <mountpoint> -type f -exec du -k {} \; | sort -nr > /tmp/file_sizes.txt`  
This will produce a list of files in the given file system sorted by file size in the file `/tmp/file_sizes.txt`.  
**Note:** The `find` command above may take a few minutes to complete if the given mountpoint contains many files. Do not delete any files unless care certain that they are not needed. Continue to Step 10.
10. Run `savelogs` to gather all application logs (see [Saving Logs Using the LSMS GUI or Command Line](#)).
11. Contact the [Customer Care Center](#).

### 300000000002000 - Server Default Route Network Error

This alarm indicates that the default network route of the server is experiencing a problem. Running `syscheck` in Verbose mode will provide information about which type of problem.



**Caution:** When changing the network routing configuration of the server, verify that the modifications will not impact the method of connectivity for the current login session. The route information must be entered correctly and set to the correct values. Incorrectly modifying the routing configuration of the server may result in total loss of remote network access.

### Recovery

1. Run `syscheck` in Verbose mode.

The output should indicate one of the following errors:

```
The default router at <IP_address> cannot be pinged.
```

This error indicates that the router may not be operating or is unreachable. If the `syscheck` Verbose output returns this error, go to the next Step.

```
The default route is not on the provisioning network.
```

This error indicates that the default route has been defined in the wrong network. If the `syscheck` Verbose output returns this error, go to Step 3.

```
An active route cannot be found for a configured default route.
```

This error indicates that a mismatch exists between the active configuration and the stored configuration. If the `syscheck` Verbose output returns this error, go to Step 4.

**Note:** If the `syscheck` Verbose output does not indicate one of the errors above, go to step 5.

2. Perform the following substeps when `syscheck` Verbose output indicates:

```
The default router at <IP_address> cannot be pinged
```

- a) Verify that the network cables are firmly attached to the server, network switch, router, Ethernet switch or hub, and any other connection points.
- b) Verify that the configured router is functioning properly.

Request that the network administrator verify the router is powered on and routing traffic as required.

- c) Request that the router administrator verify that the router is configured to reply to pings on that interface.
- d) Run `syscheck`.
  - If the alarm is cleared, the problem is resolved and this procedure is complete.
  - If the alarm is not cleared, go to step 5.

3. Perform Network Reconfiguration from the Command Line using `su - lsmsmgr` command. Update the default router.
4. Contact the Customer Care Center for further assistance. Provide the `syscheck` output collected in the previous steps.

**300000000004000 - Server Temperature Error****Alarm Type:** TPD**Description:** The internal temperature within the server is unacceptably high.**Severity:** Major**OID:** TpdTemperatureErrorNotify 1.3.6.1.4.1.323.5.3.18.3.1.2.15**Alarm ID:** TKSPLATMA15300000000004000**Recovery**

1. Ensure that nothing is blocking the fan's intake. Remove any blockage.
2. Verify that the temperature in the room is normal with the following table. If it is too hot, lower the temperature in the room to an acceptable level.

**Table 206: Server Environmental Conditions**

Ambient Temperature	Operating: 5 degrees C to 40 degrees C Exceptional Operating Limit: 0 degrees C to 50 degrees C Storage: -20 degrees C to 60 degrees C
Ambient Temperature	Operating: 5° C to 35° C Storage: -20° C to 60° C
Relative Humidity	Operating: 5% to 85% non-condensing Storage: 5% to 950% non-condensing
Elevation	Operating: -300m to +300m Storage: -300m to +1200m
Heating, Ventilation, and Air Conditioning	Capacity must compensate for up to 5100 BTUs/hr for each installed frame. Calculate HVAC capacity as follows: Determine the wattage of the installed equipment. Use the formula: watts x 3.143 = BTUs/hr

**Note:** Be prepared to wait the appropriate period of time before continuing with the next step. Conditions need to be below alarm thresholds consistently for the alarm to clear. The alarm may take up to five minutes to clear after conditions improve. It may take about ten minutes after the room returns to an acceptable temperature before syscheck shows the alarm cleared.

3. Verify that the temperature in the room is normal. If it is too hot, lower the temperature in the room to an acceptable level.

**Note:** Be prepared to wait the appropriate period of time before continuing with the next step. Conditions need to be below alarm thresholds consistently for the alarm to clear. The alarm may

take up to five minutes to clear after conditions improve. It may take about ten minutes after the room returns to an acceptable temperature before syscheck shows the alarm cleared.

4. Run syscheck.
  - If the alarm has been cleared, the problem is resolved.
  - If the alarm has not been cleared, continue with the next step.
5. If the problem has not been resolved, contact the [Customer Care Center](#).

### **300000000008000 - Server Mainboard Voltage Error**

This alarm indicates that at least one monitored voltages on the server mainboard is not within the normal operating range.

#### **Recovery**

Contact the [Customer Care Center](#) for assistance.

### **3000000000010000 - Server Power Feed Error**

This alarm indicates that one of the power feeds to the server has failed.

#### **Recovery**

1. Locate the server supplied by the faulty power feed. Verify that all connections to the power supply units are connected securely. To determine where the cables connect to the servers, see the Power Connections and Cables page of the NAS on LSMS E5-APP-B Interconnect.
2. Run syscheck.
  - a) If the alarm is cleared, the problem is resolved.
  - b) If the alarm is not cleared, go to the next step.
3. Trace the power feed to its connection on the power source.  
Verify that the power source is on and that the power feed is properly secured.
4. Run syscheck.
  - a) If the alarm is cleared, the problem is resolved.
  - b) If the alarm is not cleared, go to the next step.
5. If the power source is functioning properly and all connections are secure, request that an electrician check the voltage on the power feed.
6. Run syscheck.
  - a) If the alarm is cleared, the problem is resolved.
  - b) If the alarm is not cleared, go to the next step.
7. If the problem is not resolved, call the [Customer Care Center](#) for assistance.

### **3000000000020000 - Server Disk Health Test Error**

This alarm indicates that the hard drive has failed or failure is imminent.

#### **Recovery**

Immediately contact the [Customer Care Center](#) for assistance with a disk replacement.

**300000000040000 - Server Disk Unavailable Error**

This alarm indicates that the `smartd` service is not able to read the disk status because the disk has other problems that are reported by other alarms. This alarm appears only while a server is booting.

**Recovery**

Perform the recovery procedures for the other alarms that accompany this alarm.

**300000000080000 - Device Error**

This alarm indicates that the offboard storage server has a problem with its disk volume filling.

**Recovery**

Call [Customer Care Center](#) for assistance.

**300000000100000 - Device Interface Error**

This alarm indicates that the IP bond is either not configured or not functioning.

**Recovery**

Call [Customer Care Center](#) for assistance.

**300000400000000 - Multipath device access link problem**

**Alarm Type:** TPD

**Description:** One or more "access paths" of a multipath device are failing or are not healthy, or the multipath device does not exist.

**Severity:** Major

**OID:** TpdMpathDeviceProblemNotify1.3.6.1.4.1.323.5.3.18.3.1.2.35

**Alarm ID:** TKSPLATMA353000000400000000

**Recovery**

1. The Customer Care Center should do the following:
  - a) Check in the MSA administration console (web-application) that correct "volumes" on MSA exist, and read/write access is granted to the blade server.
  - b) Check if multipath daemon/service is running on the blade server: `service multipathd status`.  
Resolution:
    1. `start multipathd: service multipathd start`
  - c) Check output of "`multipath -ll`": it shows all multipath devices existing in the system and their access paths; check that particular `/dev/sdX` devices exist. This may be due to SCSI bus and/or FC HBAs haven't been rescanned to see if new devices exist. Resolution:
    1. `run "/opt/hp/hp_fibreutils/hp_rescan -a",`
    2. `"echo 1 > /sys/class/fc_host/host*/issue_lip",`
    3. `"echo '- -' > /sys/class/scsi_host/host*/scan"`

- d) Check if syscheck::disk::multipath test is configured to monitor right multipath devices and its access paths: see output of "multipath -ll" and compare them to "syscheckAdm disk multipath --get -var=MPATH\_LINKS" output. Resolution:

1. configure disk::multipath check correctly.
2. Contact the [Customer Care Center](#).

### 3000000800000000 – Switch Link Down Error

This alarm indicates that the switch is reporting that the link is down. The link that is down is reported in the alarm. For example, port 1/1/2 is reported as 1102.

Recovery Procedure:

1. Verify cabling between the offending port and remote side.
2. Verify networking on the remote end.
3. If problem persists, contact Customer Care Center who should verify port settings on both the server and the switch.

### 3000001000000000 - Half-open Socket Limit

**Alarm Type:** TPD

**Description:** This alarm indicates that the number of half open TCP sockets has reached the major threshold. This problem is caused by a remote system failing to complete the TCP 3-way handshake.

**Severity:** Major

**OID:** tpdHalfOpenSocketLimit 1.3.6.1.4.1.323.5.3.18.3.1.2.37

**Alarm ID:** TKSPLATMA37 3000001000000000

**Recovery**

Contact the [Customer Care Center](#).

### 3000002000000000 - Flash Program Failure

**Alarm Type:** TPD

**Description:** This alarm indicates there was an error while trying to update the firmware flash on the E5-APP-B cards.

**Severity:** Major

**OID:** tpdFlashProgramFailure 1.3.6.1.4.1.323.5.3.18.3.1.2.38

**Alarm ID:** TKSPLATMA383000002000000000

**Recovery**

Contact the [Customer Care Center](#).

### 3000004000000000 - Serial Mezzanine Unseated

**Alarm Type:** TPD

**Description:**This alarm indicates the serial mezzanine board was not properly seated.

**Severity:** Major

**OID:** tpdSerialMezzUnseated 1.3.6.1.4.1.323.5.3.18.3.1.2.39

**Alarm ID:** TKSPLATMA393000004000000000

**Recovery**

Contact the [Customer Care Center](#).

### **3000000008000000 - Server HA Keepalive Error**

This alarm indicates that heartbeat process has detected that it has failed to receive a heartbeat packet within the timeout period.

**Recovery**

1. Determine if the mate server is currently operating. If the mate server is not operating, attempt to restore it to operation.
2. Determine if the keepalive interface is operating.
3. Determine if heartbeat is running (service TKLCha status).
4. Call the [Customer Care Center](#) for assistance.

### **3000000010000000 - DRBD block device can not be mounted**

This alarm indicates that DRBD is not functioning properly on the local server. The DRBD state (disk state, node state, or connection state) indicates a problem.

**Recovery**

Call [Customer Care Center](#) for assistance.

### **3000000020000000 - DRBD block device is not being replicated to peer**

This alarm indicates that DRBD is not replicating to the peer server. Usually this alarm indicates that DRBD is not connected to the peer server. A DRBD Split Brain may have occurred.

**Recovery**

1. Determine if the mate server is currently operating.
2. Call [Customer Care Center](#) for assistance.

### **3000000040000000 - DRBD peer needs intervention**

This alarm indicates that DRBD is not functioning properly on the peer server. DRBD is connected to the peer server, but the DRBD state on the peer server is either unknown or indicates a problem.

**Recovery**

Call [Customer Care Center](#) for assistance.

## Minor Platform Alarms

Minor platform alarms involve disk space, application processes, RAM, and configuration errors.

### 5000000000000001 - Server Disk Space Shortage Warning

This alarm indicates that one of the following conditions has occurred:

- A file system has exceeded a warning threshold, which means that more than 80% (but less than 90%) of the available disk storage has been used on the file system.
- More than 80% (but less than 90%) of the total number of available files have been allocated on the file system.

#### Recovery

1. Run `syscheck`.
2. Examine the `syscheck` output to determine if the file system `/var/TKLC/lsms/free` is low on space. If it is, continue to the next step; otherwise go to Step 4.
3. If possible, recover space on the free partition by deleting unnecessary files:
  - a) Log in to the server generating the alarm as the root user:  
Login: root  
Password:<Enter root password>
  - b) Change to the `/var/TKLC/lsms/free` directory: # `cd /var/TKLC/lsms/free`
  - c) Confirm that you are in the `/var/TKLC/lsms/free` directory: # `pwd /var/TKLC/lsms/free`
  - d) When the `pwd` command is executed, if `/var/TKLC/lsms/free` is not output, go back to Sub-step b
  - e) List files to be deleted and delete them using the `rm` command
  - f) Re-run `syscheck`If the alarm is cleared, the problem is solved. If the alarm is not cleared, go to the next Step.
4. Run `savelogs` to gather all application logs (see [Saving Logs Using the LSMS GUI or Command Line](#)).
5. Contact the [Customer Care Center](#).

### 5000000000000002 - Server Application Process Error

This alarm indicates that either the minimum number of instances for a required process are not currently running or too many instances of a required process are running.

#### Recovery

1. Contact the [Customer Care Center](#).
2. If a [3000000000000020 - Server Platform Process Error](#) alarm is also present, execute the recovery procedure associated with that alarm before proceeding.
3. Log in to the LSMS CLI using root password.
4. Stop the LSMS application.
5. Start the LSMS Application.

6. Capture the log files on both LSMSs (see [Saving Logs Using the LSMS GUI or Command Line](#) and contact the [Customer Care Center](#).

### 5000000000000004 - Server Hardware Configuration Error

This alarm indicates that one or more of the server's hardware components are not in compliance with proper specifications (refer to the *Hardware and Installation Guide* for the EAGLE Application B Card (E5-APP-B)).

#### Recovery

1. Run syscheck in verbose mode.
2. Call the [Customer Care Center](#) for assistance.

### 5000000000000008 - Server RAM Shortage Warning

This alarm indicates one of two conditions:

- Less memory than the expected amount is installed.
- The system is swapping pages in and out of physical memory at a fast rate, indicating a possible degradation in system performance.

This alarm may not clear immediately when conditions fall below the alarm threshold. Conditions must be below the alarm threshold consistently for the alarm to clear. The alarm may take up to five minutes to clear after conditions improve.

#### Recovery

Call [Customer Care Center](#) for assistance.

### 5000000000000020 - Server Swap Space Shortage Warning

This alarm indicates that the swap space available on the server is less than expected. This is usually caused by a process that has allocated a very large amount of memory over time.

**Note:** In order for this alarm to clear, the underlying failure condition must be consistently undetected for a number of polling intervals. Therefore, the alarm may continue to be reported for several minutes after corrective actions are completed.

#### Recovery

Call the [Customer Care Center](#) for assistance.

### 5000000000000040 - Server Default Router Not Defined

This alarm indicates that the default network route is either not configured or the current configuration contains an invalid IP address or hostname.



#### Caution:

When changing the server's network routing configuration it is important to verify that the modifications will not impact the method of connectivity for the current login session. It is also crucial that this information not be entered incorrectly or set to improper values. Incorrectly modifying the server's routing configuration may result in total loss of remote network access.

**Recovery**

To define the default router:

- a) Obtain the proper Provisioning Network netmask and the IP address of the appropriate Default Route on the provisioning network. These are maintained by the customer network administrators.
- b) Log in to the LSMS CLI from lsmspri server with username `root` and run `su - lsmsmgr`
- c) Select **Network Configuration Menu**, from the LSMS Configuration Menu
- d) Select **Network Reconfiguration Menu** from the Network Configuration Menu. The following warning appears:  
WARNING: This action is service impacting. Are you sure?
- e) Chose yes. This displays the configuration screen. See the *Configuration Guide* for Initial Configuration information.
- f) Do the configuration.
- g) Exit from the lsmsmgr menu.
- h) Run `syscheck` again. If the alarm has not been cleared, go to Sub-step j.
- i) Run `save logs` to gather all application logs.
- j) Contact the [Customer Care Center](#).

**5000000000000080 – Server temperature warning**

**Alarm Type:** TPD

**Description:** This alarm indicates that the internal temperature within the server is outside of the normal operating range. A server Fan Failure may also exist along with the Server Temperature Warning.

**Severity:** Minor

**OID:** tpdTemperatureWarningNotify 1.3.6.1.4.1.323.5.3.18.3.1.3.8

**Alarm ID:** TKSPLATMI8500000000000080

**Recovery**

1. Ensure that nothing is blocking the fan's intake. Remove any blockage.
2. Verify that the temperature in the room is normal. If it is too hot, lower the temperature in the room to an acceptable level.

**Table 207: Server Environmental Conditions**

Ambient Temperature	Operating: 5 degrees C to 40 degrees C Exceptional Operating Limit: 0 degrees C to 50 degrees C Storage: -20 degrees C to 60 degrees C
Relative Humidity	Operating: 5% to 85% non-condensing Storage: 5% to 950% non-condensing
Elevation	Operating: -300m to +300m

	Storage: -300m to +1200m
Heating, Ventilation, and Air Conditioning	Capacity must compensate for up to 5100 BTUs/hr for each installed frame. Calculate HVAC capacity as follows: Determine the wattage of the installed equipment. Use the formula: watts x 3.143 = BTUs/hr

**Note:** Be prepared to wait the appropriate period of time before continuing with the next step. Conditions need to be below alarm thresholds consistently for the alarm to clear. The alarm may take up to five minutes to clear after conditions improve. It may take about ten minutes after the room returns to an acceptable temperature before syscheck shows the alarm cleared.

3. Verify that the temperature in the room is normal. If it is too hot, lower the temperature in the room to an acceptable level.

**Note:** Be prepared to wait the appropriate period of time before continuing with the next step. Conditions need to be below alarm thresholds consistently for the alarm to clear. The alarm may take up to five minutes to clear after conditions improve. It may take about ten minutes after the room returns to an acceptable temperature before syscheck shows the alarm cleared.

4. Replace the filter (refer to the appropriate hardware manual).

**Note:** Be prepared to wait the appropriate period of time before continuing with the next step. Conditions need to be below alarm thresholds consistently for the alarm to clear. The alarm may take up to five minutes to clear after conditions improve. It may take about ten minutes after the filter is replaced before syscheck shows the alarm cleared.

### 500000000000100 - Server Core File Detected

This alarm indicates that an application process has failed and debug information is available.

#### Recovery

1. Run syscheck in verbose mode.
2. Run savelogs to gather system information (see [Saving Logs Using the LSMS GUI or Command Line](#)).
3. Contact the [Customer Care Center](#).

### 500000000000200 - Server NTP Daemon Not Synchronized

This alarm indicates that the NTP daemon (background process) has been unable to locate a server to provide an acceptable time reference for synchronization.

#### Recovery

Contact the [Customer Care Center](#).

**5000000000000400 - Server CMOS Battery Voltage Low**

The presence of this alarm indicates that the CMOS battery voltage has been detected to be below the expected value. This alarm is an early warning indicator of CMOS battery end-of-life failure which will cause problems in the event the server is powered off.

**Recovery**

Contact the [Customer Care Center](#).

**5000000000000800 - Server Disk Self Test Warning**

A non-fatal disk issue (such as a sector cannot be read) exists.

**Recovery**

Contact the [Customer Care Center](#).

**5000000000001000 - Device Warning**

This alarm indicates that either a `snmpget` cannot be performed on the configured SNMP OID or the returned value failed the specified comparison operation.

**Recovery**

1. Run `syscheck` in Verbose mode.
2. Call [Customer Care Center](#) for assistance.

**5000000000002000 - Device Interface Warning**

This alarm can be generated by either an SNMP trap or an IP bond error. If `syscheck` is configured to receive SNMP traps, this alarm indicates that a SNMP trap was received with the `set` state. If `syscheck` is configured for IP bond monitoring, this alarm can mean that a slave device is not operating, a primary device is not active, or `syscheck` is unable to read bonding information from interface configuration files.

**Recovery**

1. Run `syscheck` in Verbose mode.
2. Call [Customer Care Center](#) for assistance.

**5000000000004000 - Server Reboot Watchdog Initiated**

This alarm indicates that the server has been rebooted due to a hardware watchdog.

**Recovery**

Contact the [Customer Care Center](#).

**5000000000008000 - Server HA Failover Inhibited**

This alarm indicates that the server has been inhibited and HA failover is prevented from occurring.

**Recovery**

Call [Customer Care Center](#) for assistance.

### **500000000010000 - Server HA Active To Standby Transition**

This alarm indicates that the server is in the process of transitioning HA state from Active to Standby.

#### **Recovery**

Call [Customer Care Center](#) for assistance.

### **500000000020000 - Server HA Standby To Active Transition**

This alarm indicates that the server is in the process of transitioning HA state from Standby to Active.

#### **Recovery**

Call the Customer Care Center for assistance.

### **500000000040000 - Platform Health Check Failure**

This alarm indicates a syscheck configuration error.

#### **Recovery**

Call [Customer Care Center](#) for assistance.

### **500000000080000 - NTP Offset Check Failure**

This minor alarm indicates that time on the server is outside the acceptable range or offset from the NTP server. The alarm message provides the offset value of the server from the NTP server and the offset limit set for the system by the application.

#### **Recovery**

Call [Customer Care Center](#) for assistance.

### **500000000100000 - NTP Stratum Check Failure**

This alarm indicates that NTP is syncing to a server, but the stratum level of the NTP server is outside the acceptable limit. The alarm message provides the stratum value of the NTP server and the stratum limit set for the system by the application.

#### **Recovery**

Call [Customer Care Center](#) for assistance.

### **500000020000000 – Server Kernel Dump File Detected**

**Alarm Type:** TPD

**Description:** This alarm indicates that the kernel has crashed and debug information is available.

**Severity:** Minor

**OID:** 1.3.6.1.4.1.323.5.3.18.3.1.3.30

**Alarm ID:** TKSPATMI3050000002000000

**Recovery**

Contact the [Customer Care Center](#).

### 50000004000000 – TPD Upgrade Failed

**Alarm Type:** TPD

**Description:** This alarm indicates that a TPD upgrade has failed.

**Severity:** Minor

**OID:** tpdServerUpgradeFailDetectedNotify 1.3.6.1.4.1.323.5.3.18.3.1.3.31

**Alarm ID:** TKSPATMI3150000004000000

**Recovery**

1. Run the following command to clear the alarm.  
`/usr/TKLC/plat/bin/alarmMgr -clear TKSPATMI31`
2. Contact the [Customer Care Center](#).

### 50000008000000 - Half Open Socket Warning Limit

**Alarm Type:** TPD

This alarm indicates that the number of half open TCP sockets has reached the major threshold. This problem is caused by a remote system failing to complete the TCP 3-way handshake.

**Severity:** Minor

**OID:** tpdHalfOpenSocketWarningNotify1.3.6.1.4.1.323.5.3.18.3.1.3.32

**Alarm ID:** TKSPATMI32500000080000s000

**Recovery**

1. Run `syscheck`.
2. Contact the Customer Care Center and provide the system health check output.

### 500000000200000 - SAS Presence Sensor Missing

This alarm indicates that the server drive sensor is not working.

**Recovery**

Call [Customer Care Center](#) for assistance with a replacement server.

### 500000000400000 - SAS Drive Missing

This alarm indicates that the number of drives configured for this server is not being detected.

**Recovery**

Call [Customer Care Center](#) to determine if the alarm is caused by a failed drive or failed configuration.

**500000000800000 - DRBD failover busy**

This alarm indicates that a DRBD sync is in progress from the peer server to the local server. The local server is not ready to be the primary DRBD node because its data is not current.

**Recovery**

1. Wait for approximately 20 minutes, then check if the DRBD sync has completed. A DRBD sync should take no more than 15 minutes to complete.
2. If the alarm persists longer than this time interval, call [Customer Care Center](#) for assistance.

**500000000100000 - HP disk resync**

This alarm indicates that the HP disk subsystem is currently resyncing after a failed or replaced drive, or after another change in the configuration of the HP disk subsystem. The output of the message will include the disk that is resyncing and the percentage complete. This alarm eventually clears after the resync of the disk is completed. The time to clear is dependant on the size of the disk and the amount of activity on the system..

**Recovery**

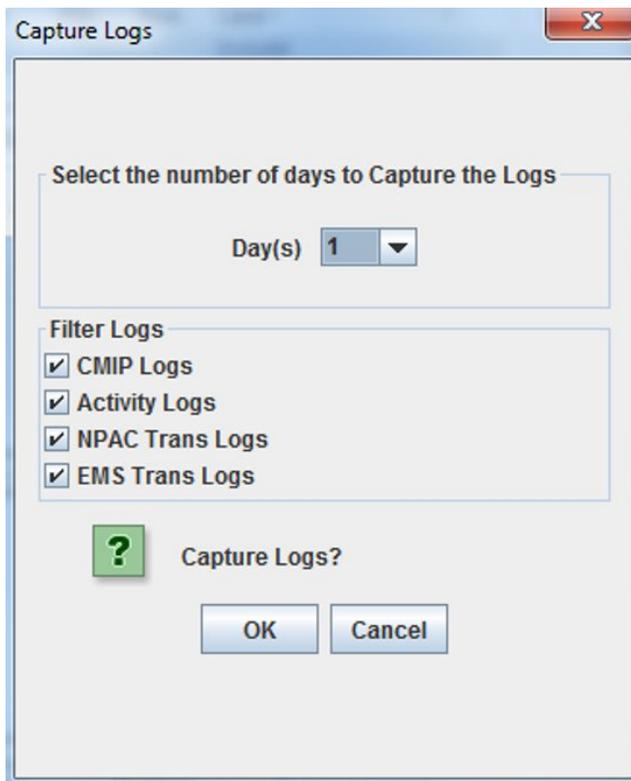
1. Run `syscheck` in Verbose mode.
2. If the percent recovering is not updating, wait at least 5 minutes between subsequent runs of `syscheck`, then call [Customer Care Center](#) with the `syscheck` output.

**Saving Logs Using the LSMS GUI or Command Line**

During some corrective procedures, it may be necessary to provide Oracle Communications with information about the LSMS for help in clearing an alarm. These log files are used to aid the [Customer Care Center](#) when troubleshooting the LSMS.

Use the following procedure to save logs using menu selections from the LSMS GUI.

1. Log in to the User Interface screen of the LSMS GUI (see [Starting a Web-Based LSMS GUI Session](#)).
2. From the menu, select **Logs>Capture Logs**.



3. Select the number of days for which you want to capture the logs, as well as the specific logs, and click **OK**.
4. To capture logs from the Command Line, enter the following command:  
`/usr/TKLC/plat/sbin/savelogs_plat`

# Appendix C

## Downloading Files from an NPAC to the LSMS

---

### Topics:

- *Overview.....392*
- *Prerequisite Information.....393*
- *File Naming Conventions.....394*
- *NPAC-LSMS Download Procedure.....398*
- *Copying Files to Other Server If Switchover Occurs.....409*

This chapter describes how you can manually FTP bulk data download (BDD) files from the NPAC to the LSMS and merge those data files into an LSMS regional database.

## Overview

This chapter describes how you can manually FTP bulk data download (BDD) files from the NPAC to the LSMS and merge those data files into an LSMS regional database.

Following are some examples of situations in which you would use the BDD procedure described in this chapter (see [NPAC-LSMS Download Procedure](#)):

- To perform a download of NPAC data after an LSMS site failure (for more information about restoring an LSMS site, see [Recovering from Site Failures](#))
- To perform a download of NPAC data when migrating an LSMS
- To update NPA split information as part of a procedure to correct an active NPA Split Entry made in error (for more information about this procedure, refer to “Reversing (Correcting) an NPA Split Entry Made in Error” in the *Database Administrator’s Guide*)

### Time Range BDD and Object BDD/Object Range BDD

**Note:** Object ranges are used so that potentially very large files can be broken down into smaller files based on NPA-NXX (for SVs) or NPA-NXX-X (for NPBs) ranges. Because of the much smaller number of LRN, NPA-NXX, NPA-NXX-X, or SPID objects, ranges are not supported for these data file types.

If you have installed the optional feature, NANC 3.2 Mass Update of SPID and BDD Enhancements, you can download files either for objects/object ranges or for time ranges (however, time range files are not supported for SPIDs).

Whenever you need to perform a download after a site failure or when migrating an LSMS, determine if it necessary to perform an Object BDD/Object Range BDD, or whether a Time Range BDD would suffice; a Time Range BDD can take many hours less to complete than an Object BDD/Object Range BDD.

Primarily, a Time Range BDD differs from an Object BDD/Object Range BDD in that:

- Each entry in the Time Range BDD file is processed as a create, modify, or delete in the LSMS databases; *no data* is deleted from the LSMS database prior to the import. Each entry in the Object BDD/Object Range BDD file is processed only as a create in the LSMS databases; *all data* in the LSMS database that meets the range criteria is deleted prior to the import.
- A Time Range BDD enables you to download a file from an NPAC that contains porting data for a specific period of time (you can specify begin and end timestamp values); an Object Range BDD does not allow you to specify begin and end timestamp values (the default values, 00-00-0000000000 and 99-99-9999999999, are assumed).

**Note:** Time Range SPIDBDD files are not supported.

A Time Range BDD is not appropriate for correcting NPA Split information or EDR Conversion data.

## NPAC-LSMS Download Procedure Summary

The following procedure is an outline of the detailed procedure shown in [NPAC-LSMS Download Procedure](#).



**Caution:** The following procedure requires the connection between the LSMS and each regional NPAC that needs to have files downloaded be aborted (when you stop the regional agent in [Step 27](#)) before the NPAC builds the files to be sent to the LSMS. The connection must be aborted so that data can be properly resynchronized after the download of files completes. Therefore, the normal transmission of NPAC data from the LSMS to the connected NEs will temporarily be precluded during this procedure. It is recommended that you contact the [Customer Care Center](#) before performing this procedure.

**Note:** If an automatic or manual switchover occurs while files are being downloaded from the NPAC or between the time files are downloaded from the NPAC and the time they are imported into the LSMS database, perform the appropriate procedure described in [Copying Files to Other Server If Switchover Occurs](#).

**Note:** Before you start this procedure, it is recommended that you contact the [Customer Care Center](#). If you encounter any problems in the procedure, you must call the [Customer Care Center](#).

1. Request the appropriate file from the NPAC for a given SPID and region.
2. Use FTP to download that file when the NPAC indicates the file is available.
3. Move to another folder all the files currently residing in the NPAC import folder (`/var/TKLC/lsmc/free/data/npacftp/<region>`, where `<region>` is the region that you are importing).
4. Untar the BDD file (Object BDD/Object Range BDD file or Time Range BDD file) in this `<region>` folder using the following command:  

```
tar -zxvf filename.tar.gz
```
5. Run `/usr/TKLC/lsmc/bin/import <region>` for the appropriate region.
6. Answer the questions presented by the import script.

## Prerequisite Information

Before starting this procedure, obtain the following site-specific information. Record this information on your recovery preparation worksheet (see [Recovery Preparation Worksheet](#)).

- A login name and password for each supported NPAC. This login and password have been previously issued by the regional NPAC.
- The FTP IP address of each supported NPAC.
- The FTP directory names where the files are located on each supported NPAC.
- Data file names you need to download. To determine the naming convention for each type of NPAC data file, see [File Naming Conventions](#).
- Contact the NPAC of the region for which data files are required and request that the files you need be copied into the NPAC's FTP directory.

## File Naming Conventions

All BDD file names include a creation timestamp, which is represented as **<create>**. Time Range BDD file names also contain start (**<start>**) and end (**<end>**) timestamps. All timestamps are represented as **DD-MM-YYYYhhmmss** where:

**DD** represents a two-digit day

**MM** represents a two-digit month

**YYYY** represents a four-digit year

**hh** represents a two-digit hour

**mm** represents a two-digit minute

**ss** represents a two-digit second

An example timestamp is 11-10-2006123015.

For Object Range BDD files, **<start>** is always 00-00-0000000000 and **<end>** is always 99-99-9999999999. These are the default values.

[Table 208: Determining Naming Conventions for NPAC Data Files](#) references the pages where you can find information about file naming conventions for each data type:

**Table 208: Determining Naming Conventions for NPAC Data Files**

Type of Data File	See:
Subscription Version (Object Ranges and Time Ranges are supported)	<a href="#">Table 209: NPAC File Naming Convention for Subscription Version Data File</a>
Number Pool Block (Object Ranges and Time Ranges are supported)	<a href="#">Table 210: NPAC File Naming Convention for Number Pool Block Data File</a>
LRN, NPA-NXX, and NPA-NXXX (Only Objects are supported)	<a href="#">Table 211: NPAC File Naming Convention for LRN, NPA-NXX, and NPA-NXXX Network Data Files</a>
SPID (Only Objects are supported)	<a href="#">Table 212: NPAC File Naming Convention for SPID Network Data File</a>

**Note:** Object ranges are used so that potentially very large files can be broken down into smaller files based on NPA-NXX (for SVs) or NPA-NXX-X (for NPBs) ranges. Because of the much smaller number of LRN, NPA-NXX, NPA-NXX-X, or SPID objects, ranges are not supported for these data file types.

### Subscription Version File Naming Convention

The file name for subscription version files is represented as **<NPANXX-NPANXX>**, which indicates the range of NPA-NXX values contained in the download file. The file extension values depend on whether you are requesting a file for an Object Range BDD or for a Time Range BDD, as shown in [Table 209: NPAC File Naming Convention for Subscription Version Data File](#).

**Table 209: NPAC File Naming Convention for Subscription Version Data File**

Range Type	Naming Convention
Object Range BDD	<NPANXX-NPANXX>.<create> <sup>2</sup> .00-00-0000000000.99-99-9999999999
Time Range <sup>1</sup> BDD	<NPANXX-NPANXX>.<create>.<start>.<end> <sup>2</sup>
<sup>1</sup> Time Range files are supported only if you have installed the NANC 3.2 feature <sup>2</sup> For format of <create>, <start>, and <end>, see <a href="#">File Naming Conventions</a> .	

Following are examples of uses for subscription version BDD files:

- If you need to bulk download all subscription versions from the NPAC, use the following file name:

```
<000000-999999>.<create>.00-00-0000000000.99-99-9999999999
```

- If you need to bulk download all subscription versions for a time period from midnight February 12, 2006 to midnight February 13, 2006 in a file created February 14, 2006 at 9:00 a.m., use the following file name:

```
<000000-999999>.114022006090000.212022006000000.213022006000000
```

- If you need files to correct an NPA split, specify three Object Range files that have the same NPANXX values before and after the hyphen:
  - One file with the old NPANXX value
  - One file with the correct new NPANXX value
  - One file with the erroneous new NPANXX value

For example, if an NPA split was erroneously entered from 909-860 to 123-860 instead of correctly from 909-860 to 124-860, specify the following files:

- 909860-909860
- 124860-124860
- 123860-123860

Because no file extension is specified in these files, the default values of 00-00-0000000000.99-99-9999999999 are assumed.

### Number Pool Block File Naming Convention

The file name for number pool block files is represented as <NPANXXX-NPANXXX>, which indicates the range of EDR NPA-NXXX values contained in the download file. The file extension values depend on whether you are requesting a file for an Object Range BDD or for a Time Range BDD, as shown in [Table 210: NPAC File Naming Convention for Number Pool Block Data File](#).

Table 210: NPAC File Naming Convention for Number Pool Block Data File

Range Type	Naming Convention
Object Range BDD	<NPANXXX-NPANXXX>.<create> <sup>2</sup> .00-00-0000000000.99-99-9999999999
Time Range <sup>1</sup> BDD	<NPANXXX-NPANXXX>.<create>.<start>.<end> <sup>2</sup>
<sup>1</sup> Time Range files are supported only if you have installed the NANC 3.2 feature <sup>2</sup> For format of <create>, <start>, and <end>, see <a href="#">File Naming Conventions</a> .	

These file types exist only if the NPAC supports Efficient Data Representation (EDR). Following are examples of uses for number pool block BDD files:

- If you need to bulk download all number pool blocks from the NPAC, use the following file name:

```
<0000000-9999999>.<create>.00-00-0000000000.99-99-9999999999
```

- If you need to bulk download all number pool blocks for a time period from midnight February 12, 2006 to midnight February 13, 2006 in a file created February 14, 2006 at 9:00 a.m., use the following file name:

```
<0000000-9999999> .14022006090000.12022006000000.13022006000000
```

- If you need files to correct an NPA split, specify three files, each with the NPANXX value followed by a 0 before the hyphen and the NPANXX value followed by a 9 after the hyphen:
  - One file with the old NPANXX value
  - One file with the correct new NPANXX value
  - One file with the erroneous new NPANXX value

For example, if an NPA split was erroneously entered from 909-860 to 123-860 instead of correctly from 909-860 to 124-860, specify the following files:

- 9098600-9098609
- 1248600-1248609
- 1238600-1238609

Because no file extension is specified in these files, the default values of 00-00-0000000000.99-99-9999999999 are assumed.

### LRN, NPA-NXX, and NPA-NXXX File Naming Convention

#### Note:

In contrast to SVs and NPBs data file types, there are a much smaller number of LRN, NPA-NXX, and NPA-NXX-X objects; therefore, ranges are not supported for these data file types, as shown in [Table 211: NPAC File Naming Convention for LRN, NPA-NXX, and NPA-NXXX Network Data Files](#).

- The file name for LRN files is represented as <LRN>, which indicates the LRN value contained in the download file.
- The file name for NPA-NXX files is represented as <NPANXX>, which indicates the NPA-NXX value contained in the download file.
- The file name for NPA-NXXX files is represented as <NPANXXX>, which indicates the EDR NPA-NXXX value contained in the download file. This file type exists only if the NPAC supports Efficient Data Representation (EDR).

The file extension values depend on whether you are requesting a file for an Object BDD or for a Time Range BDD, as shown in [Table 211: NPAC File Naming Convention for LRN, NPA-NXX, and NPA-NXXX Network Data Files](#).

**Table 211: NPAC File Naming Convention for LRN, NPA-NXX, and NPA-NXXX Network Data Files**

Type	Naming Convention
Object BDD	<LRN>.<create> <sup>2</sup> .00-00-0000000000.99-99-9999999999
	<NPANXX>.<create> <sup>2</sup> .00-00-0000000000.99-99-9999999999
	<NPANXXX>.<create> <sup>2</sup> .00-00-0000000000.99-99-9999999999
Time Range <sup>1</sup> BDD	<LRN>.<create>.<start>.<end> <sup>2</sup>
	<NPANXX>.<create>.<start>.<end> <sup>2</sup>
	<NPANXXX>.<create>.<start>.<end> <sup>2</sup>
<sup>1</sup> Time Range files are supported only if you have installed the NANC3.2 feature	
<sup>2</sup> For format of <create>, <start>, and <end>, see <a href="#">File Naming Conventions</a> .	

### SPID File Naming Convention

#### Note:

In contrast to SVs and NPBs data file types, there is a much smaller number of SPID objects; therefore, ranges are not supported for this data file type, as shown in [Table 212: NPAC File Naming Convention for SPID Network Data File](#).

The SPID naming convention only applies to Object BDD files; Time Range is not supported. The file name for SPID files is represented as <SPID>, which indicates the SPID value contained in the download file..

**Table 212: NPAC File Naming Convention for SPID Network Data File**

Type	Naming Convention
Object BDD	<SPID>.<create> <sup>2</sup> .00-00-0000000000.99-99-9999999999
<sup>2</sup> For format of <create>, <start>, and <end>, see <a href="#">File Naming Conventions</a> .	

Only the <create> timestamp field is supported.

Because no file extension is specified in these files, the default values of 00-00-0000000000.99-99-9999999999 are assumed.

## NPAC-LSMS Download Procedure

Use the following procedure to perform a download of files from an NPAC to the LSMS. The example output shown in the procedure is for Time Range BDD files that include Number Pooling Efficient Data Representation (EDR). File formats for other download types vary, as described in [File Naming Conventions](#). For more information about EDR, refer to the *Database Administrator's Guide*.

**Note:** Before you start this procedure, it is recommended that you contact the [Customer Care Center](#). If you encounter any problems in the procedure, you must call the [Customer Care Center](#).



**Caution:** The following procedure requires the connection between the LSMS and each regional NPAC that needs to have files downloaded be aborted (when you stop the regional agent in step 26) before the NPAC builds the files to be sent to the LSMS. The connection must be aborted so that data can be properly resynchronized after the download of files completes. Therefore, the normal transmission of NPAC data from the LSMS to the connected NEs will temporarily be precluded during this procedure. It is recommended that you contact the [Customer Care Center](#) before performing this procedure.

**Note:** If an automatic or manual switchover occurs while files are being downloaded from the NPAC or between the time files are downloaded from the NPAC and the time they are imported into the LSMS database, perform the appropriate procedure described in [Copying Files to Other Server If Switchover Occurs](#).

1. Ensure that you have the necessary information, as described in [Prerequisite Information](#).
2. Log in to the LSMS active server as `lsmsadm`.
3. Change to the directory that contains the current LSMS version:

```
$ cd /var/TKLC/lsms/free/data/npacftp/<region>
```

4. Verify that the correct directory was accessed by entering the following command:

```
$ pwd
```

The correct output is:

```
/var/TKLC/lsms/free/data/npacftp/<region>
```

5. Determine whether any files are currently contained in this directory:
 

```
$ ls -l
```
6. If the output shows any files, delete them by entering the following command:
 

```
$ rm *
```

**Note:** Though the steps in this procedure refer to the use of FTP, you may use SFTP instead.

7. Use FTP to connect to the NPAC by entering the following command, where `<NPAC_IP_address>` is the decimal version of the NPAC's IP address, recorded on your worksheet, as described in *Prerequisite Information*:

```
$ ftp <NPAC_IP_address>
```

An example command line follows:

```
$ ftp 208.143.38.10
```

8. When prompted, enter your NPAC login name and password, recorded on your worksheet, as described in *Prerequisite Information*.
9. Change to the NPAC's FTP directory by entering the following command, where `<NPAC_FTP_directory>` is the regional directory as recorded on the your worksheet that corresponds to the region selected in *Step 3*:

```
ftp> cd <NPAC_FTP_directory>
```

10. Display the contents of the NPAC's FTP directory by entering the following command:

```
ftp> ls
```

- Output similar to the following appears.

```
200 PORT command successful.
150 Opening ASCII mode data connection for file list.
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
0000000-9999990.07-11-2004023849.07-10-2004023849.07-11-2004023849
LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849
NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
SPID.07-11-2000023849
226 Transfer complete.
70 bytes received in 0.026 seconds (2.6 Kbytes/s)
```

- If you are converting a regional database to support EDR, output similar to the following appears:

```
200 PORT command successful.
150 Opening ASCII mode data connection for file list.
0000000-9999990.07-11-2004023849.07-10-2004023849.07-11-2004023849
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
226 Transfer complete.
20 bytes received in 0.026 seconds (2.6 Kbytes/s)
```

11. Change to noninteractive mode by entering the following command:

```
ftp> prompt
```

Output similar to the following appears:

```
Interactive mode off
```

12. Transfer the files you need as follows:

- If you are downloading files from the NPAC after a site failure, enter the following command to transfer all the files in the NPAC's FTP directory `<NPAC_FTP_directory>` to the LSMS's regional directory `/var/TKLC/lsms/free/data/npacftp/<region>`:

```
ftp> mget *
```

- If you are reversing an NPA split, enter commands similar to the following commands (these commands use the values from the example) to transfer the subscription files and NPB files for the old NPANXX and the erroneous new NPANXX from the NPAC's FTP directory <NPAC\_FTP\_directory> to the LSMS's regional directory /var/TKLC/lms/free/data/npacftp/<region>:

```
ftp> mget 909860*
```

```
ftp> mget 123860*
```

```
ftp> mget 124860*
```

- If you are converting a regional database to support EDR, enter the following commands to transfer the EDR files from the NPAC's FTP directory <NPAC\_FTP\_directory> to the LSMS's regional directory /var/TKLC/lms/free/data/npacftp/<region>:

```
ftp> mget 0000000-9999999*
```

```
ftp> mget NPANXXX*
```

**13.** Output similar to the following appears (the example shows only Time Range BDD files for downloading):

```
200 PORT command successful.
150 Opening BINARY mode data connection for
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849 (17979 bytes).
###
226 Transfer complete.
local: 000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
remote: 000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
17979 bytes received in 0.18 seconds (1e+02 Kbytes/s)
200 PORT command successful.
150 Opening BINARY mode data connection for
0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
(17979 bytes).
###
226 Transfer complete.
local: 0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
remote: 0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
17979 bytes received in 0.18 seconds (1e+02 Kbytes/s)
200 PORT command successful.
150 Opening BINARY mode data connection for LRN.07-10-2000023849
(17979 bytes).
###
226 Transfer complete.
local: LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849
remote: LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849
17979 bytes received in 0.18 seconds (1e+02 Kbytes/s)
200 PORT command successful.
150 Opening BINARY mode data connection for
NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849 (124831 bytes).
#####
226 Transfer complete.
local: NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
remote: NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
124831 bytes received in 1 seconds (1.2e+02 Kbytes/s)
200 PORT command successful.
150 Opening BINARY mode data connection for
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849 (124831 bytes).
```

```
#####
226 Transfer complete.
local: NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
remote: NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
124831 bytes received in 1 seconds (1.2e+02 Kbytes/s)
200 PORT command successful.
150 Opening BINARY mode data connection for SPID.07-10-2004023849 (479 bytes).
#
226 Transfer complete.
local: SPID.07-10-2004023849 remote: 07-10-2004023849
479 bytes received in 0.018 seconds (27 Kbytes/s)
```

14. Exit FTP by entering the following command:

```
ftp> quit
```

15. Ensure that the files just downloaded have appropriate permissions for all users by entering the following command:

```
$ chmod 655 *
```

16. Enter the following command to verify that all the files in [Step 12](#) transferred and that they now have read-write permission:

```
$ ls -l
```

Output similar to the following appears (the example shows only Time Range BDD files for downloading):

```
total 3188358
-rw-r-r- 1 lsmsadm lsms 1608000001 Jul 11 02:38
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
-rw-r-r- 1 lsmsadm lsms 1608000001 Jul 11 02:38
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
-rw-r-r- 1 lsmsadm lsms 780001 Jul 11 02:38
LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849
-rw-r-r- 1 lsmsadm lsms 6440001 Jul 11 02:38
NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
-rw-r-r- 1 lsmsadm lsms 6440001 Jul 11 02:38
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
-rw-r-r- 1 lsmsadm lsms 239990 Jul 11 02:38 SPID.07-10-2000023849
```

**Note:** It is recommended that you create a backup of your files before proceeding to the next step. To create a backup, enter the following command:

```
$ mkdir /var/TKLC/lsms/free/data/npacftp/<region>/save
```

17. If you need files from another NPAC region, repeat [Step 3](#) through [Step 16](#).
18. If switchover has occurred, perform the appropriate procedure described in [Copying Files to Other Server If Switchover Occurs](#).
19. Untar the BDD file (Object Range BDD file or Time Range BDD file) in the <region> folder using the following command:

```
tar -zxvf filename.tar.gz
```

20. Enter the following command to display the number of lines in each bulk load file.

```
$ wc -l *
```

**Note:** Record the line count values (shown in **bold** below) for future reference.

```

1892 000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
  0 000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
892 0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
  0 0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
250 LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849
  0 LRN.07-10-2004023849.07-11-2004023849
23 NPANXX.07-10-2004023849.07-11-2004023849
  0 NPANXX.07-10-2004023849.07-11-2004023849
12 NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
  0 NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
  0 SPID.07-10-2004023849

```

- 21.** BDD files received from the NPAC require conversion before they can be imported into the LSMS database.

The conversion must be performed by entering the following command for each file:

```
$ cat orig_file_from_NPAC | tr "\015" "\012" > new_file_for_import
```

(The file name must be changed. Oracle recommends that you append a few characters, such as `.tr`, to the end of the file name. Maintaining most of the file name will make it easier to rename the files to the original file names, as instructed in [Step 23](#)) For example:

```

$ cat 000000-999999.07-10-2000023849 | tr "\015" "\012" >
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849.tr
$ cat 0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849 | tr
"\015" "\012" >
0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849.tr
$ cat LRN.07-10-2000023849 | tr "\015" "\012" >
LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849.tr
$ cat NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849 | tr "\015" "\012"
> NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849.tr
$ cat NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849 | tr "\015"
"\012" > NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849.tr
$ cat SPID.07-10-2004023849 | tr "\015" "\012" >
SPID.07-10-2004023849.tr

```

- 22.** After ensuring all files have been converted, delete the original files.

```
$ rm orig_file_from_NPAC
```

For example:

```

$ rm 000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
$ rm 0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
$ rm LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849
$ rm NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
$ rm NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
$ rm SPID.07-10-2004023849

```

- 23.** Rename each of the files that were converted in [Step 21](#) back to the original NPAC file names by entering the following command for each file:

```
$ mv new_file_for_import orig_filename_from_NPAC
```

For example:

```
$ mv 000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849.tr
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
$ mv 0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849.tr
0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
$ mv LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849.tr
LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849
$ mv NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849.tr
NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
$ mv NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849.tr
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
$ mv SPID.07-10-2004023849.tr SPID.07-10-2004023849
```

24. Verify that the files were properly converted by entering the following command:

```
$ file *
```

Properly converted files will be appended with the following information, : ASCII text, as shown in the example output below.

```
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849: ASCII text
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849: ASCII text
0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849: ASCII text
0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849: ASCII text
LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849: ASCII text
LRN.07-10-2004023849.07-11-2004023849: ASCII text
NPANXX.07-10-2004023849.07-11-2004023849: ASCII text
NPANXX.07-10-2004023849.07-11-2004023849: ASCII text
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849: ASCII text
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849: ASCII text
SPID.07-10-2004023800: ASCII text
SPID.07-10-2004023849: ASCII text
```

**Note:** If the files are appended with : ASCII text, with CR line terminators, then the conversion performed in [Step 21](#) failed. Contact the [Customer Care Center](#).

25. If switchover has occurred, perform the appropriate procedure described in [Copying Files to Other Server If Switchover Occurs](#).
26. If the SWIM feature has been enabled, contact the [Customer Care Center](#) to turn off SWIM.
27. Perform the following substeps to prevent the NPAC database from being updated while the files are being converted and copied in subsequent steps:
- Halt the LSMS agent for the region:
 

```
$ $LSMS_DIR/lsms stop <region>
```
  - From the LSMSGUI menu, select **Configure>LNP System>NPAC>Modify>Primary** and click the Activate Region checkbox so that is empty.
 

For more information about this GUI window, refer to the *Configuration Guide*. Having this checkbox empty prevents the sentryd utility from attempting to automatically restart the regional agent.
28. You are now ready to run the `import` command.

**Note:** Do not run the `import` command while any of the following processes are also running: backups, starting a standby node (to change its state from UNINITIALIZED "INHIBITED" to STANDBY), running the `lsmsdb quickaudit` command, and creating query server snapshots,

all of which use temporary storage space. If you try to run the `import` command while any of these processes are running, you may not have enough disk space to complete the process. Since backups can be run automatically, perform the procedure described in [Checking for Running Backups](#) to ensure that no backups are running.

- If you are performing this procedure as part of reversing an NPA split, converting a regional database to support EDR, importing an incremental download of files from NPAC after a site failure, or importing files for any reason other than a complete regional bulk download, go to [Step 29](#).
- If you are performing a complete regional bulk download from the NPAC, you can save a significant amount of time (which would be required to delete all existing entries in the database) by entering the following commands, where `<region>` is the name of the NPAC region:



**Caution:** The following commands will delete all data in your regional database.

#### CAUTION

Log into the active server and run both of the following commands:

```
$ $LSMS_DIR/npac_db_setup remove <region>
$ $LSMS_DIR/npac_db_setup_create <region>
```

29. Import data in the downloaded files into the regional database by entering the following command:

```
$ $LSMS_DIR/import [-c] <region>
```

For example:

```
$ $LSMS_DIR/import -c MidAtlantic
```

The `-c` option allows the import to continue on to the next line of the file even if errors occur. Output similar to the following indicates the progress of the LSMS processing:

**Note:** In these examples, `...` on a line by itself indicates that output occurs, but its contents are not significant to this procedure.

**Note:** If you do not specify the `-c` option and a failure, such as a syntax error, occurs during the import process, an error message is displayed and the import utility prompts the user with the following message: Do you want to continue (Yes/No)? If `n` is entered, the import utility operation is aborted. If `y` is entered, the import utility aborts its operation for the current download file and continues importing the remaining specified download files.

If such an error occurs, be sure to perform the substeps shown in [Step 30](#).

- Output similar to the following appears as the LSMS deletes subscription versions, NPBs, LRNs, NPANXXs, and SPIDs in the regional LSMS database, reformats the NPAC data file, and places the data from the NPAC data file into the specified regional LSMS database.

```
NPAC FTP directory: /var/TKLC/lms/free/data/npacftp/Midwest
The following NPAC download file(s) are available for import:
    LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849
    NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
    NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
    SPID.07-10-2004023849
    000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
    0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
Import LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849 (Yes/No/All/Quit)?all
```

```
The following NPAC download files have been chosen to be imported:
      SPID.07-10-2004023849
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
      NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849
      000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
Do you want to continue (Yes/No)?yes
Beginning Delete Process for SPID.07-10-2004023849
Delete Process Completed for SPID.07-10-2004023849
Beginning Download Process for SPID.07-10-2004023849
1000 ServiceProvNetwork instances written to MidwestDB
2000 ServiceProvNetwork instances written to MidwestDB
2351 ServiceProvNetwork instances written to MidwestDB

Import completed successfully.
Download Process Completed for SPID.11-07-2001145342

Beginning Delete Process for
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
Delete Process Completed for
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849

Beginning Download Process for
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849

1000 ServiceProvNPA_NXX_X instances written to MidwestDB
2000 ServiceProvNPA_NXX_X instances written to MidwestDB
3000 ServiceProvNPA_NXX_X instances written to MidwestDB
4000 ServiceProvNPA_NXX_X instances written to MidwestDB
...
30000 ServiceProvNPA_NXX_X instances written to MidwestDB
30860 ServiceProvNPA_NXX_X instances written to MidwestDB
Import completed successfully.
Download Process Completed for
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849

Beginning Delete Process for
NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849

Delete Process Completed for
NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849

Beginning Download Process for
NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849

90 ServiceProvNPA_NXX instances written to MidwestDB
1090 ServiceProvNPA_NXX instances written to MidwestDB
Import completed successfully.
Download Process Completed for
NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849

Beginning Delete Process for LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849

Delete Process Completed for LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849

Beginning Download Process for
LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849

1000 ServiceProvLRN instances written to MidwestDB
2000 ServiceProvLRN instances written to MidwestDB
3000 ServiceProvLRN instances written to MidwestDB
4000 ServiceProvLRN instances written to MidwestDB
4700 ServiceProvLRN instances written to MidwestDB
```

```

5700 ServiceProvLRN instances written to MidwestDB
Import completed successfully.
Download Process Completed for
LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849

Beginning Delete Process for
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849

Will drop instances of:
Drop instances of class `SubscriptionVersion'
DROPPING INSTANCES.
Delete Process Completed for
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849

Beginning Download Process for
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849

1000 SubscriptionVersion instances written to MidwestDB
2000 SubscriptionVersion instances written to MidwestDB
3000 SubscriptionVersion instances written to MidwestDB
4000 SubscriptionVersion instances written to MidwestDB
4500 SubscriptionVersion instances written to MidwestDB
Import completed successfully.
Download Process Completed for 000000-999999.11-07-2001145342

Beginning Delete Process for
0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849

Will drop instances of:
Drop instances of class `NumberPoolBlock'
DROPPING INSTANCES.
Delete Process Completed for
0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849

Beginning Download Process for
0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849

1000 NumberPoolBlock instances written to MidwestDB
2000 NumberPoolBlock instances written to MidwestDB
Import completed successfully.
Download Process Completed for
0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
Script completed.

```

- If you are reversing an NPA split, in this step the LSMS deletes all subscription versions and NPBs for the old NPA-NXX and the erroneous new NPA-NXX in the regional LSMS database, reformats the NPAC data file, and places the data from the NPAC data file into the specified regional LSMS database. (Example output is not shown.)
  - If you are converting a regional database to support EDR, in this step the LSMS formats the NPAC data file, and places the data from the NPAC data file into the specified regional LSMS database. (Example output is not shown.)
30. If you specified the `-c` option or you answered Y when prompted for any failure, such as syntax error, that occurred during the import process in [Step 29](#), perform the one of the following sets of substeps:



**Caution:** This step requires a working knowledge of the vi editor and detailed understanding of the contents of the files downloaded from the NPAC. It is recommended that the [Customer Care Center](#) be contacted prior to performing this step.

If you answered Y when prompted for any failure during the import process in [Step 29](#), perform these substeps:

- a) Examine and correct the files that were not successfully imported by entering the following command:  

```
$ vi /var/TKLC/lms/free/data/npacftp/<region>/<downloaded file>
```

For example:

```
$ vi /var/TKLC/lms/free/data/npacftp/Midwest/SPID.07-10-2000023849
```
- b) Delete the ^D characters added at the end of the file by the vi editor by pressing the Shift and G keys at the same time to go to the end of the file, and then typing dd to remove the last line.
- c) For each file corrected by [Step 30](#) a and b, enter the following command to import the corrected file into the regional database:  

```
$ $LSMS_DIR/import <region> <bulk load file>
```
- d) Go to step [Step 31](#).

If you specified the -c option in [Step 29](#), perform these substeps:

- a) Examine and correct the files that were not successfully imported by entering the following command:  

```
$ vi /var/TKLC/lms/free/data/npacftp/<region>/<downloaded file>
```

For example:

```
$ vi /var/TKLC/lms/free/data/npacftp/Midwest/SPID.07-10-2000023849_FAILED
```
- b) Correct the file as desired, and then import the file into the database by entering the following command, where <region> is the name of the NPAC region, <instance> is the type of instance to be imported into the database, and <filename> is the name of the file to be imported:  

```
$ $LSMS_TOOLS_DIR/npacimport -r <region> -i <instance> -y <filename>
```

**31.** If you are reversing an NPA split, go to step [Step 34](#).

Otherwise, perform the following substeps:

**Table 213: NPAC Bulk Load Files and LSMS Database Object Classes**

NPAC Bulk Load File	LSMS Database Object Class
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849	SubscriptionVersion
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849	NumberPoolBlock
LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849	ServiceProvLRN
NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849	ServiceProvNPA_NXX
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849	ServiceProvNPA_NXX_X
SPID.07-11-2004023849	ServiceProvNetwork

These substeps compare the number of instances of each object type (shown in **bold** in the following examples) contained in the NPAC files and in the LSMS database.

- a) Enter the following command to display the number of lines in each bulk load file:

```
$ wc -l *
```

Output similar to the following appears:

- If you are downloading files from the NPAC after a site failure or during migration, output similar to the following appears. This output includes lines (shown in **bold**) used for Efficient Data Representation (EDR). If an NPAC does not support EDR, or if you do not have the EDR feature installed, lines similar to those shown in **bold** will not appear.

```
1892
000000-999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
  892 0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849
250
LRN.07-11-2004023849.07-10-2004023849.07-11-2004023849           23
NPANXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
  12  NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849           5
SPID.07-10-2004023849
```

- If you are converting a regional database to support EDR, output similar to the following output appears.

```
892
0000000-9999999.07-11-2004023849.07-10-2004023849.07-11-2004023849  12
NPANXXX.07-11-2004023849.07-10-2004023849.07-11-2004023849
```

- b) Enter the following command to display the total number of instances of each class in the regional database:

```
$ lsmsdb -c counts -d <dbname>
```

Output similar to the following appears:

```
$ lsmsdb -c counts -d MidwestDB 892
..... MidwestDB.NumberPoolBlock 250
..... MidwestDB.ServiceProvLRN 23
..... MidwestDB.ServiceProvNPA_NXX 12
..... MidwestDB.ServiceProvNPA_NXX_X 5
..... MidwestDB.ServiceProvNetwork 1,892
..... MidwestDB.SubscriptionVersion
#
```

- c) Verify that the numbers of instances indicated in the output of [Step 31 b](#) (shown in **bold** in the example) match the numbers included in the output of [Step 31 a](#) (shown in **bold** in that example). If they do not match, repeat [Step 28](#) through [Step 30](#).

32. If you are converting a regional database to support EDR, go to [Step 34](#).

Otherwise, perform the following command to change the Last Change Time (LCT) of the regional database to match the timestamp embedded in the file name of the files obtained in [Step 16](#).

```
$ chglct -r <region> -s <YYYYMMDDhhmmss>
```

Where *<region>* is the name of the NPAC for which you are performing the download and *<YYYYMMDDhhmmss>* is the timestamp embedded in the file name as shown in the files displayed in [Step 16](#). For more information about the *chglct* command, see [chglct](#).

33. Once you have verified that the region has received a "Recovery Complete" message from the NPAC, you may remove the "import" files from the system by repeating [Step 2](#) through [Step 6](#) of this procedure.
34. Restart the LSMS agent for the region by doing the following:

From the LSMSGUI menu, select **Configure > LNP System > NPAC > Modify > Primary** and click the Activate Region checkbox so that is checked. For more information about this GUI window, refer to the *Configuration Guide*. Having this checkbox checked enables the `sentryd` utility to automatically attempt to restart the regional agent.
35. If the SWIM feature was turned off in [Step 26](#), contact the NPAC to have the SWIM list cleared for all imported regions, then contact the [Customer Care Center](#) to reactivate SWIM.
36. If imports were performed for all active regions, go to [Step 37](#) Otherwise, contact the [Customer Care Center](#) to determine if time range resynchronizations are needed for regions that were not imported due to SWIM having been turned off temporarily.

If necessary, the [Customer Care Center](#) will help the customer reassociate LSMS with the NPAC and perform manual time range resynchronizations.
37. Restart the LSMSGUI for the region by entering the following command:

```
$ $LSMS_DIR/start_mgui
```

For example:

```
$ $LSMS_DIR/start_mgui
```
38. Repeat steps [Step 21](#) through [Step 37](#) for each NPAC region for which you have downloaded files.
39. For each network element supported by the LSMS, resynchronize the data that corresponds to the data downloaded from the NPAC, using one of the procedures described in *LNP Database Synchronization User's Guide*. For example:
  - If you downloaded from the NPAC after a site failure or during migration, perform a time range audit or a bulk download to each supported network element (refer to "Auditing and Reconciling Network Elements from the LSMS" or "Managing Bulk Load from the LSMS").
  - If you have reversed an NPA split, perform an audit and reconcile procedure for subscription versions and NPBs in both the old NPA-NXX and the erroneous new NPA-NXX to each supported network element (refer to "Auditing and Reconciling Network Elements from the LSMS").
  - If you have converted a regional database to support EDR, perform an audit and reconcile procedure for all NPBs to each supported network element (refer to "Auditing and Reconciling Network Elements from the LSMS").

## Copying Files to Other Server If Switchover Occurs

When switchover (whether automatically or manually initiated) occurs, the standby server, which has been replicating the database on the active server, takes over to be the newly active server. However, any files that have been downloaded from the NPAC exist only on the server to which they were downloaded. If switchover occurs during a BDD procedure, the quickest way to get the files on the newly active server is to perform one of the procedures described in this section.

The following notifications indicate that a switchover has been initiated and completed:

```
LSMS4000|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Switchover initiated
LSMS4001|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Switchover complete
```

Perform one of the following procedures:

- If switchover occurred after all files have been downloaded from the NPAC, perform the procedure described in [Copying All Downloaded Files After Switchover](#)
- If switchover occurred while files are being downloaded from the NPAC, perform the procedure described in [Copying Partially Downloaded Files After Switchover](#)

## Copying All Downloaded Files After Switchover

If switchover is initiated and completed after all the files you need have been downloaded from the NPAC but before you have imported them into the LSMS database, perform the following procedure.

1. If switchover is initiated between the time all the files have been downloaded from the NPAC and the time they are to be imported into the LSMS, wait until the following notification has been reported:

```
LSMS4001|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Switchover complete
```

2. Log into the non-active server as `lsmsadm`.
3. Navigate to the directory where files have been downloaded:

```
$ cd /var/TKLC/lsms/free/data/npacftp/<region>
```

Where `<region>` is the name of the NPAC region for which files are being downloaded.

4. Verify that the correct directory was accessed by entering the following command:

```
$ pwd
```

The correct output is:

```
/var/TKLC/lsms/free/data/npacftp/<region>
```

5. Use the secure file transfer protocol (`sftp`) to move the files from the previously active server into the `/var/TKLC/lsms/free/data/npacftp/<region>` directory on the newly active server:

```
$ sftp lsmsadm@mate
```

When prompted, enter the `lsmsadm` password. Then the `sftp>` prompt will appear; enter the following commands at the prompt:

```
sftp> cd /var/TKLC/lsms/free/data/npacftp/<region>
```

```
sftp> mput *
```

```
sftp> bye
```

6. Proceed with the step you were performing when you were directed to this procedure.

## Copying Partially Downloaded Files After Switchover

If switchover is initiated and completed while files are being downloaded from the NPAC, some of the files may exist on the previously active server and some may exist on the newly active server. The safest procedure is to repeat the BDD procedure.

However, if you have already downloaded a number of files, you can choose to determine which files exist on which server and use the following procedure to copy the files that exist on the non-active server to the active server.

1. If switchover is initiated while files are being downloaded from the NPAC, wait until the following notification has been reported:

```
LSMS4001|14:58 Oct 22, 2005|xxxxxxx|Notify:Sys Admin - Switchover complete
```

2. Log into the non-active server as `lsmsadm`.

3. Navigate to the directory where files have been downloaded:

```
$ cd /var/TKLC/lsms/free/data/npacftp/<region>
```

Where `<region>` is the name of the NPAC region for which files are being downloaded.

4. Verify that the correct directory was accessed by entering the following command:

```
$ pwd
```

The correct output is:

```
/var/TKLC/lsms/free/data/npacftp/<region>
```

5. Enter the following command to list which files are stored in this directory:

```
$ ls -l
```

6. Log into the active server as `lsmsadm`.

7. Navigate to the directory where files have been downloaded:

```
$ cd /var/TKLC/lsms/free/data/npacftp/<region>
```

Where `<region>` is the name of the NPAC region for which files are being downloaded.

8. Verify that the correct directory was accessed by entering the following command:

```
$ pwd
```

The correct output is:

```
/var/TKLC/lsms/free/data/npacftp/<region>
```

9. Enter the following command to list which files are stored in this directory:

```
$ ls -l
```

10. Compare the files listed in [Step 5](#) and [Step 9](#) to determine whether all the files you need have been downloaded to one server or the other.

If any files you need are missing from both servers, perform the procedure described in [NPAC-LSMS Download Procedure](#) to obtain the missing files from the NPAC.

11. If you desire to copy any files from the non-active server to the active server, perform the remaining steps of this procedure.
12. At the previously active server, use the secure file transfer protocol (`sftp`) to move the files from the standby server into the `/var/TKLC/lsmc/free/data/npacftp/<region>` directory on the newly active server:

```
$ sftp lsmsadm@mate
```

When prompted, enter the `lsmsadm` password. Then the `sftp>` prompt will appear; enter the following commands at the prompt:

```
sftp> cd /var/TKLC/lsmc/free/data/npacftp/<region>
```

```
sftp> mput *
```

```
sftp> bye
```

13. Proceed with the step you were performing when you were directed to this procedure.

# Appendix D

## Worksheets

---

**Topics:**

- [Introduction.....414](#)
- [Recovery Preparation Worksheet.....414](#)

This appendix contains worksheets that you can copy and fill out with your own information.

## Introduction

This appendix contains worksheets that you can copy and fill out with your own information.

Complete the worksheet shown in [Table 214: Recovery Preparation Worksheet](#) to record information that you may need during disaster recovery procedures, as described in [Recovering from Site Failures](#).

## Recovery Preparation Worksheet

In preparation for possible error situations, including disasters, record the following information, as shown in [Table 214: Recovery Preparation Worksheet](#), and store it in a safe and accessible location, off-site from both the main and shadow LSMS. Rows are provided for up to eight NPACs and up to eight EMSs; your LSMS may serve fewer NPACs or EMSs.

**Table 214: Recovery Preparation Worksheet**

Information Required	Customer Value
Obtain the following license information from the <a href="#">Customer Care Center</a>	
OSI license key for main LSMS server with default server name lsmspri	
OSI license key for main LSMS server with default server name lsmssec	
OSI license key for shadow LSMS server with default server name lsmspri	
OSI license key for shadow LSMS server with default server name lsmssec	
<b>Main LSMS Data</b>	
Service Provider Identification (SPID)	
LSMS Version	
root password	
lsmsadm name	
lsmsadm password	
lsmsuser name	
lsmsuser password	
lsmsuext name	

Information Required	Customer Value
lsmsuext password	
lsmsview name	
lsmsview password	
lsmsall name	
lsmsall password	
<b>Shadow LSMS Data</b>	
Service Provider Identification (SPID)	
primary IP address (decimal)	
primary IP address (hexadecimal)	
secondary IP address (decimal)	
secondary IP address (hexadecimal)	
<b>NPAC Region 1 Name and Information</b>	
FTP IP address (decimal)	
FTP IP address (hexadecimal)	
FTP directory	
FTP file names	
NPAC user ID	
NPAC password	
LSMS key set	
<b>NPAC Region 2 Name and Information</b>	
FTP IP address (decimal)	
FTP IP address (hexadecimal)	
FTP directory	
FTP file names	
NPAC user ID	
NPAC password	
LSMS key set	

Information Required	Customer Value
<b>NPAC Region 3 Name and Information</b>	
FTP IP address (decimal)	
FTP IP address (hexadecimal)	
FTP directory	
FTP file names	
NPAC user ID	
NPAC password	
LSMS key set	
<b>NPAC Region 4 Name and Information</b>	
FTP IP address (decimal)	
FTP IP address (hexadecimal)	
FTP directory	
FTP file names	
NPAC user ID	
NPAC password	
LSMS key set	
<b>NPAC Region 5 Name and Information</b>	
FTP IP address (decimal)	
FTP IP address (hexadecimal)	
FTP directory	
FTP file names	
NPAC user ID	
NPAC password	
LSMS key set	
<b>NPAC Region 6 Name and Information</b>	
FTP IP address (decimal)	
FTP IP address (hexadecimal)	

Information Required	Customer Value
FTP directory	
FTP file names	
NPAC user ID	
NPAC password	
LSMS key set	
<b>NPAC Region 7 Name and Information</b>	
FTP IP address (decimal)	
FTP IP address (hexadecimal)	
FTP directory	
FTP file names	
NPAC user ID	
NPAC password	
LSMS key set	
<b>NPAC Region 8 Name and Information</b>	
FTP IP address (decimal)	
FTP IP address (hexadecimal)	
FTP directory	
FTP file names	
NPAC user ID	
NPAC password	
LSMS key set	

# Appendix E

## Query Server Maintenance Procedures

---

### Topics:

- *Introduction.....419*
- *LSMS Maintenance Procedures.....419*
- *Automated System Check.....433*
- *Query Server Error Log.....434*
- *Retrieving Information from LNP Database Fields.....435*
- *LNP Database Tables and Fields.....437*
- *Query Server Database Structure.....441*

This appendix contains detailed, step-by-step query server procedures, as well as information about the automated system check feature, the query server error log, and how to retrieve information from the LNP database fields.

## Introduction

This appendix contains detailed, step-by-step query server procedures to enable you to do the following:

- *Modify the MySQL Port for Query Servers*
- *Check Connection Status of Directly Connected Query Servers*
- *Maintain the Binary Log on Query Servers*
- *Check MySQL Replication Status on Query Servers*
- *Start MySQL Replication on Query Servers*
- *Stop MySQL Replication on Query Servers*
- *Check for Running Backups*
- *Reload a Query Server Database from the LSMS*
- *Reload a Query Server Database from Another Query Server*
- *Clean Up After Failed or Interrupted Snapshot*

It also contains information about the automated system check feature, the query server error log, and how to retrieve information from the LNP database fields.

## LSMS Maintenance Procedures

*Figure 80: Query Server Configuration Scenario* illustrates a query server configuration scenario depicting how the LSMS might be directly connected to a query server, or indirectly connected to daisy-chained query servers. Refer to this figure when performing the maintenance procedures described in this section.

This scenario includes the following:

- One master (LSMS)
- One remote system
- Five query servers:
  - One directly connected slave (Query Server A)
  - One directly connected master/slave (Query Server B)
  - Two daisy-chained slaves (Daisy-chained Query Servers C and E)
  - One daisy-chained master/slave (Daisy-chained Query Server D)

Client applications on each query server represent a Service Provider application that queries the replicated LSMS LNP databases using supported MySQL database APIs.

**Note:** Process all updates to the query server database through the master.

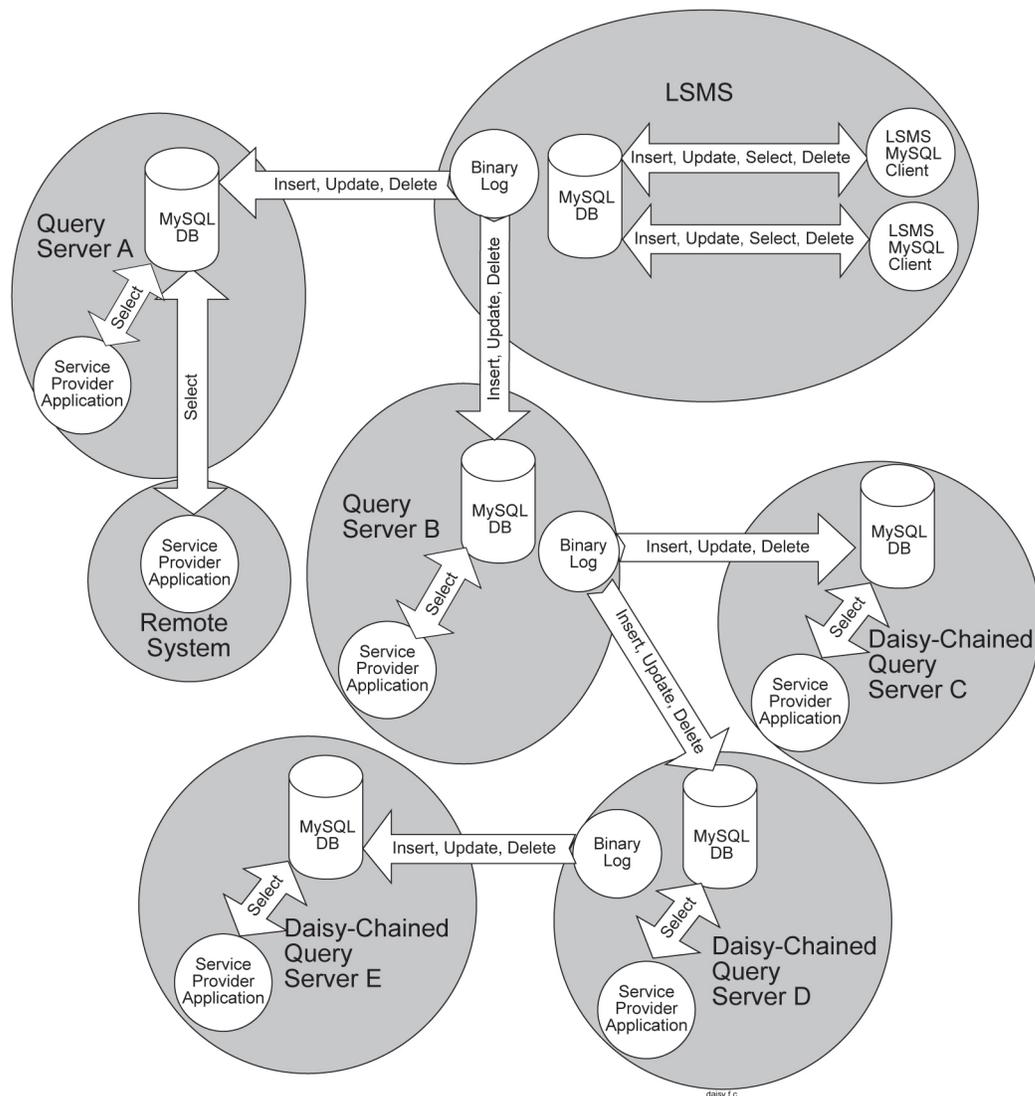


Figure 80: Query Server Configuration Scenario

## Automatic Monitoring of Query Servers

The `lsmsQueryServer` script monitors the connectivity and status of each directly connected query server to ensure that it is replicating the LSMS LNP database. During failure and recovery of the connection with the query servers, the LSMS does one or more of the following:

- Displays a notification on the graphical user interface (GUI notification)
- Posts a Surveillance notification at five-minute intervals to Serial Port 3 used by Surveillance
- Sends a trap to a Network Management System (NMS) if the optional Remote Monitoring feature is installed

For information about the notifications posted, see [8098](#) and [8099](#).

**Note:** The LSMS does not monitor the connectivity or status of the daisy-chained query servers.

## Modify the MySQL Port for Query Servers

Since the MySQL port is a well-known port, for security purposes you can use the LSMS GUI to change the configured MySQL port for a query server.

**Note:** To avoid database replication issues, configure the same MySQL port for LSMS that you configure for the query server. For information about configuring the MySQL port for LSMS on the **MySQL Port** submenu, refer to the *Configuration Guide*.

For the MySQL Port for Query Servers, there are four options under **Admin > QS MySQL Port** as shown:

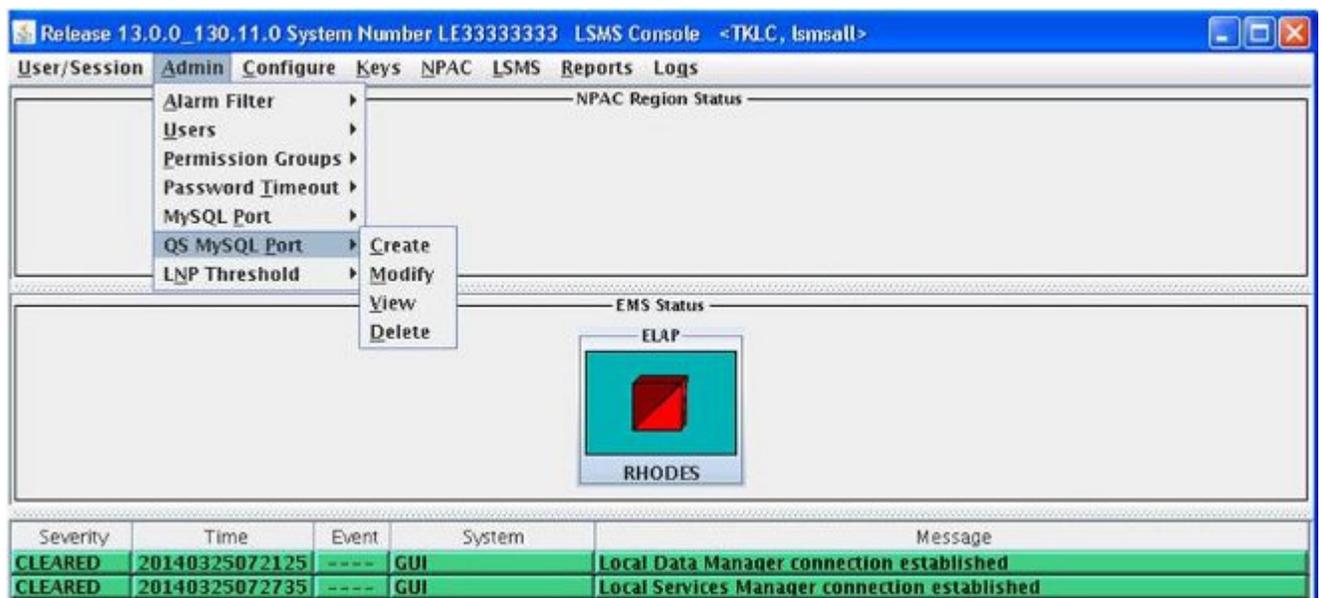
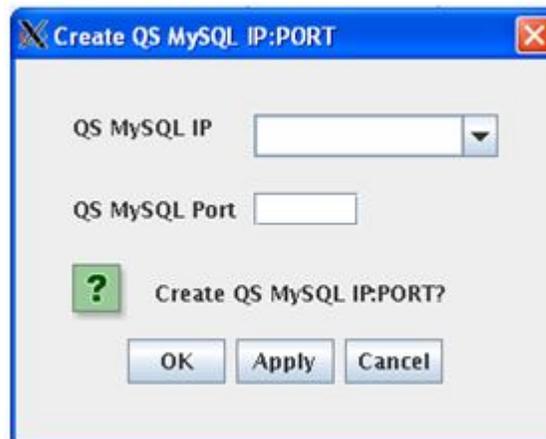


Figure 81: Change configured QS MySQL Port

- Create

Choosing **Create** displays the **Create QS MySQL IP:Port** menu.



**Figure 82: Create QS MySQL IP:Port**

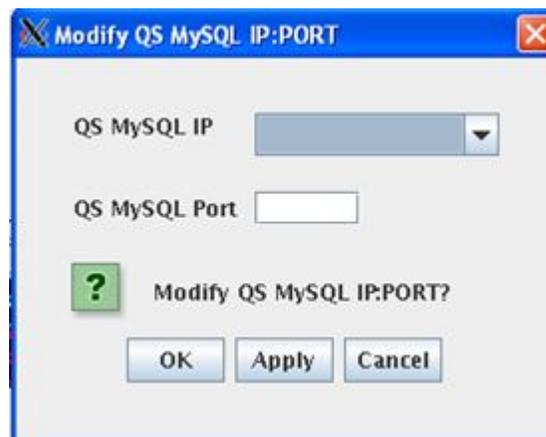
To start, all IP addresses that are configured to use default port 3306 are selectable in the **QS MySQL IP** field. Select an IP address, add the desired port in the **QS MySQL Port** field, click **OK** (or **Apply** followed by **OK**), and a **Create Successful** message is displayed.

The valid QS MySQL Port range is 1024-65535. An error message is displayed if a port outside of this range is entered.

After **Create** is used, the IP/Port combination is stored in a hidden file on LSMS, `/usr/TKLC/lsmstools/.qs.mysql.port`. IP addresses that are assigned to particular ports are not displayed the next time **Create** is used.

- **Modify**

Choosing **Modify** displays the **Modify QS MySQL IP:Port** menu.



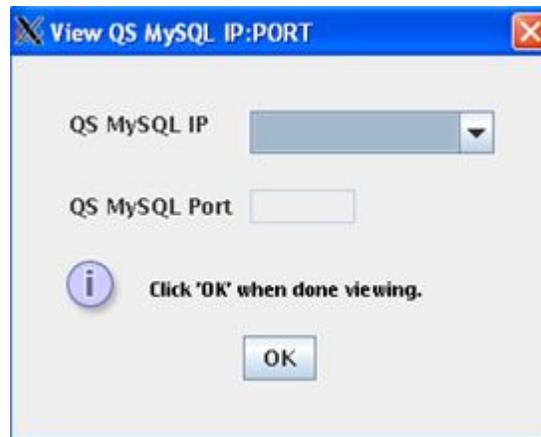
**Figure 83: Modify QS MySQL IP:Port**

The **QS MySQL IP** field displays the IP addresses that were configured using **Create** and saved in `/usr/TKLC/lsmstools/.qs.mysql.port`. You can modify the port associated with an IP address, click **OK** (or **Apply** followed by **OK**), and a **Modify Successful** message is displayed.

After **Modify** is used, `/usr/TKLC/lsmstools/.qs.mysql.port` is updated with the modified IP/Port combination.

- **View**

Choosing **View** displays the **View QS MySQL IP:Port** menu.

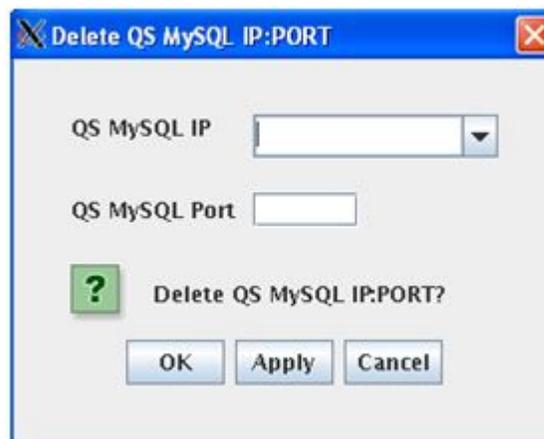


**Figure 84: View QS MySQL IP:Port**

The **QS MySQL IP** field displays the IP addresses that are stored in `/usr/TKLC/lsmstools/.qs.mysql.port`, and the **QS MySQL Port** field lists the corresponding port for each IP address.

- **Delete**

Choosing **Delete** displays the **Delete QS MySQL IP:Port** menu.



**Figure 85: Delete QS MySQL IP:Port**

Use this option to delete an IP/Port combination from `/usr/TKLC/lsmstools/.qs.mysql.port`. Deleted IP/Port entries result in that LSMS subsequently connecting using default port 3306.

## Check Connection Status of Directly Connected Query Servers

You can check the connection status of query servers that are directly connected to the LSMS. The connection status for each query server (denoted by hostname and IP address) is displayed as "Connected", "Disconnected" or "Not Reachable."

To check the connection status, use the following procedure:

1. Log into the active server as the `lsmsadm` user.  
(For information about logging in, see [Logging In to LSMS Server Command Line](#).)

2. Enter the following command:

```
$ lsmsdb -c queryservers
```

Output similar to the following displays:

```
10.25.60.32 (10.25.60.32) Disconnected
Failed to connect to 10.25.60.12 database
```

In this example, two query servers have been configured to directly connect to the LSMS; the first is currently disconnected and the second failed to connect.

## Maintain the Binary Log on Query Servers

Use this procedure to purge the binary log of a query server platform that will have one or more daisy-chained query servers. (Perform this procedure on Query Servers B and D, as shown in [Figure 80: Query Server Configuration Scenario](#).)

**Note:** Monitor the binary log size and delete unnecessary binary log files on a weekly basis, following the steps listed below.

1. Use the following commands to identify what log each daisy-chained query server is replicating from and record your findings:

```
# cd /opt/mysql/mysql/bin
```

```
# mysql -u root -p
```

Enter password:

```
<daisy-chained Query Server's MySQL root user password
```

```
>mysql> SHOW SLAVE STATUS \G;
```

```
mysql> exit;
```

2. From Step 1, find the earliest log among all the daisy-chained query servers (if all the daisy-chained query servers are up-to-date, this is the last log on the list).

On the query server that has query servers daisy-chained from it, list the binary log files. The target log is the one just before the earliest one in use.

```
# cd /opt/mysql/mysql/bin
```

```
# mysql -u root -p
```

Enter password:

```
<Query Server's MySQL root user password>
```

```
mysql> SHOWMASTERLOGS;
```

3. Use the following command to purge the master binary log files on the query server (that has one or more query servers daisy-chained from it) excluding the target log:

```
mysql> PURGE MASTER LOGS TO '<binary_log_file>';
```

## Check MySQL Replication Status on Query Servers

Use the following procedure to check MySQL replication status on query servers:

1. Start the MySQL command-line utility on the slave server:

```
# cd /opt/mysql/mysql/bin
```

```
# mysql -u root -p
```

```
Enter password:
```

```
<Query Server's MySQL root user password>
```

2. Check the replication status using the `show slave status` command (the status of the slave server is conveyed by the `Slave_IO_Running` and `Slave_SQL_Running` column values):

```
mysql> SHOW SLAVE STATUS \G;
```

## Start MySQL Replication on Query Servers

Use the following procedure to start MySQL replication on the query server:

1. Start the MySQL command-line utility on the query server:

```
# cd /opt/mysql/mysql/bin
```

```
# mysql -u root -p
```

```
Enter password:
```

```
<Query Server's MySQL root user password>
```

2. Start MySQL replication:

When the replication operation resumes, the slave server should connect to the master and catch up on any updates that occurred since the replication operation was terminated.

```
mysql> start slave;
```

3. Verify that MySQL replication is running using the `show slave status` command (ensure the `Slave_IO_Running` and `Slave_SQL_Running` column values are set to **Yes**, and ensure that the log file has a name).

```
mysql> SHOW SLAVE STATUS \G;
```

4. Exit the MySQL command-line utility:

```
mysql> exit;
```

## Stop MySQL Replication on Query Servers

Use the following procedure to stop MySQL replication on the query server:

1. Start the MySQL command-line utility on the query server:

```
# cd /opt/mysql/mysql/bin
# mysql -u root -p
Enter password:
<Query Server's MySQL root user password>
```

2. Stop MySQL replication: (When replication is off, the slave server data is not updated and is not kept in synchronization with the master server.)

```
mysql> stop slave;
```

3. Verify that MySQL replication is no longer running using the `show slave status` command (ensure the `Slave_IO_Running` and `Slave_SQL_Running` column values are set to **No**).

```
mysql> SHOW SLAVE STATUS \G;
```

4. Exit the MySQL command-line utility:

```
mysql> exit;
```

## Check for Running Backups

Both database backups and query server snapshots use the same file space on the LSMS. Before creating a snapshot on the LSMS, perform the procedure described in [Checking for Running Backups](#) to ensure that no database backups are running.



### CAUTION

**Caution:** If you attempt to create a snapshot while a backup is running, the backup will be interrupted, and the next time a backup is performed, it will take much longer to complete.

The following tasks also use temporary file space (as does a snapshot), so you may run out of file space if you attempt to create a snapshot after you have started but not yet finished any of these tasks:

- Starting the standby server (changing its state from UNINITIALIZED "INHIBITED" to STANDBY) using the procedure described in [Starting a Server](#)
- Running the `import` command
- Running the `quickaudit` command

## Reload a Query Server Database from the LSMS

This procedure reloads a corrupted or backlevel query server's database by copying the LSMS LNP database. If the LSMS is configured with multiple query servers, reload a query server from another query server (that is currently synchronized with the LSMS) to prevent NPAC-to-network element traffic from being interrupted (see [Reload a Query Server Database from Another Query Server](#)).

**Note:** The following method of reloading a query server may briefly interrupt provisioning on the LSMS while a snapshot of the LNP database occurs. Therefore, choose this method only when other

methods for synchronizing the query server are not feasible. The time required to accomplish this procedure depends on the bandwidth of the customer's network and the amount of data to be reloaded. To minimize service interruption, perform this procedure during a scheduled maintenance period.

1. Log into the active server as `root`.

If you are already logged into the active server as a different user, enter the following command:

```
$ su - root
```

When prompted, enter the root password.

2. Enter both of the following commands to remove all existing snapshots as well as the snapshot information file:

```
# rm /var/TKLC/lsms/free/mysql-snapshot*
```

```
# rm /var/TKLC/lsms/free/snapinfo.sql
```

3. Ensure that no database backups are in progress by performing the procedure described in [Check for Running Backups](#).
4. Enter the following command to create a snapshot of all the LSMS data.



#### CAUTION

**Caution:** Do not create a snapshot while a database backup is occurring. To ensure that a database backup is not occurring, perform the procedure described in [Check for Running Backups](#).

In addition, do not create a snapshot while any of the following processes are also running: backups, starting a standby node (to change its state from UNINITIALIZED "INHIBITED" to STANDBY), running the `import` command, or running the `lsmsdb quickaudit` command, all of which use temporary storage space. If you try to create a snapshot while any of these processes are running, you may not have enough disk space to complete the process.

**Note:** GNU tar (gtar) must be installed on the Query Server prior to any single region exceeding 60 million TNs.

```
# lsmsdb -c snapshot
```

The following output displays:

```
WARNING: This command may cause a brief interruption in traffic being sent from
the NPAC to connected network elements and local LSMS provisioning may be
INTERRUPTED.
Do you want to continue? [Y/N] Y
```

5. Type `Y` and press Enter.

**Note:** This input is case-sensitive. Be sure to type a capital `Y`.

Output similar to the following displays (the line `.....`: in the example output below represents many lines of information that are displayed about each of the databases that is included in the snapshot).

```
Creating snapshot of the database partition, please wait...
lvcreate -- WARNING: the snapshot will be automatically disabled once it gets
full
lvcreate -- INFO: using default snapshot chunk size of 64 KB for
"/dev/vgapp/dbbackup"
```

```

lvcreate -- doing automatic backup of "vgapp"
lvcreate -- logical volume "/dev/vgapp/dbbackup" successfully created
The database is available to the application again.
Disk snapshot created successfully.
mount: block device /dev/vgapp/dbbackup is write-protected, mounting read-only
Snapshot mounted successfully.
Created snapinfo.sql file successfully
.....
lvremove -- doing automatic backup of volume group "vgapp"
lvremove -- logical volume "/dev/vgapp/dbbackup" successfully removed

```

When the last two lines shown above (which start with `lvremove`), the snapshot is complete. However, the database is available to the application before the snapshot is complete, as indicated by the line shown in bold in the example output above. During the creation of a snapshot of the LSMS data, the following occurs:

- A read lock is obtained
- Table information is flushed
- A snapshot is created
- The read lock is released



**Caution:** If the snapshot fails or is interrupted, perform the procedure described in [Clean Up After Failed or Interrupted Snapshot](#) to clean up the file space where snapshot information is temporarily stored. If you do not clean up this file space, future snapshots will fail.

If the compressed snapshot is successfully created, the LSMS data is stored in the following files in the `/var/TKLC/lsmc/free` directory:

- `mysql-snapshot-supDB.tar.gz`
  - `mysql-snapshot-<region>DB.tar.gz`
  - `snapinfo.sql`
6. Use the file transfer protocol (FTP) to move the snapshot data of the master server into the `/usr/mysql1` directory on the query server:
 

```

# cd /var/TKLC/lsmc/free
# ftp <IP address of the Query Server>
ftp> cd /usr/mysql1
ftp> bin
ftp> prompt
ftp> mput mysql-snapshot*.tar.gz snapinfo.sql
ftp> bye

```
  7. Shut down the MySQL server on the query server (if it is running):
 

```

# cd /opt/mysql/mysql/bin
# ./mysqladmin -u root -p shutdown
Enter password:

```

```
<Query Server's MySQL user root password>
```

- On the query server, extract the snapshot data from the archive tar files, `/usr/mysql1/mysql-snapshot-<db>.tar.gz` of the master server's data.

Make sure that the privileges on the files and directories are correct. The user that MySQL runs as needs to be able to read and write to them, just as on the master.

```
# cd /usr/mysql1
# gunzip -c mysql-snapshot-supDB.tar.gz | tar -xvf -
# rm mysql-snapshot-supDB.tar.gz
```

Now, extract the data for the snapshot files for each of the LSMS regions starting with the largest regions first. Replace `<regionDB>` with the regional database name (for example, `CanadaDB`, `MidwestDB`, and so forth). Be sure to remove the compressed snapshot files after each database is extracted to guarantee that sufficient disk space is available for all databases.

```
# gunzip -c mysql-snapshot-<regionDB>.tar.gz | tar -xvf -
# rm mysql-snapshot-<regionDB>.tar.gz
```

- Start the MySQL daemon on the query server:

```
# cd /opt/mysql/mysql/bin
# ./mysqld_safe --skip-slave-start &
```

**Note:** It is important to start the daemon with the `--skip-slave-start` option so that replication does not start automatically.

- On the query server, start the MySQL command line utility:

```
# ./mysql -u root -p
```

- On the query server, reset the configuration information:

```
mysql> reset slave;
mysql> reset master;
```

- Configure the query server to start replication from the correct position on the master.

This information is stored in the `snapinfo.sql` file.

```
mysql> source /usr/mysql1/snapinfo.sql
```

- Start replication:

```
mysql> start slave;
```

The query server should connect to the master and catch up on any updates that occurred since the snapshot was taken. When a query server has started replicating, a `master.info` file is stored in the same directory as the error log (for information about where the error log is stored, see [Query Server Error Log](#)).



**Caution:** Do not remove or edit the `master.info` file. This file is used by the query server to keep track of how much of the master's binary log it has processed.

## Reload a Query Server Database from Another Query Server

This procedure reloads a corrupted or backlevel query server's LNP database by copying another query server's LNP database. If the LSMS is configured with multiple query servers and at least one is currently synchronized, it is recommended to reload a query server from another query server (instead of from the LSMS) to prevent NPAC-to-network element traffic from being interrupted.

**Note:** Replication on the query server may be interrupted while a snapshot of the LNP database occurs. The time required to accomplish this procedure depends on the bandwidth of your network and the amount of data to be reloaded.

**Note:** *Step 1* through *Step 10* pertain to the query server that is directly connected to the LSMS. *Step 11* through *Step 14* pertain to the query server being reloaded.

1. Start the MySQL command-line utility on the query server that is directly connected to the LSMS:

```
# cd /opt/mysql/mysql/bin
# ./mysql -u root -p
Enter password:
<Query Server's MySQL user root password>
```

2. Stop MySQL replication: (When replication is off, the query server data is not updated and is not kept in synchronization with the LSMS.)

```
mysql> stop slave;
```

3. Obtain a read lock and flush table cache information:

(The flush writes changes to tables on disk. The read lock prohibits changes to be made to tables but continues to allow other threads to read from them.)

```
mysql> FLUSH TABLES WITH READ LOCK;
```

4. Display the file name and current position of the binary log:

```
mysql> SHOW MASTER STATUS;
```

Output similar to the following displays:

```
+-----+-----+-----+-----+
| File | Position | Binlog_Do_DB | Binlog_Ignore_DB |
+-----+-----+-----+-----+
| mysql-bin.003 | 73 | test | manual,mysql |
+-----+-----+-----+-----+
```

5. Record the values in the `File` and `Position` columns, which display the file name and current position of the binary log, respectively.

In the example above, the file name is `mysql-bin.003`, and the current position is 73. These values are necessary to properly start the slave process on the query server that is being reloaded.

6. Exit the MySQL command-line utility:

```
mysql> exit;
```

7. Shutdown the MySQL server on the query server that is directly connected to the LSMS:

```
# ./mysqladmin -u root -p shutdown
```

Enter password:

```
<Query Server's MySQL root user password>
```

8. Remove all existing compressed snapshot files (if any):

```
# rm /usr/mysql1/mysql-snapshot*
```

9. Create a snapshot of the query server's copy of all the LSMS data.

Create a compressed snapshot file for the Supplemental database:

**Note:** GNU tar (gtar) must be installed on the Query Server prior to any single region exceeding 60 million TNs.

```
# tar -cvf - /usr/mysql1/supDB/* | gzip >
/usr/mysql1/mysql-snapshot-supDB.tar.gz
```

Create compressed snapshot files for each of the regional databases. Replace <regionDB> with the regional database name (for example, CanadaDB, MidwestDB, and so forth).

```
# tar -cvf - /usr/mysql1/<regionDB>/* | gzip >
/usr/mysql1/mysql-snapshot-<regionDB>.tar.gz
```

10. At the query server that is directly connected to the LSMS, restart the MySQL daemon:

```
# cd /opt/mysql/mysql/bin
```

```
# ./mysqld_safe &
```

11. Shut down the MySQL server on the query server being reloaded:

```
# ./mysqladmin -u root -p shutdown
```

Enter password:

```
<Query Server's MySQL user root password>
```

12. From the master query server, use the file transfer protocol (FTP) to move the snapshot data of the master server into the /usr/mysql1 directory on the query server being reloaded:

```
# cd /usr/mysql1
```

```
# ftp <IP address of the Query Server being reloaded>
```

```
ftp> cd /usr/mysql1
```

```
ftp> bin
```

```
ftp> prompt
```

```
ftp> mput mysql-snapshot*.tar.gz
```

```
ftp> bye
```

13. On the query server being reloaded, extract the snapshot data from the archive tar file of the directly connected query server's data.

Ensure that the privileges on the files and directories are correct. The user which MySQL runs as needs to be able to read and write to them, just as on the master. Perform the following commands:

```
# cd /usr/mysql1
```

```
# gunzip -c mysql-snapshot-supDB.tar.gz | tar -xvf -
```

```
# rm mysql-snapshot-supDB.tar.gz
```

Now, extract the data for the snapshot files for each of the LSMS regions starting with the largest regions first. Replace <regionDB> with the regional database name (for example, CanadaDB, MidwestDB, and so forth). Be sure to remove the compressed snapshot files after each database is extracted to guarantee that sufficient disk space is available for all databases:#

```
# gunzip -c mysql-snapshot-<regionDB>.tar.gz | tar -xvf -
# rm mysql-snapshot-<regionDB>.tar.gz
```

14. Start the MySQL daemon on the query server being loaded.

```
# cd /opt/mysql/mysql/bin
# ./mysqld_safe --skip-slave-start
```

**Note:** It is important to start the daemon with the --skip-slave-start option so that replication does not start automatically.

15. Start the mysql command-line utility on the query server that is being loaded:

```
# ./mysql -u root -p
```

16. Set the binary log position using information that you recorded in [Step 5](#).

```
mysql> CHANGE MASTER TO
MASTER_LOG_FILE='<recorded_log_file_name>',
MASTER_LOG_POS=<recorded_log_position>;
```

For <recorded\_log\_file\_name>, use the value you recorded for the file name in [Step 5](#), and for , use the value you recorded for the binary position in [Step 5](#). For example, using the values shown in the example in [Step 4](#), enter the following command to set the binary log position:

```
mysql> CHANGE MASTER TO
MASTER_LOG_FILE='mysql-bin.003',
MASTER_LOG_POS=73;
```

17. Start replication on the query server that has been loaded:

```
mysql> start slave;
```

The query server should connect to the master server (LSMS or another query server) and catch up on any updates that occurred since the snapshot was taken.

## Clean Up After Failed or Interrupted Snapshot

If a snapshot fails or is interrupted, the /dev/vgapp/dbbackup volume will remain in the file space that is temporarily used by both backups and snapshot creation. If this volume is present when another snapshot is attempted, the new snapshot will fail.

If a snapshot fails, perform the following procedure to clean up the file space that is used for temporarily storing snapshot information. If this file space is not cleaned up, any future snapshot attempts will fail.

1. If a snapshot has failed, first ensure that no backup is already running by performing the procedure described in [Check for Running Backups](#).

- If a backup is running, DONOT perform this procedure. Wait until the backup is complete and retry the snapshot.
  - If a backup is not running, proceed to the next step.
2. Log into the active server as `root`.  
If you are already logged into the active server as a different user, enter the following command:

```
$ su - root
```

When prompted, enter the root password.

3. Enter the following commands:

```
# /bin/umount /mnt/backup
```

```
# /usr/sbin/lvremove -f /dev/vgapp/dbbackup
```

The following output will display:

```
lvremove -- doing automatic backup of volume group "vgapp"  
lvremove -- logical volume "/dev/vgapp/dbbackup" successfully removed
```

When the last line in [Step 3](#) displays, you have completed this procedure.

## Automated System Check

The automated system check feature (`syscheck`) detects, diagnoses, and displays a summary of the overall health of the LSMS server. An LSMS application-specific module, `qs_app` (System Class) reports on the status of query server direct connections with the LSMS. The status of each connection is displayed on the screen as "OK", "WARNING", or "FAILURE".

### Manually Checking Query Server Status

Although `syscheck` runs automatically and records output in the `syscheck` log, users can run the `syscheck` command to check query server status. To manually check query server status, perform the following procedure:

1. Log into the active server command line as `root`.  
(For information about logging in, see [Logging In to LSMS Server Command Line](#)).
2. Enter the following command:  

```
# syscheck system qs
```

  
The possible output examples are explained below.

### Automated System Check OK Status

When `syscheck` detects no problems with query server direct connections, output similar to the following appears.

```
Running modules in class system...
      OK

The log is available at:
-->/var/TKLC/log/syscheck/fail_log
```

**Figure 86: Automated System Check Output Example - OK**

### Automated System Check FAILURE Status

When syscheck detects one or more of the following failures, output similar to the following appears.

- The LSMSDB tool, which is utilized to obtain connection status, does not exist.
- The LSMSDB tool fails to connect to the database server.
- The query server hostname is not associated with corresponding Internet Protocol (IP) addresses in the `/etc/hosts` file.
- The platform hosting a query server could not be pinged (Not Reachable). The hostname of the query servers that fail the ping check is reported.

```
Running modules in class system...
*      qs: FAILURE:: Query Server 10.26.60.136 (10.26.60.136) Not Reachable
One or more module in class "system" FAILED

Failures occurred during system check. The failure log is available at:
-->/var/TKLC/log/syscheck/fail_log
```

**Figure 87: Automated System Check Output Example - FAILURE**

### Automated System Check WARNING Status

When syscheck detects that one or more query servers are not connected and replicating the LSMS database, output similar to the following appears. The hostname of the query servers that fail the connections check is reported.

```
Running modules in class system...
*      qs: WARNING:: Query Server 10.25.60.32 (10.25.60.32) Disconnected
      OK

The log is available at:
-->/var/TKLC/log/syscheck/fail_log
```

**Figure 88: Automated System Check Output Example - WARNING**

## Query Server Error Log

The query server error log (see the example shown in [Figure 89: Query Server Error Log Example](#)) contains the following information, if applicable:

- When `mysqld` was started and stopped
- Critical errors found when running `mysqld`
- Replication errors and warnings
- Warnings if `mysqld` detects a table that needs to be automatically checked or repaired

The query server error log is assigned a name based on the name of your host and appended with a `.err` extension (for example, `<hostname>.err`) and is located in one of the following directories:

- On the LSMS, in `/var/TKLC/lsms/db`
- On a query server, in `/usr/mysql1`. On a Windows machine, `mysqld` writes this log directly to `C:\mysql\data\mysql.err`.

**Note:** Because the query server error log continuously increases in size, it is the user's responsibility to monitor it. To manually delete the log, first shut down the server. Alternatively, execute the `mysql-log-rotatescript` inside your crontab.

```
mysqld: ready for connections

020715 14:27:38  Slave thread initialized

020715 14:28:00  Slave thread: error connecting to master: Can't connect
to MySQL server on '192.168.34.98' (183) (0), retry in 60 sec

020715 14:29:21  Slave: connected to master
'lsmsrepl@192.168.34.98:3306', replication started in log
'192.168.34.98-bin.003' at position 1763
```

**Figure 89: Query Server Error Log Example**

## Retrieving Information from LNP Database Fields

The LNP database is in table format. Following are the characteristics of the table rows and columns:

- Each column contains a value for each row.
- The table does not contain gaps or short columns.
- Each row is a single entity, and the columns describe the attributes of those entities.
- Each column has a name and a type, such as a string or a number. (See [Table 215: Regional Database Tables and Fields](#) through [Table 217: Supplemental Database Tables and Fields \(Part 2\)](#) for the LNP database table names and associated fields.)

To obtain information (name, type, if field contains a Null, key fields, default value, and so forth) for each field of a table on the query server, perform the following steps:

**Note:** Example output follows the command syntax in [Step 2](#) through [Step 5](#)

1. Start the `mysql` command-line utility on the query server using the following command:

```
# cd /opt/mysql/mysql/bin
# mysql -u root -p
Enter password:
<Query Server's MySQL user root password>
```

2. List the names of the databases on the query server using the following command:

```
mysql> SHOW DATABASES;
```

```
mysql> SHOW DATABASES;
+-----+
| Database |
```

```

+-----+
| ResyncDB |
| WesternDB |
| mysql    |
| supDB    |
+-----+
4 rows in set (0.09 sec)

```

3. Select the name of the database that contains tables from which you want to retrieve information using the following command:

```
mysql> USE <database>;
```

where <database> is one of the following: supDB, CanadaDB, MidAtlanticDB, MidwestDB, NortheastDB, SoutheastDB, SouthwestDB, WestCoastDB, WesternDB

```
mysql> USE WesternDB
Database changed
```

4. List the names of the tables in the selected database using the following command:

```
mysql> SHOW TABLES;
```

```

mysql> SHOW TABLES;
+-----+
| Tables_in_WesternDB |
+-----+
| NumberPoolBlock     |
| ServiceProvLRN      |
| ServiceProvNPA_NXX  |
| ServiceProvNPA_NXX_X|
| ServiceProvNetwork  |
| SubscriptionVersion |
+-----+
6 rows in set (0.01 sec)

```

5. Retrieve column and field information of a database table using the following command:

```
mysql> DESCRIBE <table>;
```

where <table> is the name of the database table from the list of tables displayed in [Step 4](#)

```
mysql> describe SubscriptionVersion;
```

Field	Type	Null	Key	Default	Extra
versionId	int(11)	NO	PRI		
tn	char(10)	NO	UNI		
lrn	char(10)	NO	MUL		
newCurrentSp	char(4)	NO	MUL	0000	
activationTimestamp	char(14)	NO		00000000000000	classDPC
	char(9)	NO			
classSSN	char(3)	NO			
lidbDPC	char(9)	NO			
lidbSSN	char(3)	NO			
isvmDPC	char(9)	NO			
isvmSSN	char(3)	NO			
cnamDPC	char(9)	NO			

```

cnamSSN          char(3)          NO
endUserLocationValue char(12)       NO
endUserLocationType char(2)        NO
billingId        char(4)          NO
lnpType          tinyint(3) unsigned NO    0
downloadReason   tinyint(3) unsigned NO    0
wsmcDPC         char(9)          NO
wsmcSSN         char(3)          NO
svType          tinyint(4)       NO    -1
alternativeSPID  char(4)          NO

22 rows in set (0.00 sec)

```

## LNP Database Tables and Fields

The Query Server database consists of replicated copies of the LSMS LNP database tables listed in [Table 215: Regional Database Tables and Fields](#), [Table 216: Supplemental Database Tables and Fields \(Part 1\)](#), and [Table 217: Supplemental Database Tables and Fields \(Part 2\)](#).

**Note:** In the table below, names of regional LNP database tables and fields may be split between lines. This does not imply a space in the name of the table or field.

**Table 215: Regional Database Tables and Fields**

Regional (<Region>) DB LNP Database Tables	Fields			
SubscriptionVersion	versionID	tn	lrn	newCurrentSp
	classDPC	classSSN	lidbDPC	lidbSSN
	isvmDPC	isvmSSN	cnamDPC	cnamSSN
	wsmcDPC	wsmcSSN	LnpType	billingId
	endUserLocation Value	endUserLocation Type	activation Timestamp	downloadReason
	SVType	alternativeSPID		
NumberPoolBlock	blockId	npanxx_x	lrn	newCurrentSP
	classDPC	classSSN	lidbDPC	lidbSSN
	isvmDPC	isvmSSN	cnamDPC	cnamSSN
	wsmcDPC	wsmcSSN	activationTimestamp	downloadReason
	SVType	alternativeSPID		
ServiceProvLRN	serviceProviderId	id	lrn	creationTimeStamp
	downloadReason			

Regional (<Region>) DB LNP Database Tables	Fields			
ServiceProv NPA_NXX	serviceProviderId	id	npanxx	creationTimeStamp
	effectiveTimeStamp	downloadReason		
ServiceProv NPA_NXX_X	serviceProviderId	id	npanxx_x	creationTimeStamp
	effectiveTimeStamp	modifiedTime Stamp	downloadReason	
ServiceProvNetwork	serviceProvId	serviceProvName	serviceProvType	
Where <Region> is one of the following:	Canada	MidAtlantic	Midwest	Northeast
	Southeast	Southwest	WestCoast	Western

Table 216: Supplemental Database Tables and Fields (Part 1)

Supplemental (supDB) LNP Database Tables	Fields			
DefaultGtt	groupName	npanxx	spid	
	ain_set	ain_tt	ain_dpc	ain_ssn
	ain_xlat	ain_ri	ain_ngt	ain_rgta
	in_set	in_tt	in_dpc	in_ssn
	in_xlat	in_ri	in_ngt	in_rgta
	class_set	class_tt	class_dpc	class_ssn
	class_xlat	class_ri	class_ngt	class_rgta
	lidb_set	lidb_tt	lidb_dpc	lidb_ssn
	lidb_xlat	lidb_ri	lidb_ngt	lidb_rgta
	isvm_set	isvm_tt	isvm_dpc	isvm_ssn
	isvm_xlat	isvm_ri	isvm_ngt	isvm_rgta
	cnam_set	cnam_tt	cnam_dpc	cnam_ssn
	cnam_xlat	cnam_ri	cnam_ngt	cnam_rgta
	wsmc_set	wsmc_tt	wsmc_dpc	wsmc_ssn
wsmc_xlat	wsmc_ri	wsmc_ngt	wsmc_rgta	
OverrideGtt	groupName	lrn	spid	
	class_set	class_tt	class_dpc	class_ssn
	class_xlat	class_ri	class_ngt	class_rgta

Supplemental (supDB) LNP Database Tables	Fields			
	lidb_set	lidb_tt	lidb_dpc	lidb_ssn
	lidb_xlat	lidb_ri	lidb_ngt	lidb_rgta
	isvm_set	isvm_tt	isvm_dpc	isvm_ssn
	isvm_xlat	isvm_ri	isvm_ngt	isvm_rgta
	cnam_set	cnam_tt	cnam_dpc	cnam_ssn
	cnam_xlat	cnam_ri	cnam_ngt	cnam_rgta
	wsmc_set	wsmc_tt	wsmc_dpc	wsmc_ssn
	wsmc_xlat	wsmc_ri	wsmc_ngt	wsmc_rgta
NpaSplit	oldNpa	newNpa	nxx	startPDP
	endPDP	region	status	
LsmsServiceProvider	spid	description	contactInfo	

Table 217: Supplemental Database Tables and Fields (Part 2)

Supplemental (supDB) LNP Database Tables	Fields			
GttGroup	name	description		
	ain_set	ain_tt	ain_dpc	ain_ssn
	ain_xlat	ain_ri	ain_ngt	ain_rgta
	in_set	in_tt	in_dpc	in_ssn
	in_xlat	in_ri	in_ngt	in_rgta
	class_set	class_tt	class_dpc	class_ssn
	class_xlat	class_ri	class_ngt	class_rgta
	lidb_set	lidb_tt	lidb_dpc	lidb_ssn
	lidb_xlat	lidb_ri	lidb_ngt	lidb_rgta
	isvm_set	isvm_tt	isvm_dpc	isvm_ssn
	isvm_xlat	isvm_ri	isvm_ngt	isvm_rgta
	cnam_set	cnam_tt	cnam_dpc	cnam_ssn
	cnam_xlat	cnam_ri	cnam_ngt	cnam_rgta
	wsmc_set	wsmc_tt	wsmc_dpc	wsmc_ssn
	wsmc_xlat	wsmc_ri	wsmc_ngt	wsmc_rgta

Supplemental (supDB) LNP Database Tables	Fields			
EmsInterface	cli	emsType	primaryAddress	secondaryAddress
	mateClii	pointCode	matePointCode	capabilityPoint Code
	gttGroup	tnFilter	ownerSpid	componentInfo
	contactInfo	dcmAddress	retryinterval	retryCount
	pingMethod			
TnFilter	spid	name	description	filterType
	regions	npanxxType	npanxxs	
NpacRegion	region	npacSmsName	lsmsPsel	lsmsSsel
	lsmsTsel	lsmsNsap	primaryNpacPsel	primaryNpacSsel
	primaryNpacTsel	primaryNpacNsap	primaryNpac FtpAddress	secondaryNpac Psel
	secondaryNpacSsel	secondaryNpacTsel	secondaryNpac Nsap	secondaryNpac FtpAddress
	active	componentInfo	contactInfo	lastChanged Timestamp
	currentNpac			
<Region>Npac Measurements	yyyydddhh	Binds	SuccessOps	FailedOps
<Clii>Eagle Measurements	yyyydddhh			
	updTnSuccess	updTnFail	DelTnSuccess	DelTnFail
	updDGttSuccess	updDGttFail	DelDGttSuccess	DelDGttFail
	updOGttSuccess	updOGttFail	DelOGttSuccess	DelOGttFail
	updSplitSuccess	updSplitFail	DelSplitSuccess	DelSplitFail
	Binds	LsmsRetries	NERetries	
<Region>PublicKey	id	listId	keyId	status
	exponent	modulus		
<Region>PrivateKey	id	listId	keyId	status
	keyval			
LsmsUser	name	golden	groupName	inactivityTimeout
LsmsUserSpid	lsmsUser	spid		

Supplemental (supDB) LNP Database Tables	Fields			
Where <Region> is one of the following:	Canada	MidAtlantic	Midwest	Northeast
	Southeast	Southwest	WestCoast	Western
Where <Clii> is the Common Language Location Indicator of the EMS/EAGLE to which that LSMS is connected.				

**Note:** In *Table 217: Supplemental Database Tables and Fields (Part 2)*, by default, the following Supplemental (SupDB) LNPDatabase Tables are not replicated. To replicate these tables, refer to the Note in Step 1 of the topic, “MySQL Replication Configuration for Query Servers” in Appendix A of the *Configuration Guide*.

- <Region>PublicKey
- <Region>PrivateKey
- LsmsUser
- LsmsUserSpid

To replicate these tables, refer to the Note in Step 1 of the topic, “MySQL Replication Configuration for Query Servers” in Appendix A of the *Configuration Guide*.

## Query Server Database Structure

This section contains the database structure needed to develop customer-provided applications on the query servers.

```
--
-- Create NpacRegion table
--
-- One NpacRegion defines the configuration of the primary and secondary
NPAC.
--
CREATE TABLE NpacRegion
(
  -- Region name
  region          VARCHAR(40) NOT NULL,

  -- SMS Name defined by NPAC
  npacSmsName     TINYBLOB,
```

```
-- OSI address of LSMS
lsmsPsel          TINYBLOB,
lsmsSsel          TINYBLOB,
lsmsTsel          TINYBLOB,
lsmsNsap          TINYBLOB,

-- OSI address of primary NPAC
primaryNpacPsel   TINYBLOB,
primaryNpacSsel   TINYBLOB,
primaryNpacTsel   TINYBLOB,
primaryNpacNsap   TINYBLOB,

primaryNpacFtpAddress TINYBLOB,

-- OSI address of secondary NPAC
secondaryNpacPsel TINYBLOB,
secondaryNpacSsel TINYBLOB,
secondaryNpacTsel TINYBLOB,
secondaryNpacNsap TINYBLOB,

secondaryNpacFtpAddress TINYBLOB,

-- Region is active
active            BOOL          NOT NULL DEFAULT 0,

-- Component Info (stored as CSV string)
componentInfo     BLOB          NOT NULL,
-- Contact Info (stored as CSV string)
contactInfo       BLOB          NOT NULL,

-- Last changed timestamp set by npacagent
```

```

lastChangedTimestamp CHAR(14)    NOT NULL, -- Default now

-- Current npac in use set by npacagent
currentNpac          ENUM("Primary", "Secondary") DEFAULT "Primary",

-- Region name is primary key
PRIMARY KEY (region)
)
TYPE = MyIsam;

INSERT INTO NpacRegion
  (region, npacSmsName,
   lsmsPsel, lsmsSsel, lsmsTsel, lsmsNsap,
   primaryNpacPsel, primaryNpacSsel, primaryNpacTsel, primaryNpacNsap,
   primaryNpacFtpAddress,
   secondaryNpacPsel, secondaryNpacSsel, secondaryNpacTsel,
   secondaryNpacNsap, secondaryNpacFtpAddress,
   componentInfo, contactInfo, lastChangedTimestamp)
VALUES ("Canada", "Region8 NPAC Canada",
        "cw7", "cw7", "", "rk6",
        "", "", "", "0x00000000",
        "0.0.0.0",
        "", "", "", "0x00000000",
        "0.0.0.0",
        ' "NPAC", "TKLC", "LSMS", "Tekelec, Inc.", "6.0", "1.0"',
        ' "Lsms Admin", "admin@tekelec.com", "5200 Paramount
Parkway", "Morrisville", "NC", "", "USA", "27560", "9194605500", "8005551234", "1
234", "9195551234"',
        DATE_FORMAT(NOW(), "%Y%m%d%h%i%s")),
("MidAtlantic", "Mid-Atlantic Regional NPAC SMS",
 "cw1", "cw1", "", "rk6",
 "", "", "", "0x00000000",
 "0.0.0.0",
 "", "", "", "0x00000000",

```

```

"0.0.0.0",
' "NPAC", "TKLC", "LSMS", "Tekelec, Inc.", "6.0", "1.0" ',
' "Lsms Admin", "admin@tekelec.com", "5200 Paramount
Parkway", "Morrisville", "NC", "", "USA", "27560", "9194605500", "8005551234", "1
234", "9195551234" ',
DATE_FORMAT(NOW(), "%Y%m%d%h%i%s")),
("Midwest", "Midwest Regional NPAC SMS",
"cw0", "cw0", "", "rk6",
"", "", "", "0x00000000",
"0.0.0.0",
"", "", "", "0x00000000",
"0.0.0.0",
' "NPAC", "TKLC", "LSMS", "Tekelec, Inc.", "6.0", "1.0" ',
' "Lsms Admin", "admin@tekelec.com", "5200 Paramount
Parkway", "Morrisville", "NC", "", "USA", "27560", "9194605500", "8005551234", "1
234", "9195551234" ',
DATE_FORMAT(NOW(), "%Y%m%d%h%i%s")),
("Northeast", "Northeast Regional NPAC SMS",
"cw2", "cw2", "", "rk6",
"", "", "", "0x00000000",
"0.0.0.0",
"", "", "", "0x00000000",
"0.0.0.0",
' "NPAC", "TKLC", "LSMS", "Tekelec, Inc.", "6.0", "1.0" ',
' "Lsms Admin", "admin@tekelec.com", "5200 Paramount
Parkway", "Morrisville", "NC", "", "USA", "27560", "9194605500", "8005551234", "1
234", "9195551234" ',
DATE_FORMAT(NOW(), "%Y%m%d%h%i%s")),
("Southeast", "Southeast Regional NPAC SMS",
"cw3", "cw3", "", "rk6",
"", "", "", "0x00000000",
"0.0.0.0",
"", "", "", "0x00000000",
"0.0.0.0",
' "NPAC", "TKLC", "LSMS", "Tekelec, Inc.", "6.0", "1.0" ',

```

```

        'Lsms Admin',"admin@tekelec.com","5200 Paramount
Parkway","Morrisville","NC","","USA","27560","9194605500","8005551234","1
234","9195551234"',

        DATE_FORMAT(NOW(), "%Y%m%d%h%i%s")),

        ("Southwest", "Southwest Regional NPAC SMS",

        "cw4", "cw4", "", "rk6",

        "", "", "", "0x00000000",

        "0.0.0.0",

        "", "", "", "0x00000000",

        "0.0.0.0",

        'NPAC',"TKLC","LSMS","Tekelec, Inc.,"6.0","1.0'',

        'Lsms Admin',"admin@tekelec.com","5200 Paramount
Parkway","Morrisville","NC","","USA","27560","9194605500","8005551234","1
234","9195551234"',

        DATE_FORMAT(NOW(), "%Y%m%d%h%i%s")),

        ("WestCoast", "WestCoast Regional NPAC SMS",

        "cw6", "cw6", "", "rk6",

        "", "", "", "0x00000000",

        "0.0.0.0",

        "", "", "", "0x00000000",

        "0.0.0.0",

        'NPAC',"TKLC","LSMS","Tekelec, Inc.,"6.0","1.0'',

        'Lsms Admin',"admin@tekelec.com","5200 Paramount
Parkway","Morrisville","NC","","USA","27560","9194605500","8005551234","1
234","9195551234"',

        DATE_FORMAT(NOW(), "%Y%m%d%h%i%s")),

        ("Western", "Western Regional NPAC SMS",

        "cw5", "cw5", "", "rk6",

        "", "", "", "0x00000000",

        "0.0.0.0",

        "", "", "", "0x00000000",

        "0.0.0.0",

        'NPAC',"TKLC","LSMS","Tekelec, Inc.,"6.0","1.0'',

        'Lsms Admin',"admin@tekelec.com","5200 Paramount
Parkway","Morrisville","NC","","USA","27560","9194605500","8005551234","1
234","9195551234'

```

```
DATE_FORMAT(NOW(), "%Y%m%d%h%i%s"));

--
-- Create LsmsServiceProvider table
--
CREATE TABLE LsmsServiceProvider
(
  -- The service provider id (Primary Key)
  spid          CHAR(4)  NOT NULL,

  -- Description of the service provider
  description CHAR(80)  NOT NULL,

  -- Contact Info (stored as comma separated value string)
  contactInfo  BLOB NOT NULL,

  -- Primary key is the spid
  PRIMARY KEY (spid)
)
TYPE = MyIsam;

--
-- Create LsmsUser table
--
CREATE TABLE LsmsUser
(
  -- The user name (Primary Key)
  name        CHAR(64) NOT NULL,

  -- Description of the service provider
  golden      BOOL     NOT NULL DEFAULT 0,
```

```
-- The Assigned permission group
groupName    CHAR(4) NOT NULL,

-- The assigned inactivity timeout
inactivityTimeout    CHAR(11) NOT NULL DEFAULT '-1',

-- Primary key is the user name
PRIMARY KEY (name)
)
TYPE = MyIsam;
-- Create default 'golden' users
INSERT INTO LsmsUser (name, golden)
VALUES('lsmsadm',1), ('lsmsuser',1), ('lsmsview',1),
      ('lsmsall',1), ('lsmsuext',1);
--
-- Create GttGroup table
--
CREATE TABLE GttGroup
(
  -- The group name (Primary Key)
  name          CHAR(64) NOT NULL,

  -- Description of the GttGroup
  description CHAR(80) NOT NULL,

  -- Services in GttGroup are for storing default TT/SSN values
  -- AIN Service
  ain_set    BOOL NOT NULL DEFAULT 0,
  ain_tt     TINYINT UNSIGNED NOT NULL,
  ain_dpc    CHAR(9) NOT NULL,
  ain_ssn    CHAR(3) NOT NULL,
  ain_xlat   TINYINT UNSIGNED NOT NULL,
```

```
ain_ri    TINYINT UNSIGNED NOT NULL,
ain_ngt   TINYINT UNSIGNED NOT NULL,
ain_rgta  BOOL      NOT NULL,
-- IN Service
in_set    BOOL      NOT NULL DEFAULT 0,
in_tt     TINYINT UNSIGNED NOT NULL,
in_dpc    CHAR(9) NOT NULL,
in_ssn    CHAR(3) NOT NULL,
in_xlat   TINYINT UNSIGNED NOT NULL,
in_ri     TINYINT UNSIGNED NOT NULL,
in_ngt    TINYINT UNSIGNED NOT NULL,
in_rgta   BOOL      NOT NULL,
-- CLASS Service
class_set  BOOL      NOT NULL DEFAULT 0,
class_tt   TINYINT UNSIGNED NOT NULL,
class_dpc  CHAR(9) NOT NULL,
class_ssn  CHAR(3) NOT NULL,
class_xlat TINYINT UNSIGNED NOT NULL,
class_ri   TINYINT UNSIGNED NOT NULL,
class_ngt  TINYINT UNSIGNED NOT NULL,
class_rgta BOOL      NOT NULL,
-- LIDB Service
lidb_set   BOOL      NOT NULL DEFAULT 0,
lidb_tt    TINYINT UNSIGNED NOT NULL,
lidb_dpc   CHAR(9) NOT NULL,
lidb_ssn   CHAR(3) NOT NULL,
lidb_xlat  TINYINT UNSIGNED NOT NULL,
lidb_ri    TINYINT UNSIGNED NOT NULL,
lidb_ngt   TINYINT UNSIGNED NOT NULL,
lidb_rgta  BOOL      NOT NULL,
-- ISVM Service
ismv_set   BOOL      NOT NULL DEFAULT 0,
```

```
isvm_tt    TINYINT UNSIGNED NOT NULL,
isvm_dpc   CHAR(9) NOT NULL,
isvm_ssn   CHAR(3) NOT NULL,
isvm_xlat  TINYINT UNSIGNED NOT NULL,
isvm_ri    TINYINT UNSIGNED NOT NULL,
isvm_ngt   TINYINT UNSIGNED NOT NULL,
isvm_rgta  BOOL    NOT NULL,
-- CNAM Service
cnam_set   BOOL    NOT NULL DEFAULT 0,
cnam_tt    TINYINT UNSIGNED NOT NULL,
cnam_dpc   CHAR(9) NOT NULL,
cnam_ssn   CHAR(3) NOT NULL,
cnam_xlat  TINYINT UNSIGNED NOT NULL,
cnam_ri    TINYINT UNSIGNED NOT NULL,
cnam_ngt   TINYINT UNSIGNED NOT NULL,
cnam_rgta  BOOL    NOT NULL,
-- WSMSC Service
wsmsc_set  BOOL    NOT NULL DEFAULT 0,
wsmsc_tt   TINYINT UNSIGNED NOT NULL,
wsmsc_dpc  CHAR(9) NOT NULL,
wsmsc_ssn  CHAR(3) NOT NULL,
wsmsc_xlat TINYINT UNSIGNED NOT NULL,
wsmsc_ri   TINYINT UNSIGNED NOT NULL,
wsmsc_ngt  TINYINT UNSIGNED NOT NULL,
wsmsc_rgta BOOL    NOT NULL,

-- Primary key is the group name
PRIMARY KEY (name)
)
TYPE = MyIsam;

--
```

```
-- Create GttGroupSpid table
--
-- This table is used to associate a GttGroup to an authorized
-- LsmsServiceProvider. The many-many relationship between the two
-- is stored by this table a group-spid combinations.
--
CREATE TABLE GttGroupSpid
(
  -- Group name
  gttGroup CHAR(64) NOT NULL,

  -- Spid
  spid CHAR(4) NOT NULL,

  -- Force GttGroup,LsmsServiceProvider combinations to be unique
  PRIMARY KEY (gttGroup, spid),

  -- Not used by MySQL but included for documentation
  FOREIGN KEY (gttGroup) REFERENCES GttGroup(groupName),
  FOREIGN KEY (spid) REFERENCES LsmsServiceProvider(spid)
)
TYPE = MyIsam;

--
-- Create LsmsUserSpid table
--
-- This table is used to associate a LsmsUser to an authorized
-- LsmsServiceProvider. The many-many relationship between the two
-- is stored by this table a group-spid combinations.
--
CREATE TABLE LsmsUserSpid
(
```

```
-- User name
lsmsUser    CHAR(64) NOT NULL,

-- Spid
spid        CHAR(4) NOT NULL,

-- Force LsmsUser,LsmsServiceProvider combinations to be unique
PRIMARY KEY (lsmsUser, spid),

-- Not used by MySql but included for documentation
FOREIGN KEY (lsmsUser) REFERENCES LsmsUser(name),
FOREIGN KEY (spid) REFERENCES LsmsServiceProvider(spId)
)
TYPE = MyIsam;

--
-- Create DefaultGTT Table
--
CREATE TABLE DefaultGtt
(
  -- The group this DefaultGtt belongs to
  groupName CHAR(64) NOT NULL, -- Foreign key

  -- NPA-NXX of the DefaultGtt
  npanxx    CHAR(6) NOT NULL,

  -- The SPID that created the DefaultGtt
  spid      CHAR(4) NOT NULL,

  -- AIN Service
  ain_set   BOOL      NOT NULL DEFAULT 0,
  ain_tt    TINYINT UNSIGNED NOT NULL,
```

```
ain_dpc CHAR(9) NOT NULL,
ain_ssn CHAR(3) NOT NULL,
ain_xlat TINYINT UNSIGNED NOT NULL,
ain_ri TINYINT UNSIGNED NOT NULL,
ain_ngt TINYINT UNSIGNED NOT NULL,
ain_rgta BOOL NOT NULL,
-- IN Service
in_set BOOL NOT NULL DEFAULT 0,
in_tt TINYINT UNSIGNED NOT NULL,
in_dpc CHAR(9) NOT NULL,
in_ssn CHAR(3) NOT NULL,
in_xlat TINYINT UNSIGNED NOT NULL,
in_ri TINYINT UNSIGNED NOT NULL,
in_ngt TINYINT UNSIGNED NOT NULL,
in_rgta BOOL NOT NULL,
-- CLASS Service
class_set BOOL NOT NULL DEFAULT 0,
class_tt TINYINT UNSIGNED NOT NULL,
class_dpc CHAR(9) NOT NULL,
class_ssn CHAR(3) NOT NULL,
class_xlat TINYINT UNSIGNED NOT NULL,
class_ri TINYINT UNSIGNED NOT NULL,
class_ngt TINYINT UNSIGNED NOT NULL,
class_rgta BOOL NOT NULL,
-- LIDB Service
lidb_set BOOL NOT NULL DEFAULT 0,
lidb_tt TINYINT UNSIGNED NOT NULL,
lidb_dpc CHAR(9) NOT NULL,
lidb_ssn CHAR(3) NOT NULL,
lidb_xlat TINYINT UNSIGNED NOT NULL,
lidb_ri TINYINT UNSIGNED NOT NULL,
lidb_ngt TINYINT UNSIGNED NOT NULL,
```

```
lidb_rgta BOOL    NOT NULL,
-- ISVM Service
isvm_set  BOOL    NOT NULL DEFAULT 0,
isvm_tt   TINYINT UNSIGNED NOT NULL,
isvm_dpc  CHAR(9) NOT NULL,
isvm_ssn  CHAR(3) NOT NULL,
isvm_xlat TINYINT UNSIGNED NOT NULL,
isvm_ri   TINYINT UNSIGNED NOT NULL,
isvm_ngt  TINYINT UNSIGNED NOT NULL,
isvm_rgta BOOL    NOT NULL,
-- CNAM Service
cnam_set  BOOL    NOT NULL DEFAULT 0,
cnam_tt   TINYINT UNSIGNED NOT NULL,
cnam_dpc  CHAR(9) NOT NULL,
cnam_ssn  CHAR(3) NOT NULL,
cnam_xlat TINYINT UNSIGNED NOT NULL,
cnam_ri   TINYINT UNSIGNED NOT NULL,
cnam_ngt  TINYINT UNSIGNED NOT NULL,
cnam_rgta BOOL    NOT NULL,
-- WSMSC Service
wsmsc_set  BOOL    NOT NULL DEFAULT 0,
wsmsc_tt   TINYINT UNSIGNED NOT NULL,
wsmsc_dpc  CHAR(9) NOT NULL,
wsmsc_ssn  CHAR(3) NOT NULL,
wsmsc_xlat TINYINT UNSIGNED NOT NULL,
wsmsc_ri   TINYINT UNSIGNED NOT NULL,
wsmsc_ngt  TINYINT UNSIGNED NOT NULL,
wsmsc_rgta BOOL    NOT NULL,

-- DefaultGtt npanxx's are unique within each group
PRIMARY KEY (groupName, npanxx),
```

```
-- Not used by MySQL but included for documentation
FOREIGN KEY (groupName) REFERENCES GttGroup(name)
)
TYPE = MyIsam;

--
-- Create OverrideGtt Table
--
CREATE TABLE OverrideGtt
(
  -- The group this OverrideGtt belongs to
  groupName CHAR(64) NOT NULL, -- Foreign key

  -- LRN of the OverrideGtt
  lrn CHAR(10) NOT NULL,

  -- The SPID that created the OverrideGtt
  spid CHAR(4) NOT NULL,

  -- CLASS Service
  class_set BOOL NOT NULL DEFAULT 0,
  class_tt TINYINT UNSIGNED NOT NULL,
  class_dpc CHAR(9) NOT NULL,
  class_ssn CHAR(3) NOT NULL,
  class_xlat TINYINT UNSIGNED NOT NULL,
  class_ri TINYINT UNSIGNED NOT NULL,
  class_ngt TINYINT UNSIGNED NOT NULL,
  class_rgta BOOL NOT NULL,

  -- LIDB Service
  lidb_set BOOL NOT NULL DEFAULT 0,
  lidb_tt TINYINT UNSIGNED NOT NULL,
  lidb_dpc CHAR(9) NOT NULL,
```

```
lidb_ssn CHAR(3) NOT NULL,
lidb_xlat TINYINT UNSIGNED NOT NULL,
lidb_ri TINYINT UNSIGNED NOT NULL,
lidb_ngt TINYINT UNSIGNED NOT NULL,
lidb_rgta BOOL NOT NULL,
-- ISVM Service
isvm_set BOOL NOT NULL DEFAULT 0,
isvm_tt TINYINT UNSIGNED NOT NULL,
isvm_dpc CHAR(9) NOT NULL,
isvm_ssn CHAR(3) NOT NULL,
isvm_xlat TINYINT UNSIGNED NOT NULL,
isvm_ri TINYINT UNSIGNED NOT NULL,
isvm_ngt TINYINT UNSIGNED NOT NULL,
isvm_rgta BOOL NOT NULL,
-- CNAM Service
cnam_set BOOL NOT NULL DEFAULT 0,
cnam_tt TINYINT UNSIGNED NOT NULL,
cnam_dpc CHAR(9) NOT NULL,
cnam_ssn CHAR(3) NOT NULL,
cnam_xlat TINYINT UNSIGNED NOT NULL,
cnam_ri TINYINT UNSIGNED NOT NULL,
cnam_ngt TINYINT UNSIGNED NOT NULL,
cnam_rgta BOOL NOT NULL,
-- WSMSC Service
wsmsc_set BOOL NOT NULL DEFAULT 0,
wsmsc_tt TINYINT UNSIGNED NOT NULL,
wsmsc_dpc CHAR(9) NOT NULL,
wsmsc_ssn CHAR(3) NOT NULL,
wsmsc_xlat TINYINT UNSIGNED NOT NULL,
wsmsc_ri TINYINT UNSIGNED NOT NULL,
wsmsc_ngt TINYINT UNSIGNED NOT NULL,
wsmsc_rgta BOOL NOT NULL,
```

```
-- OverrideGtt lrns are unique within each group
PRIMARY KEY (groupName, lrn),

-- Not used by MySql but included for documentation
FOREIGN KEY (groupName) REFERENCES GttGroup(name)
)
TYPE = MyIsam;

--

-- Create EmsInterface table. A row in the EmsInterface table can
represent
-- either a MpsInterface or a OapInterface object
--
CREATE TABLE EmsInterface
(
  -- The CLLI (Primary Key)
  cli          CHAR(10)  NOT NULL,

  emsType      ENUM("OAP", "MPS") NOT NULL,

  -- The IP address of the primary interface
  primaryAddress TINYBLOB NOT NULL,

  -- The IP address of the secondary interface
  secondaryAddress TINYBLOB NOT NULL,

  -- The method to use to verify the presence of the MPS
  pingMethod    ENUM("PING", "SSH", "NONE") NOT NULL,

  -- The mate CLLI
  mateCli      CHAR(10)  NOT NULL,
```

```
-- Point code
pointCode          CHAR(9)    NOT NULL,

-- Point code of the mate
matePointCode      CHAR(9)    NOT NULL,

-- Capability point code
capabilityPointCode CHAR(9)    NOT NULL,

-- GttGroup assigned to the EmsInterface
gttGroup           CHAR(64)    NOT NULL DEFAULT ""
                   REFERENCES GttGroup(name),

-- TnFilter assigned to the EmsInterface
tnFilter           CHAR(64)    NOT NULL DEFAULT ""
                   REFERENCES TnFilter, -- via FOREIGN KEY (ownerSpid, tnfilter)

-- ServiceProvider to which this EmsInterface is assigned
ownerSpid          CHAR(4)     NOT NULL DEFAULT ""
                   REFERENCES LsmsServiceProvider(spId),

-- Component Info (stored as CSV string)
componentInfo      BLOB        NOT NULL,

-- Contact Info (stored as CSV string)
contactInfo        BLOB        NOT NULL,

-- The last fields are only used when the row represents a
-- OAP interface. The row is used to construct both OapInterface
-- objects and MpsInterface objects which are subclasses of
EmsInterface

-- OAP dcmAddress
```

```
dcmAddress          TINYBLOB NULL DEFAULT NULL,

-- OAP retry interval
retryInterval       INTEGER  NULL DEFAULT NULL,

-- OAP retry count
retryCount          INTEGER  NULL DEFAULT NULL,

-- Primary key is the CLLI name
PRIMARY KEY (clli),

-- Not used by MySQL but included for documentation
FOREIGN KEY (ownerSpid, tnFilter) REFERENCES TnFilter
)
TYPE = MyIsam;

--
-- Create TnFilter table. A row in the EmsInterface table can represent
-- either a RegionTnFilter or a NpaNxxTnFilter object
--
CREATE TABLE TnFilter
(
-- The LsmsServiceProvider this TnFilter belongs to
spid          char(4)  NOT NULL,  -- Foreign key

-- The name of the TnFilter
name          CHAR(64)  NOT NULL,

-- Description of the TnFilter
description  CHAR(80)  NOT NULL,

-- The filter type (NpaNxxTnFilter or RegionalTnFilter)
```

```

    filterType      ENUM("Regional", "NpaNxx") NOT NULL,

    -- If RegionalTnFilter, the region to send
    regions         SET("Not Used", "Canada", "MidAtlantic", "Midwest",
"Northeast",
                    "Southeast", "Southwest", "WestCoast", "Western")
NOT NULL,

    -- If NpaNxxTnFilter, the filter type
    npanxxType      ENUM("Include", "Exclude") NOT NULL,

    -- If NpaNxxTnFilter, the npa-nxxs to send
    npanxxs        LONGBLOB NOT NULL,

    -- TnFilter names are unique within LsmsServiceProvider
    PRIMARY KEY (spid, name),

    -- Not used by MySQL but included for documentation
    FOREIGN KEY (spid) REFERENCES LsmsServiceProvider(spId)

)
TYPE = MyIsam;

--
-- Create private and public key tables
--
-- The first four fields define a base class Key in the object interface
--
--      +-- PrivateKey
-- Key <--|
--      +-- PublicKey
--
-- Each subclass and table has the key values for the key type.

```

```
--  
  
--  
-- Create "Model" PrivateKey table  
--  
CREATE TEMPORARY TABLE IF NOT EXISTS TempPrivateKey  
(  
    listId      INT UNSIGNED,  
    keyId       INT UNSIGNED,  
    status      ENUM("Expired", "Valid", "InUse"),  
    keyval      BLOB -- Max length 1024  
)  
TYPE = MyIsam;  
  
-- Create CanadaPrivateKey table  
CREATE TABLE  CanadaPrivateKey  
(  
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,  
    PRIMARY KEY (id)  
) SELECT * FROM TempPrivateKey;  
  
-- Create NortheastPrivateKey table  
CREATE TABLE  NortheastPrivateKey  
(  
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,  
    PRIMARY KEY (id)  
) SELECT * FROM TempPrivateKey;  
  
-- Create MidAtlanticPrivateKey table  
CREATE TABLE  MidAtlanticPrivateKey  
(  
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,
```

```
        PRIMARY KEY (id)
    ) SELECT * FROM TempPrivateKey;

-- Create MidwestPrivateKey table
CREATE TABLE MidwestPrivateKey
(
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,
    PRIMARY KEY (id)
) SELECT * FROM TempPrivateKey;

-- Create SoutheastPrivateKey table
CREATE TABLE SoutheastPrivateKey
(
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,
    PRIMARY KEY (id)
) SELECT * FROM TempPrivateKey;

-- Create SouthwestPrivateKey table
CREATE TABLE SouthwestPrivateKey
(
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,
    PRIMARY KEY (id)
) SELECT * FROM TempPrivateKey;

-- Create WestCoastPrivateKey table
CREATE TABLE WestCoastPrivateKey
(
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,
    PRIMARY KEY (id)
) SELECT * FROM TempPrivateKey;

-- Create WesternPrivateKey table
```

```
CREATE TABLE WesternPrivateKey
(
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,
    PRIMARY KEY (id)
) SELECT * FROM TempPrivateKey;

--
-- Create "Model" PublicKey table
--
CREATE TEMPORARY TABLE IF NOT EXISTS TempPublicKey
(
    listId      INT UNSIGNED,
    keyId       INT UNSIGNED,
    status      ENUM("Expired", "Valid", "InUse"),
    exponent    TINYBLOB, -- Max length 3
    modulus     TINYBLOB  -- Max length 256
)
TYPE = MyIsam;

-- Create CanadaPublicKey table
CREATE TABLE CanadaPublicKey
(
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,
    PRIMARY KEY (id)
) SELECT * FROM TempPublicKey;

-- Create NortheastPublicKey table
CREATE TABLE NortheastPublicKey
(
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,
    PRIMARY KEY (id)
) SELECT * FROM TempPublicKey;
```

```
-- Create MidAtlanticPublicKey table
CREATE TABLE MidAtlanticPublicKey
(
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,
    PRIMARY KEY (id)
) SELECT * FROM TempPublicKey;

-- Create MidwestPublicKey table
CREATE TABLE MidwestPublicKey
(
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,
    PRIMARY KEY (id)
) SELECT * FROM TempPublicKey;

-- Create SoutheastPublicKey table
CREATE TABLE SoutheastPublicKey
(
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,
    PRIMARY KEY (id)
) SELECT * FROM TempPublicKey;

-- Create SouthwestPublicKey table
CREATE TABLE SouthwestPublicKey
(
    id INT UNSIGNED NOT NULL AUTO_INCREMENT,
    PRIMARY KEY (id)
) SELECT * FROM TempPublicKey;

-- Create WestCoastPublicKey table
CREATE TABLE WestCoastPublicKey
(
```

```
        id INT UNSIGNED NOT NULL AUTO_INCREMENT,
        PRIMARY KEY (id)
) SELECT * FROM TempPublicKey;

-- Create WesternPublicKey table
CREATE TABLE  WesternPublicKey
(
        id INT UNSIGNED NOT NULL AUTO_INCREMENT,
        PRIMARY KEY (id)
) SELECT * FROM TempPublicKey;

--
-- Create one measurements table for each region
--
-- Create "Model" NpacMeasurements table
CREATE TEMPORARY TABLE IF NOT EXISTS TempNpacMeasurements
(
        yyyydddhh  INT UNSIGNED NOT NULL,
        Binds       INT UNSIGNED NOT NULL DEFAULT 0,
        SuccessOps  INT UNSIGNED NOT NULL DEFAULT 0,
        FailedOps   INT UNSIGNED NOT NULL DEFAULT 0,

        PRIMARY KEY (yyyydddhh)
)
TYPE = MyIsam;

-- Create CanadaNpacMeasurements table
CREATE TABLE  CanadaNpacMeasurements
(
        PRIMARY KEY (yyyydddhh)
) SELECT * FROM TempNpacMeasurements;
```

```
-- Create NortheastNpacMeasurements table
CREATE TABLE NortheastNpacMeasurements
(
    PRIMARY KEY (yyyydddhh)
) SELECT * FROM TempNpacMeasurements;

-- Create MidAtlanticNpacMeasurements table
CREATE TABLE MidAtlanticNpacMeasurements
(
    PRIMARY KEY (yyyydddhh)
) SELECT * FROM TempNpacMeasurements;

-- Create MidwestNpacMeasurements table
CREATE TABLE MidwestNpacMeasurements
(
    PRIMARY KEY (yyyydddhh)
) SELECT * FROM TempNpacMeasurements;

-- Create SoutheastNpacMeasurements table
CREATE TABLE SoutheastNpacMeasurements
(
    PRIMARY KEY (yyyydddhh)
) SELECT * FROM TempNpacMeasurements;

-- Create SouthwestNpacMeasurements table
CREATE TABLE SouthwestNpacMeasurements
(
    PRIMARY KEY (yyyydddhh)
) SELECT * FROM TempNpacMeasurements;

-- Create WestCoastNpacMeasurements table
CREATE TABLE WestCoastNpacMeasurements
```

```

(
    PRIMARY KEY (yyyydddhh)
) SELECT * FROM TempNpacMeasurements;

-- Create WesternNpacMeasurements table
CREATE TABLE WesternNpacMeasurements
(
    PRIMARY KEY (yyyydddhh)
) SELECT * FROM TempNpacMeasurements;

--
-- Create DbConfig table
--
CREATE TABLE DbConfig
(
    keyType      ENUM("Canada", "MidAtlantic", "Midwest", "Northeast",
                    "Southeast", "Southwest", "WestCoast", "Western",
                    "R9", "R10", "R11", "R12", "R13", "R14",
                    "R15", "R16", "R17", "R18", "R19", "R20", -- Future
Regions
                    "Internal", "Ebda", "Lsms") NOT NULL,
    keyName      TINYBLOB NOT NULL,          -- Max length 256
    description  TINYBLOB NOT NULL DEFAULT "", -- Max length 256
    value        BLOB NOT NULL DEFAULT "",  -- Max length 64K

    -- keyName is unique within keyType
    PRIMARY KEY (keyType, keyName(255))
)
TYPE = MyIsam;

INSERT INTO DbConfig (keyType, keyName, description, value)
VALUES

```

```

("Canada", "REQUEST_RETRY_NUMBER", "Retry times for NPAC
requests", "3"),
("Canada", "REQUEST_RETRY_INTERVAL", "Retry minutes for NPAC
requests", "2"),
("Canada", "RECOV_RETRY_NUMBER", "Retry times for NPAC
recovery requests", "3"),
("Canada", "RECOV_RETRY_INTERVAL", "Retry mintues for NPAC
recovery requests", "5"),
("MidAtlantic", "REQUEST_RETRY_NUMBER", "Retry times for NPAC
requests", "3"),
("MidAtlantic", "REQUEST_RETRY_INTERVAL", "Retry minutes for NPAC
requests", "2"),
("MidAtlantic", "RECOV_RETRY_NUMBER", "Retry times for NPAC
recovery requests", "3"),
("MidAtlantic", "RECOV_RETRY_INTERVAL", "Retry mintues for NPAC
recovery requests", "5"),
("Midwest", "REQUEST_RETRY_NUMBER", "Retry times for NPAC
requests", "3"),
("Midwest", "REQUEST_RETRY_INTERVAL", "Retry minutes for NPAC
requests", "2"),
("Midwest", "RECOV_RETRY_NUMBER", "Retry times for NPAC
recovery requests", "3"),
("Midwest", "RECOV_RETRY_INTERVAL", "Retry mintues for NPAC
recovery requests", "5"),
("Northeast", "REQUEST_RETRY_NUMBER", "Retry times for NPAC
requests", "3"),
("Northeast", "REQUEST_RETRY_INTERVAL", "Retry minutes for NPAC
requests", "2"),
("Northeast", "RECOV_RETRY_NUMBER", "Retry times for NPAC
recovery requests", "3"),
("Northeast", "RECOV_RETRY_INTERVAL", "Retry mintues for NPAC
recovery requests", "5"),
("Southeast", "REQUEST_RETRY_NUMBER", "Retry times for NPAC
requests", "3"),
("Southeast", "REQUEST_RETRY_INTERVAL", "Retry minutes for NPAC
requests", "2"),
("Southeast", "RECOV_RETRY_NUMBER", "Retry times for NPAC
recovery requests", "3"),
("Southeast", "RECOV_RETRY_INTERVAL", "Retry mintues for NPAC
recovery requests", "5"),
("Southwest", "REQUEST_RETRY_NUMBER", "Retry times for NPAC
requests", "3"),
("Southwest", "REQUEST_RETRY_INTERVAL", "Retry minutes for NPAC

```

```

requests", "2"),
    ("Southwest", "RECOV_RETRY_NUMBER", "Retry times for NPAC
recovery requests", "3"),
    ("Southwest", "RECOV_RETRY_INTERVAL", "Retry mintues for NPAC
recovery requests", "5"),
    ("WestCoast", "REQUEST_RETRY_NUMBER", "Retry times for NPAC
requests", "3"),
    ("WestCoast", "REQUEST_RETRY_INTERVAL", "Retry minutes for NPAC
requests", "2"),
    ("WestCoast", "RECOV_RETRY_NUMBER", "Retry times for NPAC
recovery requests", "3"),
    ("WestCoast", "RECOV_RETRY_INTERVAL", "Retry mintues for NPAC
recovery requests", "5"),
    ("Western", "REQUEST_RETRY_NUMBER", "Retry times for NPAC
requests", "3"),
    ("Western", "REQUEST_RETRY_INTERVAL", "Retry minutes for NPAC
requests", "2"),
    ("Western", "RECOV_RETRY_NUMBER", "Retry times for NPAC
recovery requests", "3"),
    ("Western", "RECOV_RETRY_INTERVAL", "Retry mintues for NPAC
recovery requests", "5"),

    ("Internal", "MAX_SPIDS", "Maximum Service Providers allowed.",
"32"),
    ("Internal", "EDR", "Enable Efficient Data Reperesentation
(EDR).", "N" ),
    ("Internal", "SNMP", "Enable SNMP Agent.",
"N" ),
    ("Internal", "AFT", "Enable Automatic File Transfer.",
"N" ),
    ("Internal", "WSMSC", "Enable wireless service feature.",
"N" ),
    ("Internal", "WSMSC_TO_EAGLE", "Enable sending of WSMSA service to
Eagle.", "N" ),
    ("Internal", "IP_GUI", "Enable Web based ip gui.",
"N" ),
    ("Internal", "SPID_SECURITY", "Enable SPID based security.",
"N" ),

```

```

    ("Internal", "MAX_USERS",      "Maximum Number of Users",
"8" ),

    ("Internal", "ENHANCED_FILTERS","Enable Group and Regional filter
creation.",      "N" ),

    ("Internal", "MAX_EAGLES",     "Maximum number of eagles.",
"16"),

    ("Internal", "REPORT_GEN",     "Enable report generator.",
"N" ),

    ("Internal", "REPORT_GEN_QUERY_ACTIVE","Report generator pid field",
"0" ),

    ("Internal", "QUERY_SERVER",   "Enable Query Server feature",
"N" ),

    ("Internal", "INACTIVITY_TIMEOUT", "Gui and Shell inactivity timeout
feature",      "N" ),

    ("Internal", "SYSTEM_INACTIVITY_TIMEOUT", "System wide GUI and Shell
inactivity timeout value", "15" ),

    ("Ebda", "CMD_ARGS", "EBDA command line arguments", ""),

    ("Lsms", "NPAC_SPID", "Spid used to connect to NPAC", ""),

    ("Lsms", "CONTACT_INFO", "Spid used to connect to NPAC", "'Lsms
Admin","admin@tekelec.com","5200 Paramount
Parkway","Morrisville","NC","","USA","27560","9194605500","8005551234","1
234","9195551234'"),

    ("Lsms", "COMPONENT_INFO", "Spid used to connect to NPAC",
'"LSMS","TKLC","LSMS","Tekelec, Inc.,"6.0","1.0"');

--

-- Create NpaSplit table

--

CREATE TABLE  NpaSplit

(

    -- The old npa

    oldNpa          char(3)      NOT NULL,

    -- The new npa

```

```

newNpa          CHAR(3)    NOT NULL,

-- The nxx
nxx             CHAR(3)    NOT NULL,

-- The start of the permissive dialing period
startPDP       CHAR(8)    NOT NULL,

-- The end of the permissive dialing period
endPDP         CHAR(8)    NOT NULL,

-- The region the split belongs to
region         ENUM("Canada", "MidAtlantic", "Midwest", "Northeast",
                  "Southeast", "Southwest", "WestCoast", "Western",
                  "R9", "R10", "R11", "R12", "R13", "R14",
                  "R15", "R16", "R17", "R18", "R19", "R20"), -- Future
Regions

-- The status of the npa split
status         ENUM("NotSet", "Pending", "Active", "Error"),

-- Old npa, new npa and nxx form primary unique key
PRIMARY KEY (oldnpa, newnpa, nxx)
)
TYPE = MyIsam;

```

```

--
-- Create SubscriptionVersion table
--
-- The Fields are defined in the order and format that are defined by the
-- NPAC bulk data file. This allows the SQL LOAD DATA command to be used
-- to load tables which is extremely fast.
--
-- Revision History
-- 15-may-07  ARICENT  Feature 110663: NANC 399
--
CREATE TABLE SubscriptionVersion

```

```

(
  -- Required field (Primary key)
  versionId          INT          NOT NULL,

  -- Required field (10 numeric character unique key)
  tn                 CHAR(10)     NOT NULL,

  -- Optional field (10 numeric characters, Empty string means not present)
  lrn                CHAR(10)     NOT NULL DEFAULT "",

  -- Required field (1-4 characters)
  newCurrentSp       CHAR(4)      NOT NULL DEFAULT "0000",

  -- Required field (14 characters "YYYYMMDDHHMMSS")
  activationTimestamp CHAR(14)    NOT NULL DEFAULT "00000000000000",

  -- Optional field (9 characters, Empty string means not present)
  classDPC           CHAR(9)      NOT NULL DEFAULT "",

  -- Optional field (1-3 characters, Empty string means not present)
  classSSN           CHAR(3)      NOT NULL DEFAULT "",

  -- Optional field (9 characters, Empty string means not present)
  lidbDPC            CHAR(9)      NOT NULL DEFAULT "",

  -- Optional field (1-3 characters, Empty string means not present)
  lidbSSN            CHAR(3)      NOT NULL DEFAULT "",

  -- Optional field (9 characters, Empty string means not present)
  isvmDPC            CHAR(9)      NOT NULL DEFAULT "",

  -- Optional field (1-3 characters, Empty string means not present)
  isvmSSN            CHAR(3)      NOT NULL DEFAULT "",

  -- Optional field (9 characters, Empty string means not present)
  cnamDPC            CHAR(9)      NOT NULL DEFAULT "",

  -- Optional field (1-3 characters, Empty string means not present)
  cnamSSN            CHAR(3)      NOT NULL DEFAULT "",

  -- Optional field (1-12 numeric characters, Empty string means not present)
  endUserLocationValue CHAR(12)  NOT NULL DEFAULT "",

  -- Optional field (2 numeric characters, Empty string means not present)
  endUserLocationType CHAR(2)    NOT NULL DEFAULT "",

  -- Required field (1-4 characters, Empty string means not present)
  billingId          CHAR(4)      NOT NULL DEFAULT "",

  -- Required field (lssp(0), lisp(1), pool(2))
  lnpType            TINYINT UNSIGNED NOT NULL DEFAULT 0,

  -- Required field (new(0), delete(1), modified(2), audit-descrepancy(3))
  downloadReason     TINYINT UNSIGNED NOT NULL DEFAULT 0,

  -- Optional field (9 characters, Empty string means not present)
  wmscDPC            CHAR(9)      NOT NULL DEFAULT "",

  -- Optional field (1-3 characters, Empty string means not present)
  wmscSSN            CHAR(3)      NOT NULL DEFAULT "",

  -- Optional field (wireline(0), wireless(1), voIP(2), voWiFi(3), sv_type_4(4),
  sv_type_5(5), sv_type_6(6) )
  svType             TINYINT NOT NULL DEFAULT -1,

```

```

-- Optional field (1-4 CHARACTERS)
alternativeSPIDCHAR(4)          NOT NULL DEFAULT "",

-- Primary key is the Npac SubscriptionVersion id
PRIMARY KEY (versionId),

-- TN must be indexed and unique
UNIQUE KEY tn (tn),

-- Index lrn, for LSMS Subscription Version by LRN reports
INDEX (lrn),

-- Index lrn, for LSMS Subscription Version by SPID reports
INDEX (newCurrentSp)

)
TYPE = MyIsam;

--
-- Create NumberPoolBlock table
--
-- The Fields are defined in the order and format that are defined by the
-- NPAC bulk data file. This allows the SQL LOAD DATA command to be used
-- to load tables which is extremely fast.
--
CREATE TABLE NumberPoolBlock
(
  -- Required field (Primary key)
  blockId          INT          NOT NULL,

  -- Required field (7 numeric characters, Unique key)
  npanxx_x        CHAR(7)      NOT NULL,

  -- Optional field (10 numeric characters, Empty string means not present)
  lrn              CHAR(10)     NOT NULL DEFAULT "",

  -- Required field (1-4 characters)
  newCurrentSp    CHAR(4)      NOT NULL DEFAULT "0000",

  -- Required field (14 characters "YYYYMMDDHHMMSS")
  activationTimestamp CHAR(14) NOT NULL DEFAULT "00000000000000",

  -- Optional field (9 characters, Empty string means not present)
  classDPC        CHAR(9)      NOT NULL DEFAULT "",
  -- Optional field (1-3 characters, Empty string means not present)
  classSSN        CHAR(3)      NOT NULL DEFAULT "",

  -- Optional field (9 characters, Empty string means not present)
  lidbDPC         CHAR(9)      NOT NULL DEFAULT "",
  -- Optional field (1-3 characters, Empty string means not present)
  lidbSSN         CHAR(3)      NOT NULL DEFAULT "",

  -- Optional field (9 characters, Empty string means not present)
  isvmDPC         CHAR(9)      NOT NULL DEFAULT "",
  -- Optional field (1-3 characters, Empty string means not present)
  isvmSSN         CHAR(3)      NOT NULL DEFAULT "",

  -- Optional field (9 characters, Empty string means not present)
  cnamDPC         CHAR(9)      NOT NULL DEFAULT "",
  -- Optional field (1-3 characters, Empty string means not present)
  cnamSSN         CHAR(3)      NOT NULL DEFAULT "",

  -- Optional field (9 characters, Empty string means not present)

```

```

wmsmcDPC          CHAR(9)          NOT NULL DEFAULT "",
-- Optional field (1-3 characters, Empty string means not present)
wmsmcSSN          CHAR(3)          NOT NULL DEFAULT "",

-- Required field (new(0), delete(1), modified(2), audit-descrepancy(3)
-- Changed DEFAULT from "" to 0 when migrated MySQL from 4.1.11 to 5.0.37
downloadReason    TINYINT UNSIGNED NOT NULL DEFAULT 0,

-- Optional field (wireline(0), wireless(1), voIP(2), voWiFi(3), sv_type_4(4),
sv_type_5(5), sv_type_6(6) )
svType TINYINT NOT NULL DEFAULT -1,

-- Optional field (1-4 CHARACTERS)
alternativeSPID   CHAR(4)          NOT NULL DEFAULT "",

-- Primary key is the Npac NumberPoolBlock id
PRIMARY KEY (blockId),

-- TN must be indexed and unique
UNIQUE KEY npanxx_x (npanxx_x),

-- Index lrn, for LSMS Number Pool Block by LRN reports
INDEX (lrn),

-- Index lrn, for LSMS Number Pool Block by SPID reports
INDEX (newCurrentSp)
)
TYPE = MyIsam;

--
-- Create ServiceProvNetwork table
--
-- The Fields are defined in the order and format that are defined by the
-- NPAC bulk data file
--
CREATE TABLE ServiceProvNetwork
(
  -- Required field (Primary key)
  serviceProvId   CHAR(4)          NOT NULL,

  -- Required field (1 - 40 characters)
  serviceProvName CHAR(40)         NOT NULL DEFAULT "",

  -- Service Provider type
  serviceProvType ENUM("wireline", "wireless", "non_carrier", "sp_type_3",
"sp_type_4", "sp_type_5") NULL DEFAULT NULL,

  -- Primary key is the Service Provider ID
  PRIMARY KEY (serviceProvId)
)
TYPE = MyIsam;

--
-- Create ServiceProvLRN table
--
-- The Fields are defined in the order that are defined by the
-- NPAC bulk data file
--
CREATE TABLE ServiceProvLRN
(
  -- Foreign key -> ServiceProvNetwork
  serviceProvId   CHAR(4)          NOT NULL,

  -- Required field (Primary key within each ServiceProvNetwork)

```

```

id                INT                NOT NULL,

-- Required field (10 numeric characters)
lrn               CHAR(10)           NOT NULL,

-- Required field (14 characters "YYYYMMDDHHMMSS")
creationTimeStamp CHAR(14)           NOT NULL DEFAULT "00000000000000",

-- Required field (new(0), delete(1), modified(2), audit-descrepancy(3)
downloadReason    TINYINT            NOT NULL DEFAULT 0,

-- Primary key is the Npac id within each ServiceProvNetwork
PRIMARY KEY (serviceProvId, id),

-- Lrn is unique key within each ServiceProvNetwork
UNIQUE KEY lrn (serviceProvId, lrn),

-- Index lrn
INDEX (lrn),

-- Not used by MySql but included for documentation
FOREIGN KEY (serviceProvId) REFERENCES ServiceProvNetwork(serviceProvId)
)
TYPE = MyIsam;

--
-- Create ServiceProvNPA_NXX table
--
-- The Fields are defined in the order defined by the NPAC bulk data file
-- but the npac file formats the npanxx as 'npa-nxx'.
--
CREATE TABLE ServiceProvNPA_NXX
(
  -- Foreign key -> ServiceProvNetwork
  serviceProvId    CHAR(4)           NOT NULL,

  -- Required field (Primary Unique Key)
  id               INT                NOT NULL,

  -- Required field (6 numeric characters)
  npanxx           CHAR(6)           NOT NULL,

  -- Required field (14 characters "YYYYMMDDHHMMSS")
  creationTimeStamp CHAR(14)           NOT NULL DEFAULT "00000000000000",

  -- Required field (14 characters "YYYYMMDDHHMMSS")
  effectiveTimeStamp CHAR(14)           NOT NULL DEFAULT "00000000000000",

  -- Required field (new(0), delete(1), modified(2), audit-descrepancy(3)
  downloadReason    TINYINT            NOT NULL DEFAULT 0,

  -- Primary key is the Npac id within each ServiceProvNetwork
  PRIMARY KEY (serviceProvId, id),

  -- NpaNxx is unique key within each ServiceProvNetwork
  UNIQUE KEY npanxx (serviceProvId, npanxx),

  -- Index npanxx
  INDEX (npanxx),

  -- Not used by MySql but included for documentation
  FOREIGN KEY (serviceProvId) REFERENCES ServiceProvNetwork(serviceProvId)
)

```

```

TYPE = MyIsam;

--
-- Create ServiceProvNPA_NXX_X table
--
-- The Fields are defined in the order defined by the NPAC bulk data file
-- but the npac file formats the npanxx as 'npa-nxx-x'.
--
CREATE TABLE ServiceProvNPA_NXX_X
(
  -- Foreign key -> ServiceProvNetwork
  serviceProvId      CHAR(4) NOT NULL,

  -- Required field (Primary Unique Key)
  id                 INT      NOT NULL,

  -- Required field (7 numeric characters)
  npanxx_x           CHAR(7)  NOT NULL,

  -- Required field (14 characters "YYYYMMDDHHMMSS")
  creationTimeStamp  CHAR(14) NOT NULL DEFAULT "00000000000000",

  -- Required field (14 characters "YYYYMMDDHHMMSS")
  effectiveTimeStamp CHAR(14) NOT NULL DEFAULT "00000000000000",

  -- Required field (14 characters "YYYYMMDDHHMMSS")
  modifiedTimeStamp  CHAR(14) NOT NULL DEFAULT "00000000000000",

  -- Required field (new(0), delete(1), modified(2), audit-descrepancy(3))
  downloadReason     TINYINT  NOT NULL DEFAULT 0,

  -- Primary key is the Npac id within each ServiceProvNetwork
  PRIMARY KEY (serviceProvId, id),

  -- NpaNxx is unique key within each ServiceProvNetwork
  UNIQUE KEY npanxx_x (serviceProvId, npanxx_x),

  -- Index npanxx_x
  INDEX (npanxx_x),

  -- Not used by MySql but included for documentation
  FOREIGN KEY (serviceProvId) REFERENCES ServiceProvNetwork(serviceProvId)
)
TYPE = MyIsam;

```

```

-- Create Eagle Measurements Table

-- $S is replaced by CLLI for EMS in Table Name (ie,
STPAEagleMeasurments)

CREATE TABLE $SEagleMeasurements (

  yyyydddhh        INT UNSIGNED NOT NULL,

  UpdTnSuccess      INT UNSIGNED NOT NULL DEFAULT 0,

  UpdTnFail         INT UNSIGNED NOT NULL DEFAULT 0,

  DelTnSuccess      INT UNSIGNED NOT NULL DEFAULT 0,

```

```
DelTnFail          INT UNSIGNED NOT NULL DEFAULT 0,

UpdDGttSuccess    INT UNSIGNED NOT NULL DEFAULT 0,
UpdDGttFail       INT UNSIGNED NOT NULL DEFAULT 0,
DelDGttSuccess    INT UNSIGNED NOT NULL DEFAULT 0,
DelDGttFail       INT UNSIGNED NOT NULL DEFAULT 0,

UpdOGttSuccess    INT UNSIGNED NOT NULL DEFAULT 0,
UpdOGttFail       INT UNSIGNED NOT NULL DEFAULT 0,
DelOGttSuccess    INT UNSIGNED NOT NULL DEFAULT 0,
DelOGttFail       INT UNSIGNED NOT NULL DEFAULT 0,

UpdSplitSuccess   INT UNSIGNED NOT NULL DEFAULT 0,
UpdSplitFail      INT UNSIGNED NOT NULL DEFAULT 0,
DelSplitSuccess   INT UNSIGNED NOT NULL DEFAULT 0,
DelSplitFail      INT UNSIGNED NOT NULL DEFAULT 0,
Binds             INT UNSIGNED NOT NULL DEFAULT 0,
LsmsRetries       INT UNSIGNED NOT NULL DEFAULT 0,
NERetries         INT UNSIGNED NOT NULL DEFAULT 0,

PRIMARY KEY (yyyydddhh)
)
TYPE = MyIsam;" ;
```

## A

ALM	Alarm Card
API	Application Interface Application Programming Interface An interface with commands, possibly routines and/or macros, provided by an operating system or an add-on for an operating system (that support network use, for example). Application programs can use this interface to tell the operating system to perform specific actions.
Association	An association refers to an SCTP association. The association provides the transport for protocol data units and adaptation layer peer messages.

## B

BDD	Bulk Data Download
-----	--------------------

## C

CA	Canada (NPAC Region) Conditioning Action NPP CAs indicate what digit conditioning actions to execute when processing a digit string. Certificate Authority: An entity that issues digital certificates
CLLI	Common Language Location Identifier

## C

The CLLI uniquely identifies the STP in terms of its physical location. It is usually comprised of a combination of identifiers for the STP's city (or locality), state (or province), building, and traffic unit identity. The format of the CLLI is:

The first four characters identify the city, town, or locality.

The first character of the CLLI must be an alphabetical character.

The fifth and sixth characters identify state or province.

The seventh and eighth characters identify the building.

The last three characters identify the traffic unit.

CMIP	Common Management Information Protocol
CMISE	Common Management Information Service Element
CMOS	Complementary Metal Oxide Semiconductor  CMOS semiconductors use both NMOS (negative polarity) and PMOS (positive polarity) circuits. Since only one of the circuit types is on at any given time, CMOS chips require less power than chips using just one type of transistor.
Command Class	A set of EAGLE 5 ISS commands that can be assigned to an EAGLE 5 ISS user or to a terminal port of the EAGLE 5 ISS. Command classes are assigned to a user to control the EAGLE 5 ISS commands that user

## C

can execute. Command classes are assigned to a terminal port to control the EAGLE 5 ISS commands that can be executed from a particular terminal.

CPU

Central Processing Unit

## D

daemon

A process that runs in the background (rather than under the direct control of a user) and performs a specified operation at predefined times or in response to certain events. Generally speaking, daemons are assigned names that end with the letter "d." For example, sentryd is the daemon that runs the Sentry utility.

Database

All data that can be administered by the user, including cards, destination point codes, gateway screening tables, global title translation tables, links, LNP services, LNP service providers, location routing numbers, routes, shelves, subsystem applications, and 10 digit telephone numbers.

DB

Database  
Daughter Board  
Documentation Bulletin  
Data bus

DD

Detailed Design

DNS

Domain Name Services  
Domain Name System

## D

A system for converting Internet host and domain names into IP addresses.

DO

Derived Object

## E

E5-APP-B

The E5-APP-B card is a complete application server platform designed to operate within a heavy duty EAGLE shelf. An E5-APP-B card consists of the card, a microprocessor, 8 GB RAM, and two removable drive modules with an operating system and an application, such as EPAP, loaded.

EBDA

Enhanced Bulk Download and Audit

EDR

Efficient Data Representation  
Enhanced Data Representation

ELAP

EAGLE Local Number Portability Application Processor

The EAGLE LNP Application Processor (ELAP) platform provides capacity and performance required to support the ported number database.

EMS

Element Management System

The EMS feature consolidates real-time element management at a single point in the signaling network to reduce ongoing operational expenses and network downtime and provide a higher quality of customer service.

**F**

FRU

Field Replaceable Unit

A circuit board or part that can be quickly and easily removed and replaced by the user or by a technician without having to send the entire product or system to a repair facility.

FTP

File Transfer Protocol

A client-server protocol that allows a user on one computer to transfer files to and from another computer over a TCP/IP network.

Feature Test Plan

**G**

GMT

Greenwich Mean Time

GPL

Generic Program Load

Software that allows the various features in the system to work. GPLs and applications are not the same software.

GTT

Global Title Translation

A feature of the signaling connection control part (SCCP) of the SS7 protocol that the EAGLE 5 ISS uses to determine which service database to send the query message when an MSU enters the EAGLE 5 ISS and more information is needed to route the MSU. These service databases also verify calling card numbers and credit card numbers. The service databases are identified in the SS7 network by a point code and a subsystem number.

**G**

GUI

Graphical User Interface

The term given to that set of items and facilities which provide the user with a graphic means for manipulating screen data rather than being limited to character based commands.

**H**

HA

High Availability

High Availability refers to a system or component that operates on a continuous basis by utilizing redundant connectivity, thereby circumventing unplanned outages.

HSOP

High Speed Operation Protocol

**I**

ID

Identity, identifier

Internet Protocol

See IP.

IP

Intelligent Peripheral

Internet Protocol

IP specifies the format of packets, also called datagrams, and the addressing scheme. The network layer for the TCP/IP protocol suite widely used on Ethernet networks, defined in STD 5, RFC 791. IP is a connectionless, best-effort packet switching protocol. It provides packet routing, fragmentation and re-assembly through the data link layer.

IP Address

The location of a device on a TCP/IP network. The IP Address

**I**

is either a number in dotted decimal notation which looks something like (IPv4), or a 128-bit hexadecimal string such as (IPv6).

**L**

LED

Light Emitting Diode

An electrical device that glows a particular color when a specified voltage is applied to it.

LNP

Local Number Portability

The ability of subscribers to switch local or wireless carriers and still retain the same phone number.

LRN

Location Routing Number

A 10-digit number in a database called a Service Control Point (SCP) that identifies a switching port for a local telephone exchange. LRN is a technique for providing Local Number Portability.

LSMS

Local Service Management System

An interface between the Number Portability Administration Center (NPAC) and the LNP service databases. The LSMS receives LNP data from the NPAC and downloads that data to the service databases. LNP data can be entered into the LSMS database. The data can then be downloaded to the LNP service databases and to the NPAC.

**M**

MA

Mated Application  
Management Agent

**M**

**MIB** Management Information Database

A database of network management information that is used and maintained by the SNMP protocol.

**MPS** Multi-Purpose Server

The Multi-Purpose Server provides database/reload functionality and a variety of high capacity/high speed offboard database functions for applications. The MPS resides in the General Purpose Frame.

**Messages Per Second**

A measure of a message processor's performance capacity. A message is any Diameter message (Request or Answer) which is received and processed by a message processor.

**N**

**NANC** North American Numbering Council

**NAS** Network Access Server

A single point of access or gateway to a remote resource. NAS systems are usually associated with AAA servers.

**NE** Network Element

An independent and identifiable piece of equipment closely associated with at least one processor, and within a single location.

In a 2-Tiered DSR OAM system, this includes the NOAM and all MPs underneath it. In a 3-Tiered DSR OAM system, this includes the

## N

	<p>NOAM, the SOAM, and all MPs associated with the SOAM.</p> <p>Network Entity</p>
Network Element	See NE
NMS	<p>Network Management System</p> <p>An NMS is typically a standalone device, such as a workstation, that serves as an interface through which a human network manager can monitor and control the network. The NMS usually has a set of management applications (for example, data analysis and fault recovery applications).</p>
NPA	<p>Number Plan Area</p> <p>The North American "Area Codes." (3 digits: 2- to-9, 0-or 1, 0-to-9. Middle digit to expand soon).</p>
NPAC	<p>Number Portability Administration Center</p> <p>This center administers the Service Management System (SMS) regional database, managed by an independent third party, to store all Local Number Portability data, including the status of a ported telephone number, the current service provider and the owner of the telephone number.</p>
NPB	Numbering Pool Block
NSAP	Network Service Access Point

**N**

NTP Network Time Protocol

NXX Central Office Exchange Code

**O**

OSI Open System Interconnection  
The International Standards Organization (ISO) seven layer model showing how data communications systems can be interconnected. The seven layers, from lowest to highest are:

1. Physical layer
2. Datalink layer
3. Network layer
4. Transport layer
5. Session layer
6. Presentation layer
7. Application layer

**P**

PC Point Code  
The identifier of a signaling point or service control point in a network. The format of the point code can be one of the following types:

- ANSI point codes in the format network indicator-network cluster-network cluster member (**ni-nc-ncm**).
- Non-ANSI domestic point codes in the format network indicator-network cluster-network cluster member (**ni-nc-ncm**).

**P**

- Cluster point codes in the format network indicator-network cluster-\* or network indicator-\*-\*.
- ITU international point codes in the format **zone-area-id**.
- ITU national point codes in the format of a 5-digit number (**nnnnn**), or 2, 3, or 4 numbers (members) separated by dashes (**m1-m2-m3-m4**) as defined by the Flexible Point Code system option. A group code is required (**m1-m2-m3-m4-gc**) when the ITUDUPPC feature is turned on.
- 24-bit ITU national point codes in the format main signaling area-subsignaling area-service point (**msa-ssa-sp**).

PDU	Protocol Data Unit
PID	Password ID Process ID Protocol ID
PSEL	Presentation Selector

**R**

RAID	Redundant Array of Independent Disks  A group of disks presented to clients as one or more large virtual disks, with accesses coordinated among multiple disks concurrently to increase performance, reliability, or both.
------	--

**R**

RAM	Random Access Memory  A type of computer memory that can be accessed randomly; that is, any byte of memory can be accessed without touching the preceding bytes.
RJ	Registered Jack
RMTP	Reliable Multicast Transport Protocol

**S**

SA	Security Administration  Service Action  Indicates what service-specific behaviors to execute when processing a digit string.
SAM	Subsequent Address Message
SE	South East
Simple Network Management Protocol	See SNMP.
SMS	Short Message Service  A communication service component of the GSM mobile communication system that uses standard communications protocols to exchange short text messages between mobile phone devices. See also GSM.
SNMP	Simple Network Management Protocol.

## S

An industry-wide standard protocol used for network management. The SNMP agent maintains data variables that represent aspects of the network. These variables are called managed objects and are stored in a management information base (MIB). The SNMP protocol arranges managed objects into groups.

SP

Service Provider

Signaling Point

A set of signaling equipment represented by a unique point code within an SS7 domain.

SPID

Service Provider ID

SSH

Secure Shell

A protocol for secure remote login and other network services over an insecure network. SSH encrypts and authenticates all EAGLE 5 ISS IPUI and MCP traffic, incoming and outgoing (including passwords) to effectively eliminate eavesdropping, connection hijacking, and other network-level attacks.

SSL

Secure Socket Layer (SSL) is an industry standard protocol for clients needing to establish secure (TCP-based) SSL-enabled network connections

SV

Subscription Version

**S**

SW  
Software  
Switch

**T**

TCP/IP  
Transmission Control  
Protocol/Internet Protocol

TKLC  
Tekelec

TN  
Telephone Number  
A 10 digit ported telephone  
number.

TPD  
The Oracle Communications  
Tekelec Platform (TPD) is a  
standard Linux-based operating  
system packaged and distributed  
by Oracle. TPD provides  
value-added features for managing  
installations and upgrades,  
diagnostics, integration of 3rd  
party software (open and closed  
source), build tools, and server  
management tools.

**U**

UDP  
User Datagram Protocol

**V**

VIP  
Virtual IP Address  
Virtual IP is a layer-3 concept  
employed to provide HA at a host  
level. A VIP enables two or more  
IP hosts to operate in an  
active/standby HA manner. From  
the perspective of the IP network,  
these IP hosts appear as a single  
host.

**W**

**W**

WAN  
Wide Area Network  
A network which covers a larger geographical area than a LAN or a MAN.

WC  
West Coast

WE  
Western

**X**

XML  
eXtensible Markup Language  
A version of the Standard Generalized Markup Language (SGML) that allows Web developers to create customized tags for additional functionality.