

Oracle® Communications

DSR or SDS NOAM Failover



Release 9.0.0.0.0

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April 2023

The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

ORACLE®

Oracle Communications DSR or SDS NOAM Failover, Release 9.0.0.0.0

F79583-01

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My Oracle Support

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Call the Customer Access Support main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select **2** for New Service Request.
2. Select **3** for Hardware, Networking and Solaris Operating System Support.
3. Select one of the following options:
 - For Technical issues such as creating a new Service Request (SR), select **1**.
 - For Non-technical issues such as registration or assistance with My Oracle Support, select **2**.

Acronyms

The following table provides information about the acronyms used in this document.

Table Acronyms

Acronym	Meaning
CLI	Command Line Interface
DR	Disaster Recovery
DSR	Diameter Signaling Router
GUI	Graphical User Interface
NE	Network Element
NOAM (or NOAMP)	Network Operations, Administration, Maintenance and Provisioning
SDS	Subscriber Database Server
VIP	Virtual IP
XMI	External Management Interface

1

Introduction

Although each Product maintains individual Disaster Recovery Procedures, the steps required to manually transfer functionality between a Primary and a Secondary NOAM NE is currently common to all Oracle COMCOL based products matching a 3-tier topology with an installed DR NOAM. Therefore, the intent of this document is to function as a single reference supporting both the DSR and SDS.

Currently, the DSR and SDS Disaster Recovery procedures assume that the Primary NOAM is network isolated as a prerequisite to Failover. It is important to note here that the reason for network isolation is not relevant to these procedures (i.e. the loss of the NOAM NE's default router, a site power outage or the site being underwater due to flooding all look the same to the rest of the topology).

It should also be noted that this document goes a step further than just addressing Disaster Recovery procedures in that it also offers the methodology required to perform a "graceful" Failover where the Primary NOAM is not network isolated and no outage scenario exist.

1.1 References

Following are the reference documents:

- *3-Tier NOAM Failover, MO008266*
- *DSR Disaster Recovery User's Guide*
- *SDS Disaster Recovery User's Guide*

1.2 Required Materials

No physical materials are required for this procedure. However, the user must have access to an "Administrator" level account in the NOAM GUI and "root" access to both the Primary and Disaster Recovery servers CLI.

1.3 How to Use This Document

To effectively use this document, consider the following:

1. Before beginning a procedure, completely read the instructional text (it will appear immediately after the Section heading for each procedure) and all associated procedural Warnings or Notes.
2. Before performing a step within a procedure, completely read the information in left and right columns including any step-specific Warnings or Notes.

If a procedural step fails to run successfully, **STOP** and contact My Oracle Support (MOS) for assistance before attempting to continue. Refer to [My Oracle Support](#), for more information on contacting Oracle Customer Service.

 **Note:**

Read [DSR or SDS NOAM Failover Process Flow Chart](#) section before attempting any procedures in this document.

2

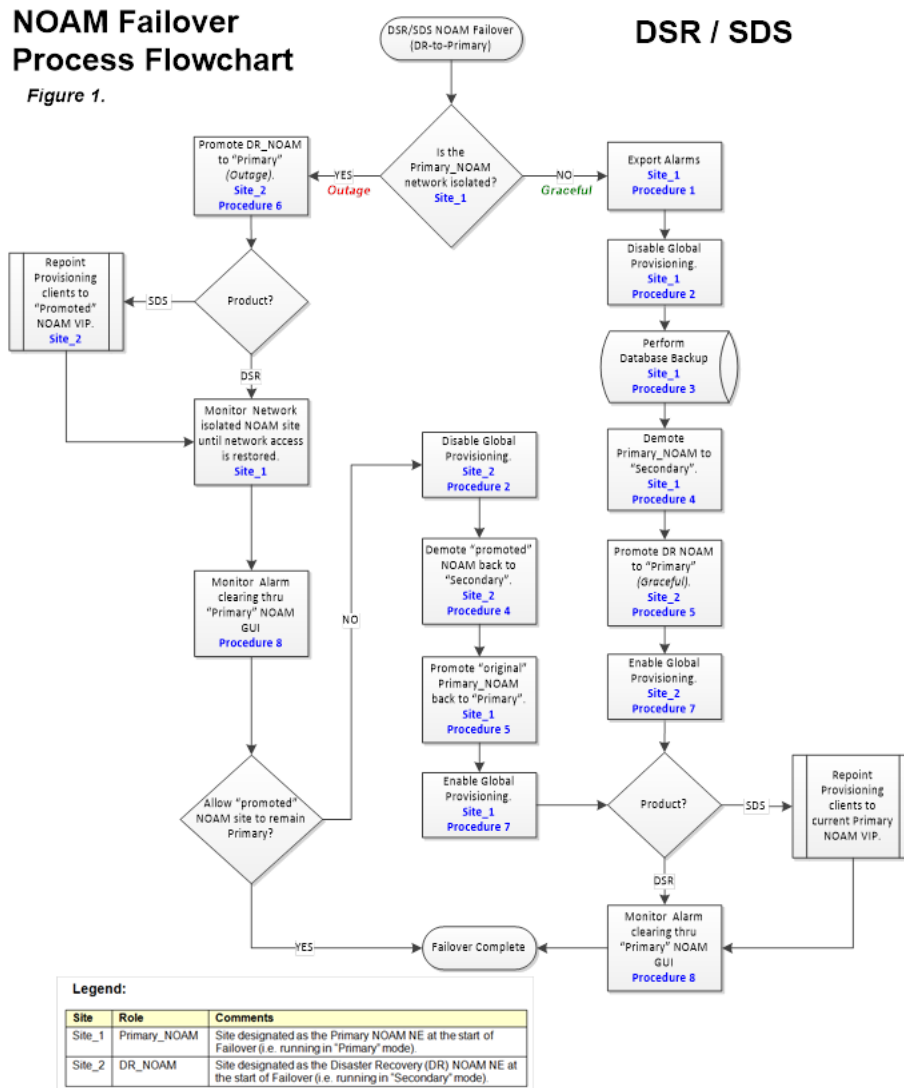
DSR or SDS NOAM Failover Process Flow Chart

This document supports NOAM Failover for DSR/SDS 8.6.0.0.0 releases only, which is COMCOL 7.5.

The below flowchart is intended to act as the core procedure for DSR/SDS NOAM Failover.

- The user should perform all the procedures in this document as subroutines in a program (always returning to the flowchart after performing a called out procedure).
- After completing a “called out” procedure, never continue on to the next procedure unless directed to do so based on the logic trail followed from the flowchart in [Figure 2-1](#).
- The user should understand that any NOAM NE may function as the “Primary” or the “Secondary” (*Disaster Recovery mode*). Do not confuse site names or designations with the actual functional state of the NOAM NE. Just because “DRNO” may be part of a NOAM server’s hostname does not mean that server is currently running in Disaster Recovery mode, which is secondary mode.
- Before starting this procedure, it is recommended for the user to print out [Figure 2-1](#) and write in the Primary (Site_1) and Disaster Recovery (Site_2) site names in the space provided (see detailed description in [Figure 2-1 Legend](#)).

Figure 2-1 DSR or SDS NOAM Failover Process



Site_1 = Primary_NOAM = _____ (Site Name)

Site_2 = DR_NOAM = _____ (Site Name)

3

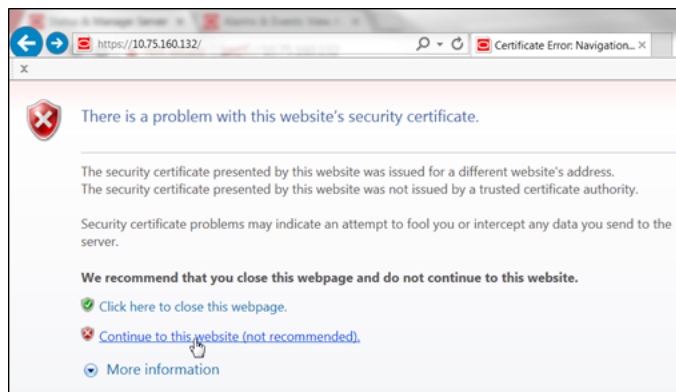
Pre-Failover Procedures

3.1 Exporting Alarms

Perform the following steps on Primary NOAM VIP to export alarms at the Primary Active NOAM.

1. Launch an **HTML5** compliant browser and connect to the XMI Virtual IP address (VIP) assigned to **Primary Active NOAM site**.
If a **Certificate Error** is received, click on **Continue to this website (not recommended)** link.

Figure 3-1 Certificate Error



The login screen appears.

2. Log in to the GUI using a User account with Administrator privileges.

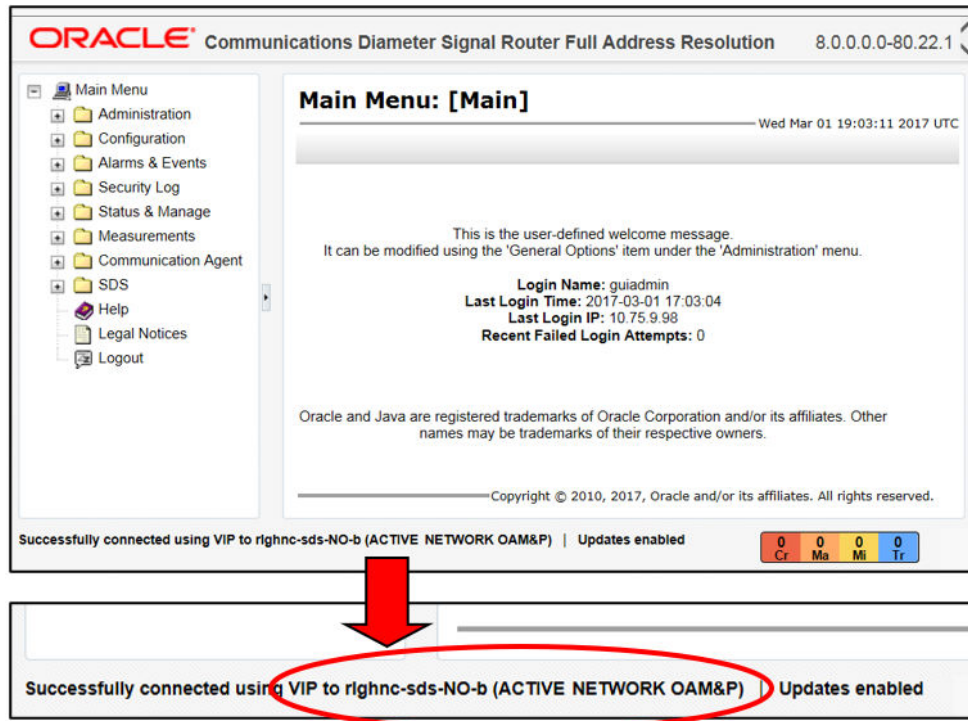
Figure 3-2 Login Screen



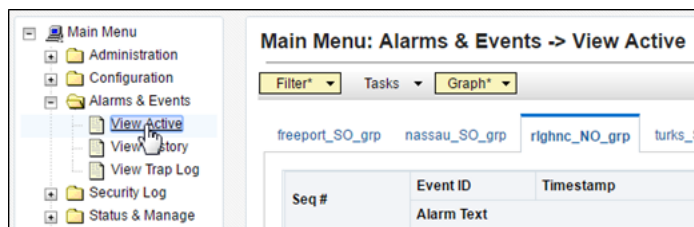
The **Product Main Menu** appears.

3. Verify that the message shown at the bottom of the panel indicates that the browser is using the “VIP” to connect to the **ACTIVE NETWORK OAM&P**.

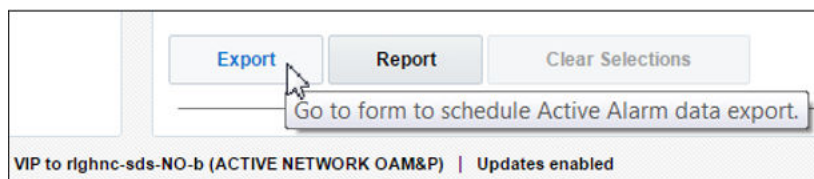
Figure 3-3 Main Menu



4. Navigate to **Main Menu**, then **Alarm & Events**, and then to **View Active**.



5. Select the **Export** dialogue button from the bottom left corner of the screen.



6. Click **Ok** displayed at the bottom of the screen.

Main Menu: Alarms & Events -> View Active [Export]

Attribute	Value	Description
Export Frequency	<input checked="" type="radio"/> Once <input type="radio"/> Fifteen Minutes <input type="radio"/> Hourly <input type="radio"/> Daily <input type="radio"/> Weekly	Select how often the data will be written to provisioning is enabled. [Default: Once.]
Task Name *	APDE Alarm Export	Periodic export task name. [Required. The must be an alpha character or a number.]
Description		Periodic export task description. [Optional. The last character must be an alpha chara
Filename Prefix	<input type="text"/>	Export filename prefix. Characters to prep
Minute	0	Select the minute of each hour when the d field displays the minute of the first transfer
Time of Day	12:00 AM	Select the time of day when the data will be with AM/PM]
Day of Week	<input checked="" type="radio"/> Sunday <input type="radio"/> Monday <input type="radio"/> Tuesday <input type="radio"/> Wednesday <input type="radio"/> Thursday <input type="radio"/> Friday <input type="radio"/> Saturday	Select the day of week when the data will t

Ok Cancel

The name of the exported Alarms CSV file appears in the banner under **Tasks** at the top of the right panel.

Main Menu: Alarms & Events -> View Active

Filter* Tasks Graph*

ID	Hostname	Name	Task State	Details	Progress
9169	righnc-sds-NO-b	APDE Alarm Export	completed	Alarms_20170308-184416-UTC_9169.csv.gz	100%

 **Note:**

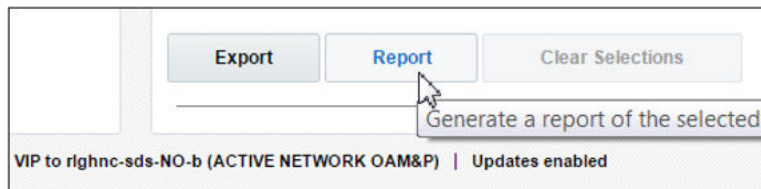
Depending on the product version, the user may have to click **Tasks** in the banner in order to see the output dialogue box.

- Record the filename of Alarms CSV file generated in the space provided on the right.
Example: Alarms_<yyyymmdd> - <hhmmss> - <TimeZone>_<Task_ID>.csv.gz

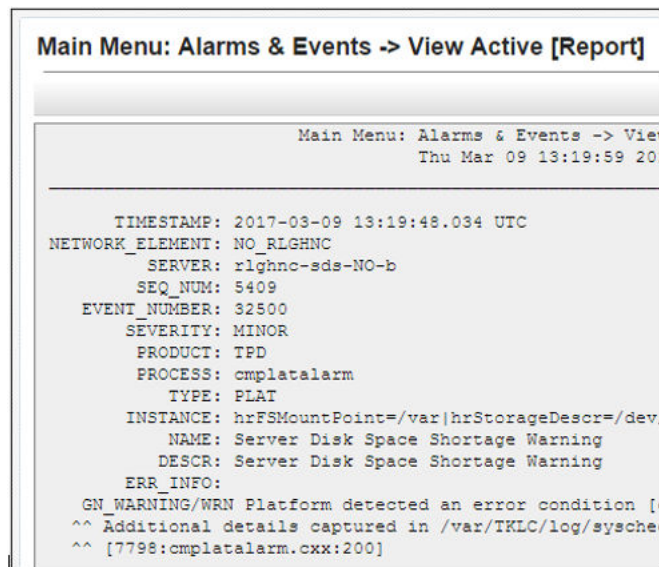
 **Note:**

Depending on the product version, the file suffix may vary (csv, csv.gz, so on).

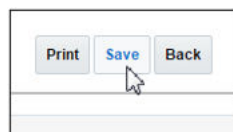
- Click **Report** at the bottom of the screen.



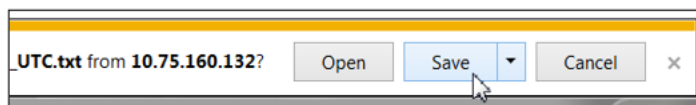
An Alarms & Events Report is generated in the right panel displaying all the Active alarms.



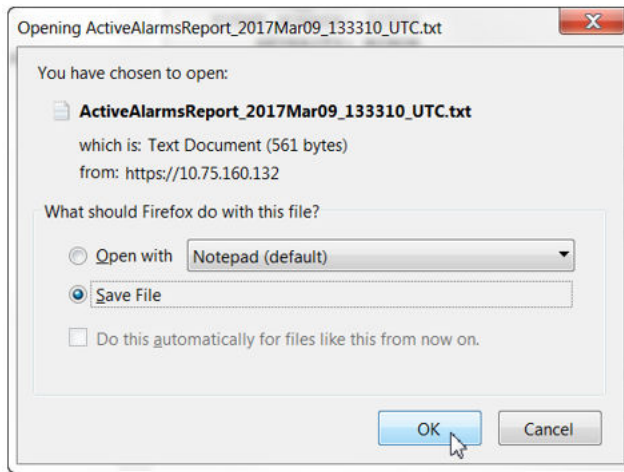
- Click **Save**.



Depending on the web browser, a **Save**.



- If the pop-up box appears, click **Save** or **Save File**.



11. Select a directory on the local disk drive to store the Active Alarms & Events Report file and click **Save**.

 **Note:**

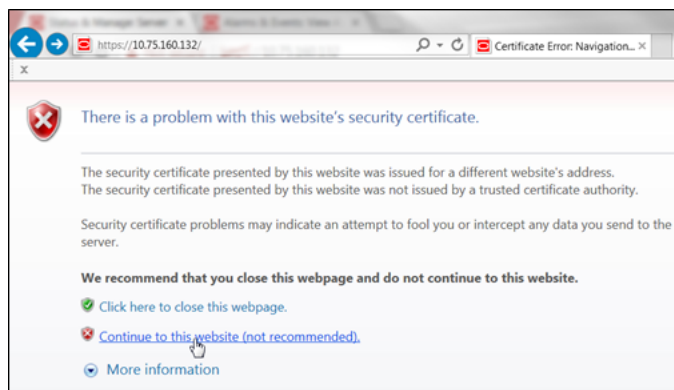
This procedure has been completed. Return to [Figure 2-1](#).

3.2 Disable Global Provisioning or PDB Relay Verification

Perform the following steps on **Primary NOAM VIP** to disable global provisioning at the **Primary NOAM GUI**.

1. Launch an **HTML5** compliant browser and connect to the XMI Virtual IP address (VIP) assigned to **Primary Active NOAM** site.
If a Certificate Error is received, click on **Continue to this website (not recommended)** link.

Figure 3-4 Certificate Error



The login screen appears.

2. Log in to the GUI using a User account with Administrator privileges.

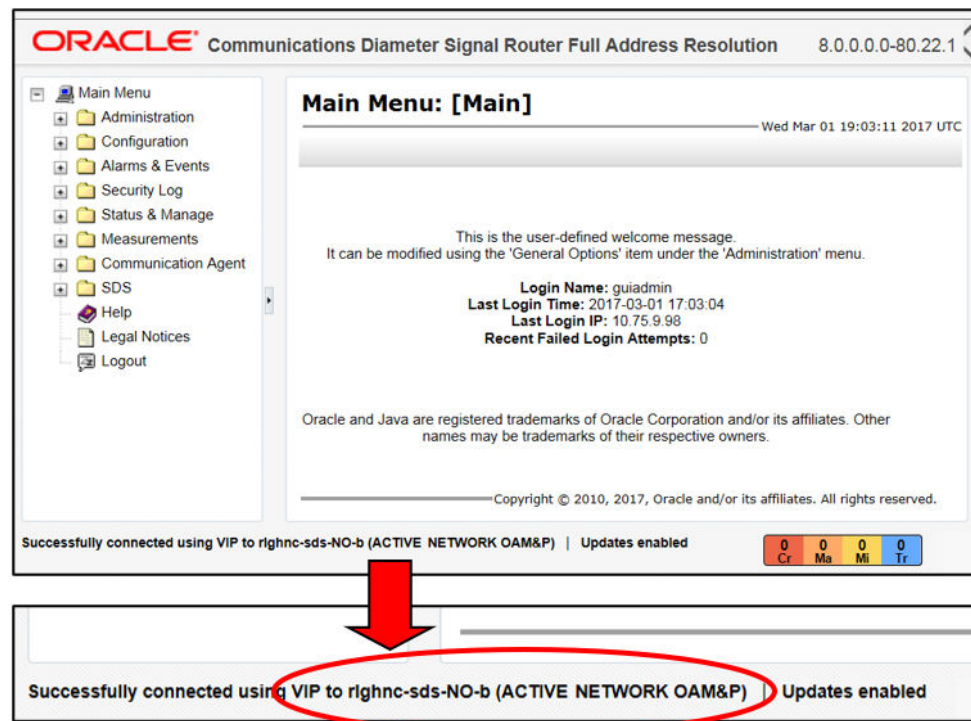
Figure 3-5 Login Screen



The Product Main Menu appears.

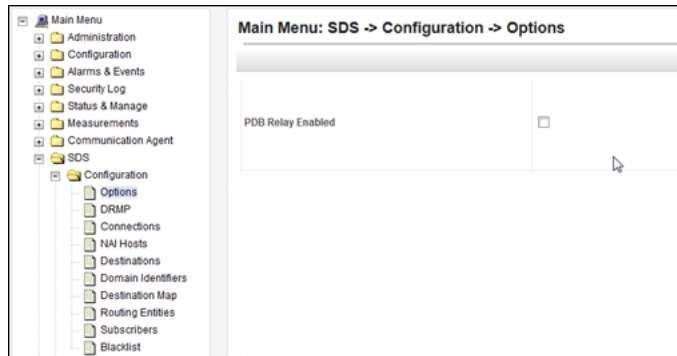
3. Verify if the message shown at the bottom of the panel indicates that the browser is using **VIP** to connect to the **ACTIVE NETWORK OAM&P**.

Figure 3-6 Main Menu

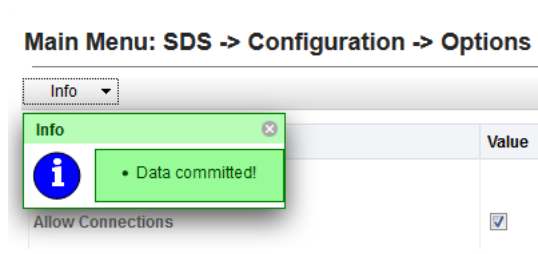


4. To disable PDB Relay, go to **Main Menu**, and then **Configurations**, and then **Options**. Then, uncheck **PDB Relay Enabled**.

Figure 3-7 Main Menu - Options

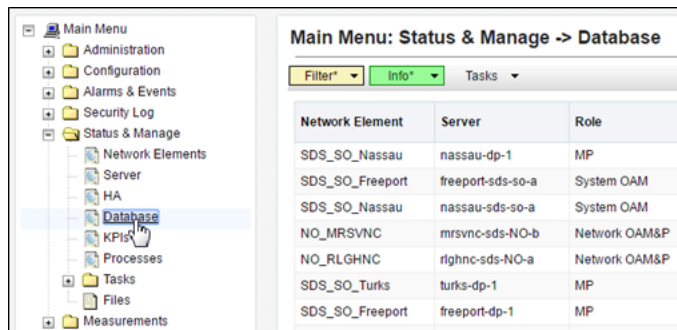


Click **Apply**.
 The following confirmation message appears.



5. Go to **Main Menu**, and then **Status & Manage**, and then **Database**.

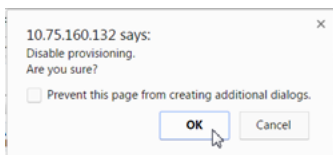
Figure 3-8 Main Menu - Database



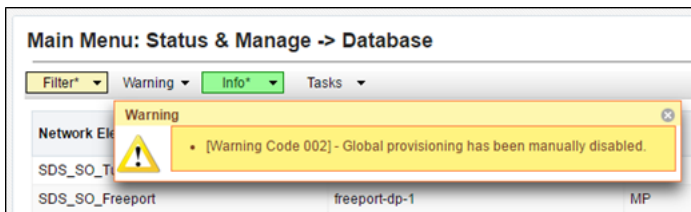
6. Select the **Disable Provisioning** dialogue button at the bottom of the right panel.



Click **OK** on the pop-up confirmation dialogue box.



A Warning banner message appears indicating that “Global Provisioning has been manually disabled”.



 **Note:**

- **Event(s) 10008** appearing at this time can be ignored.
- For DSR systems, return to [NOAM Failover Process Flowchart](#) for next steps.

7. For SDS systems only, continue with the next steps in this procedure:
 - a. Access the command prompt (CLI).
 - b. Log in to the server as the **admusr** user.

```
rlghnc-sds-NO-b login: admusr
Password: <admusr_password>
```

 **Note:**

The password will not appear on the screen when you type the characters.

The following output appears as the server returns to a command prompt.
***** TRUNCATED OUTPUT *****

```
RUNID=00
VPATH=/var/TKLC/rundb:/usr/TKLC/appworks:/usr/TKLC/
awpcommon:/usr/TKLC/comagent-gui:/usr/TKLC/comagent-gui:/usr/
TKLC/comagent:/usr/TKLC/sds
PRODPATH=/opt/comcol/prod
[admusr@rlghnc-sds-NO-b ~]$
```

- c. Confirm that you are connected to the **Primary Active NOAM** Server which is indicated as **VIP Active**.

```
[admusr@rlghnc-sds-NO-b ~]$ hostname
rlghnc-sds-NO-b
[admusr@rlghnc-sds-NO-b ~]$ ha.mystate -i |grep VIP
VIP Act/Act rlghnc-sds-NO-b 0 0302:235736.946
[admusr@rlghnc-sds-NO-b ~]$
```

- d. Verify the value for `pdbRelayEnabled`.

```
[admusr@rlghnc-sds-NO-b ~]$ iqt -zhp -fvalue ProvOptions where
"var='pdbRelayEnabled'"
TRUE
[admusr@rlghnc-sds-NO-b ~]$
```

 **Note:**

- If the value is false, then this procedure has been completed. Hence, return to figure 1 for next steps.
- If the value is true, then continue with further steps of this procedure.

- e. Retrieve the **pdbRelay timestamp**.

```
[admusr@rlghnc-sds-NO-b ~]$ iqt -zhp -fvalue ProvOptions where
"var='pdbRelayMsgLogTimeStamp'"
1524776142883
[admusr@rlghnc-sds-NO-b ~]$
```

Record the value for the **pdbRelay timestamp** retrieved in the previous step.

```
pdbRelayMsgLogTimeStamp:
```

 **Note:**

Wait for 30 seconds before executing the next step.

- f. Retrieve the **pdbRelay timestamp** again.

```
[admusr@rlghnc-sds-NO-b ~]$ iqt -zhp -fvalue ProvOptions where
"var='pdbRelayMsgLogTimeStamp'"
1524776142883
[admusr@rlghnc-sds-NO-b ~]$
```

Record the value for the **pdbRelay timestamp** retrieved in the previous step.

```
pdbRelayMsgLogTimeStamp:
```

 **Note:**

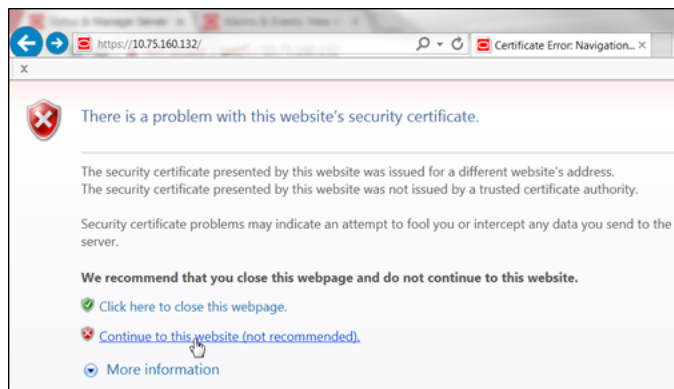
- Ensure that the time stamps recorded in last two steps are an exact match.
- If the values do not match, repeat the last two steps.
- Do not return to [NOAM Failover Process Flowchart](#) until both the time stamps recorded match.

3.3 Database Backup

Perform the following steps at the Primary Active NOAM VIP, to perform database backup.

1. Launch an **HTML5** compliant browser and connect to the XMI Virtual IP address (VIP) assigned to **Primary Active NOAM** site.
If a Certificate Error is received, click on **Continue to this website (not recommended)** link.

Figure 3-9 Certificate Error



The login screen appears.

2. Log in to the GUI using a user account with administrator privileges.

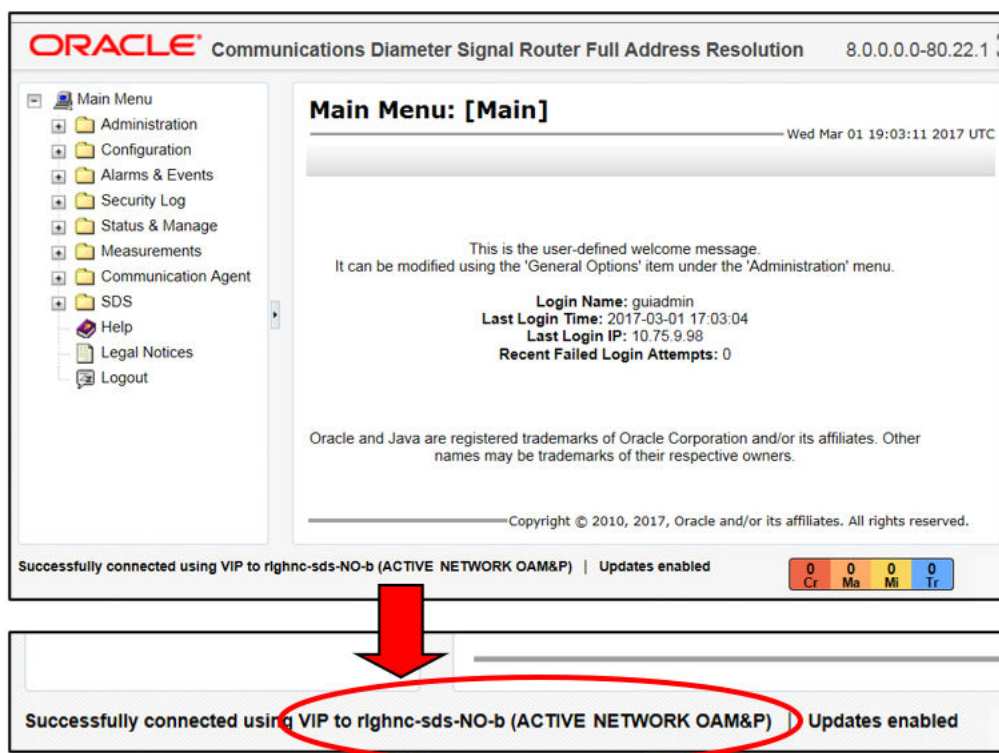
Figure 3-10 Login Screen



The Product Main Menu appears.

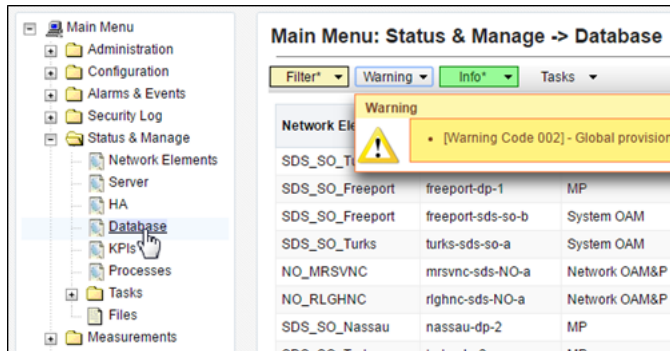
3. Verify if the message shown across the bottom of the panel indicates that the browser is using the **VIP** to connect to the **Active NOAM server** (hostname) on the **ACTIVE NETWORK OAM&P NE**.

Figure 3-11 Main Menu



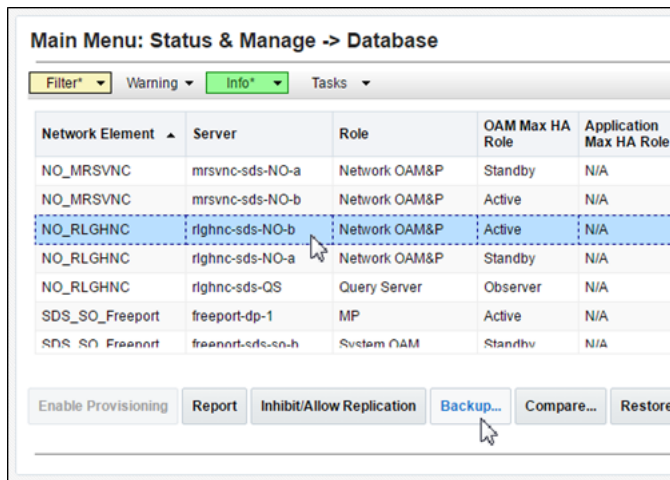
4. Go to **Main Menu**, and then **Status & Manage**. Manage, and then select **Database**.

Figure 3-12 Database



5. Select the row containing the **hostname** of the **Active NOAM server** (previously identified in Step 3 of this procedure). Then, click **Backup**.

Figure 3-13 Database Backup



The **Database [Backup]** screen appears.

Figure 3-14 Database [Backup]

Main Menu: Status & Manage -> Database [Backup]

Database Backup

Field	Value
Server:	rghnc-sds-NO-b
Select data for backup	<input checked="" type="checkbox"/> Provisioning <input checked="" type="checkbox"/> Configuration
Compression *	<input type="radio"/> gzip <input checked="" type="radio"/> bzip2 <input type="radio"/> none
Archive Name *	Backup.sds.rghnc-sds-NO-b.ProvisioningAndConfiguratio
Comment	

Ok Cancel

6. For SDS Systems only, perform the following steps:
 - a. Uncheck the **Configuration** checkbox, so that only the **Provisioning** checkbox is selected.
 - b. Enter a comment to reflect the reason for the manual backup in the **comment** field.
 - c. Click **Ok**.

Figure 3-15 Database [Backup] - SDS Systems Only

Main Menu: Status & Manage -> Database [Backup]

Info*

Database Backup

Field	Value
Server:	rghnc-sds-NO-b
Select data for backup	<input checked="" type="checkbox"/> Provisioning <input type="checkbox"/> Configuration
Compression *	<input type="radio"/> gzip <input checked="" type="radio"/> bzip2 <input type="radio"/> none
Archive Name *	Backup.sds.rghnc-sds-NO-b.Provisioning.NETWORK_O
Comment	Pre-Failover

Ok Cancel

7. For DSR Systems only, perform the following steps:
 - a. The **Provisioning** checkbox cannot be selected on DSR. Ensure that the **Configuration** checkbox is selected.
 - b. Enter a comment to reflect the reason for the manual backup in the **comment** field.
 - c. Click **Ok**.

Figure 3-16 Database [Backup] - DSR Systems Only

Field	Value
Server:	r1ghnc-dsr-NO-b
Select data for backup	<input type="checkbox"/> Provisioning <input checked="" type="checkbox"/> Configuration
Compression *	<input type="radio"/> gzip <input checked="" type="radio"/> bzip2 <input type="radio"/> none
Archive Name *	Backup.dsr.r1ghnc-dsr-NO-b.Provisioning.NETWORK_O
Comment	Pre-Failover

8. Click on **Tasks** tab to verify that a new Database backup from GUI task has been created.

Figure 3-17 Database Task

ID	Hostname	Name	Task State	Details	Progress
9392	r1ghnc-sds-NO-b	Database backup from GUI	completed	Provisioning	5%

9. Use the **Tasks** tab to monitor the status in the **Progress** column until it shows 100%.

Figure 3-18 Database Task Progress

ID	Hostname	Name	Task State	Details	Progress
9392	r1ghnc-sds-NO-b	Database backup from GUI	completed	Provisioning	100%

 **Note:**

- Depending on the release version, the User may have to periodically click the **Status & Manage**, under **Database** menu option in order for the information on the **Tasks** tab to refresh and show real-time status.
- This procedure has been completed. Return to [Figure 2-1](#).

4

Failover Procedures

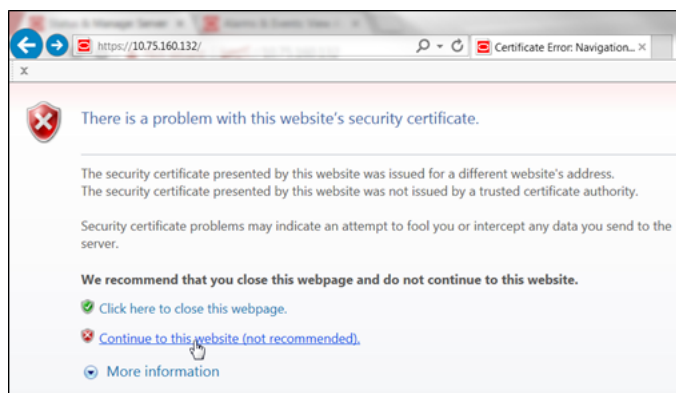
4.1 Demoting the Active NOAM from Primary to Secondary

Perform the following steps on **Primary NOAM VIP** to stop the Application Software on **Primary and DR NOAM**.

1. Launch an HTML5 compliant browser and connect to the XMI Virtual IP address (VIP) assigned to **Primary Active NOAM** site.

If a **Certificate Error** is received, click on **Continue to this website (not recommended)** link.

Figure 4-1 Certificate Error



The login screen appears.

2. Log in to the GUI using a User account with Administrator privileges.

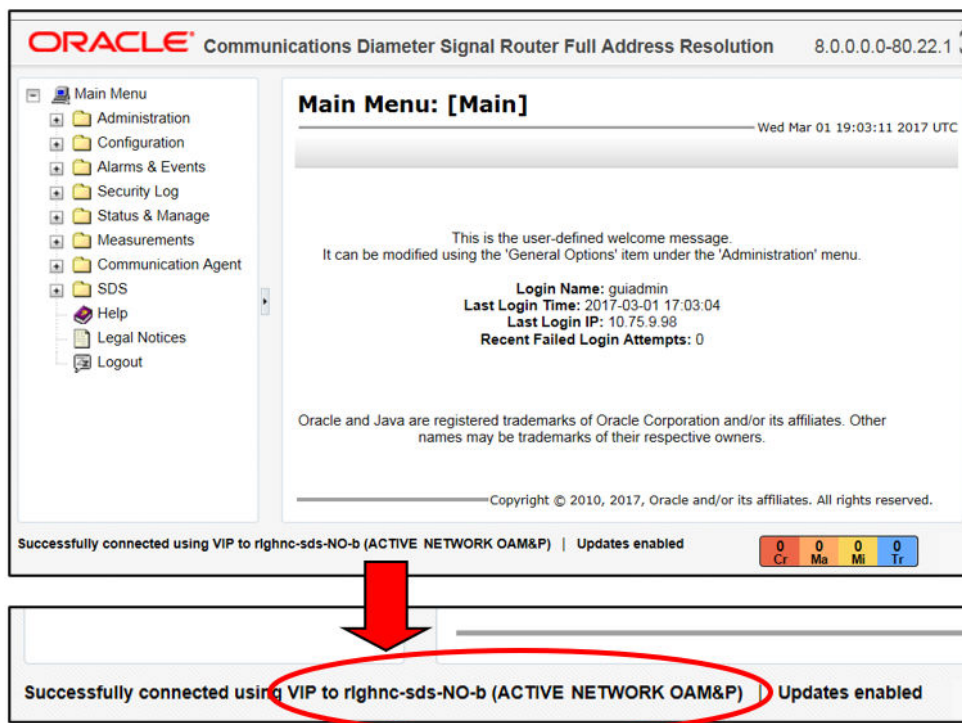
Figure 4-2 Login Screen



The **Product Main Menu** appears.

3. Verify that the message shown at the bottom of the panel indicates that the browser is using the **VIP** to connect to the **ACTIVE NETWORK OAM&P**.

Figure 4-3 Main Menu



4. Go to **Main Menu**, and then **Status & Manage**. Then, select **HA**.

Figure 4-4 Main Menu - HA

Hostname	OAM HA Role	Application HA Role	Max Allowed HA Role
righnc-sds-NO-a	OOS	N/A	Active
righnc-sds-NO-b	Active	N/A	Active
mrsvnc-sds-NO-a	OOS	N/A	Active
mrsvnc-sds-NO-b	OOS	N/A	Active

5. Use the Server hostname shown in the bottom banner for the **ACTIVE NETWORK OAM&P** to identify the current **Primary NOAM** site.



 **Note:**

The server **hostname** of the **ACTIVE NETWORK OAM&P** identifies the current Primary NOAM site. For example, rlghnc.

6. As the Primary NOAM site is identified, next identify the Primary Active, Primary Standby, Secondary Active (DR) and Secondary Standby NOAM Servers.

Main Menu: Status & Manage -> HA

Hostname	OAM HA Role	Application HA Role	Max Allowed HA Role	Mate Hostname List	Network Element	Server Role
rlghnc-sds-NO-a	Standby	N/A	Active	rlghnc-sds-NO-b	NO_RLGHNC	Network OAM&P
rlghnc-sds-NO-b	Active	N/A	Active	rlghnc-sds-NO-a	NO_RLGHNC	Network OAM&P
mrsvnc-sds-NO-a	Standby	N/A	Active	mrsvnc-sds-NO-b	NO_MRSVNC	Network OAM&P
mrsvnc-sds-NO-b	Active	N/A	Active	mrsvnc-sds-NO-a	NO_MRSVNC	Network OAM&P
rlghnc-sds-QS	Observer	N/A	Observer	rlghnc-sds-NO-a rlghnc-sds-NO-b	NO_RLGHNC	Query Server

 **Note:**

Active or Standby states for each NOAM server must be recorded as it is critical that the SW on each server be stopped in the exact order specified in Steps 8 - 12 of this procedure.

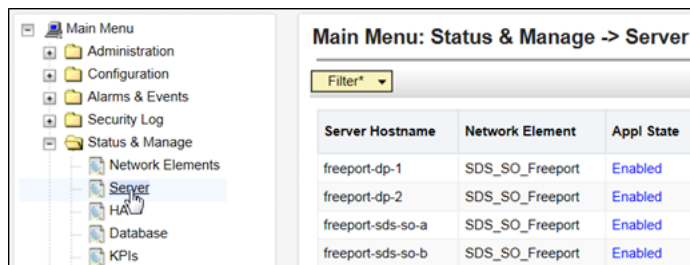
7. Record the hostnames of the Active/Standby NOAM servers at the Primary and Secondary (DR) NOAM sites in the space provided.

Site_1 = Primary_NOAM (Active) = _____
 Site_1 = Primary_NOAM (Standby) = _____

Site_2 = DR_NOAM (Active) = _____
 Site_2 = DR_NOAM (Standby) = _____

8. Go to **Main Menu**, and then **Status & Manage**. Manage, and then select **Server**.

Figure 4-5 Main Menu - Server



9. Based on the information recorded in **Step 6** of this procedure, perform the following steps on the **Primary NOAM Standby** server:
 - a. Select the server in the right panel.

- b. Click **Stop**.

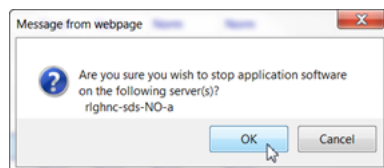
Main Menu: Status & Manage -> Server

Filter*

Server Hostname	Network Element	Appl State	Alm	DB	Reporting Status	Proc
nassau-sds-so-b	SDS_SO_Nassau	Enabled	Norm	Norm	Norm	Norm
rlghnc-sds-NO-a	NO_RLGHNC	Enabled	Norm	Norm	Norm	Norm
rlghnc-sds-NO-b	NO_RLGHNC	Enabled	Norm	Norm	Norm	Norm
rlghnc-sds-QS	NO_RLGHNC	Enabled	Norm	Norm	Norm	Norm
turks-dp-1	SDS_SO_Turks	Enabled	Norm	Norm	Norm	Norm

Stop Restart Reboot NTP Sync Report

- c. Click **OK** in the pop-up confirmation box.



 **Note:**

Alarms begin to generate at this time including but not limited to **Event ID(s): 10008, 10075 & 31201**.

10. After the screen refreshes, verify that the server now shows an Appl State value of **Disabled** and a Proc value of **Man**.

Main Menu: Status & Manage -> Server

Filter*

Server Hostname	Network Element	Appl State	Alm	DB	Reporting Status	Proc
nassau-sds-so-b	SDS_SO_Nassau	Enabled	Norm	Norm	Norm	Norm
rlghnc-sds-NO-a	NO_RLGHNC	Disabled	Warn	Norm	Norm	Man
rlghnc-sds-NO-b	NO_RLGHNC	Enabled	Warn	Warn	Norm	Norm
rlghnc-sds-QS	NO_RLGHNC	Enabled	Norm	Norm	Norm	Norm
turks-dp-1	SDS_SO_Turks	Enabled	Norm	Norm	Norm	Norm

 **Note:**

Although the screen automatically refreshes after several seconds, the user may refresh it immediately if desired by re-selecting the left menu option for the **Main Menu: Status & Manage**, and then **Server**.

 **Note:**

- To stop the SW on the **Primary NOAM Active** server, refer to **Steps 8 - 9** of this Procedure for the **Primary NOAM “Active”** Server.
- To stop the SW on the **DR NOAM Standby** Server, refer to **Steps 8 - 9** of this Procedure for the **DR NOAM Standby** Server.
- To stop the SW on the **DR NOAM Active** server, refer to **Steps 8 - 9** of this Procedure for the **DR NOAM Active** server.

11. Access the command prompt (CLI) and log in to the server as the **admusr** user.

```
rlghnc-sds-NO-b login: admusr
Password: <admusr_password>
```

 **Note:**

The password does not appear on the screen as you type the characters.

Output received is similar to that shown below, as the server returns to a command prompt.

***** TRUNCATED OUTPUT *****

```
PRODPATH=
RELEASE=8.6.0
RUNID=00
VPATH=/var/TKLC/rundb:/usr/TKLC/appworks:/usr/TKLC/awpcommon:/usr/TKLC/
comagent-gui:/usr/TKLC/comagent-gui:/usr/TKLC/comagent:/usr/TKLC/sds
PRODPATH=/opt/comcol/prod
[admusr@rlghnc-sds-NO-b ~]$
```

12. Confirm that you are connected to the **Primary Active NOAM** server by verifying that the server hostname matches the entry showing **VIP Act/Act**.

```
[admusr@rlghnc-sds-NO-b ~]$ hostname
rlghnc-sds-NO-b
[admusr@rlghnc-sds-NO-b ~]$ ha.mystate -i |grep VIP
VIP Act/Act rlghnc-sds-NO-b 0
0302:235736.946
[admusr@rlghnc-sds-NO-b ~]$
```

13. Verify that the current value for **myClusterRole** is **Primary**.

```
[admusr@rlghnc-sds-NO-b ~]$ top.myrole
myNodeId=A0907.121
myParentClusters=( )
myClusterRole=Primary
myRecognizedPrimary=A0907
```

```
myRecognizedSecondary=A1103
[admusr@rlghnc-sds-NO-b ~]$
```

14. Set the value for `myClusterRole` to `Secondary`.

```
[admusr@rlghnc-sds-NO-b ~]$ top.setSecondary
- Using my cluster: A0907
- New Secondary Timestamp: 03/03/17 00:19:07.181
- Updating To A0907.060: rlghnc-sds-NO-a
- Updating To A0907.113: rlghnc-sds-QS
- Updating To A0907.121: rlghnc-sds-NO-b
- Updating To A1103.165: mrvnc-sds-NO-b
- Updating To A1103.223: mrvnc-sds-NO-a
[admusr@rlghnc-sds-NO-b ~]$
```

15. Verify that the value for `myClusterRole` is now `Secondary`.

```
[admusr@rlghnc-sds-NO-b ~]$ top.myrole
myNodeId=A0907.121
myParentClusters=( )
myClusterRole=Secondary
myRecognizedPrimary=A0907
myRecognizedSecondary=Unknown
[admusr@rlghnc-sds-NO-b ~]$
```

16. Verify the current PID for the `apwSoapServer` process.

```
[admusr@rlghnc-sds-NO-b ~]$ pl |grep Server
A 946215 apwSoapServer      Up    03/02 23:52:31 3 !CMNOSIGCHK=1
apwSoapServer
[admusr@rlghnc-sds-NO-b ~]$
```

17. Restart the `apwSoapServer` process.

```
[admusr@rlghnc-sds-NO-b ~]$ sudo pm.kill apwSoapServer
[admusr@rlghnc-sds-NO-b ~]$
```

18. Verify that the PID for the `apwSoapServer` process has changed from the previous value shown in the previous step of this procedure.

```
[admusr@rlghnc-sds-NO-b ~]$ pl |grep Server
A 951908 apwSoapServer      Up    03/02 23:52:31 3 !CMNOSIGCHK=1
apwSoapServer
[admusr@rlghnc-sds-NO-b ~]$
```

 **Note:**

Post completion of this procedure, return to [Figure 2-1](#).

4.2 Promoting the DR NOAM from Secondary to Primary

4.2.1 Promoting the DR NOAM from Secondary to Primary (Graceful)

Perform the following steps in DR NOAM to promote the DR NOAM from Secondary to Primary.

1. Establish an SSH session to the SDS/DSR DR NOAM XMI IP address, access the command prompt (CLI) and log in to the server as **admusr** user.

```
msvnc-sds-NO-b login: admusr
Password: <admusr_password>
```

2. To check NOAM Status of the server, run the following command on the Active NOAM.

```
$ ha.mystate
[admusr@msvnc-sds-NO-b ~]$ ha.mystate
```

resourceId	role	node	DC	subResources	lastUpdate
DbReplication	Act/Act	A3374.144	*	0	180712:064445.775
VIP	Act/Act	A3374.144	*	0	180712:064445.875
CacdProcessRes	Act/Act	A3374.144	*	0	180712:064445.873
PDBA_Process	Act/Act	A3374.144	*	0	180712:064445.876
PDBAUDIT_Process	Act/Act	A3374.144	*	0	180712:064445.875
PDBRELAY_Process	Act/Act	A3374.144	*	0	180712:064445.876
XDS_Process	Act/Act	A3374.144	*	0	180712:064445.878
IMPORT_Process	Act/Act	A3374.144	*	0	180712:064445.876
EXPORT_Process	Act/Act	A3374.144	*	0	180712:064445.877
DPSERVER_Process	Act/OOS	A3374.144	*	0	180711:062936.051

3. Verify that the current value for **myClusterRole** is **Secondary**.

```
[admusr@mrsvnc-sds-NO-b ~]$ top.myrole
myNodeId=A1103.165
myParentClusters=( )
myClusterRole=Secondary
myRecognizedPrimary=A1103
myRecognizedSecondary=Unknown
[admusr@mrsvnc-sds-NO-b ~]$
```

4. Set the value for **myClusterRole** to **Primary**.

```
[admusr@mrsvnc-sds-NO-b ~]$ top.setPrimary
- Using my cluster: A1103
- New Primary Timestamp: 03/03/17 00:50:40.986
- Updating To A0907.060: rlghnc-sds-NO-a
- Updating To A0907.113: rlghnc-sds-QS
- Updating To A0907.121: rlghnc-sds-NO-b
- Updating To A1103.165: mrsvnc-sds-NO-b
- Updating To A1103.223: mrsvnc-sds-NO-a
[admusr@mrsvnc-sds-NO-b ~]$
```

5. Verify that the value for **myClusterRole** is now **Primary**.

```
[admusr@mrsvnc-sds-NO-b ~]$ top.myrole
myNodeId=A1103.165
```

```
myParentClusters=( )
myClusterRole=Primary
myRecognizedPrimary=A1103
myRecognizedSecondary=A0907
[admusr@mrvnc-sds-NO-b ~]$
```

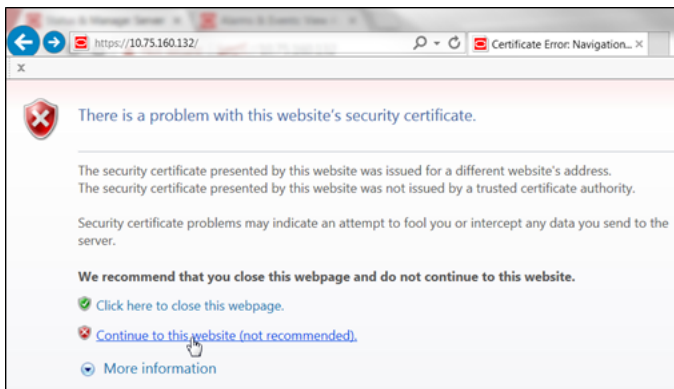
 **Note:**

Perform the next steps in **New Primary NOAM VIP (former DR)**.

6. Launch an HTML5 compliant browser and connect to the XMI Virtual IP address (VIP) assigned to **Primary Active NOAM** site.

If a **Certificate Error** is received, click on **Continue to this website (not recommended)** link.

Figure 4-6 Certificate Error



The login screen appears.

7. Log in to the GUI using a user account with administrator privileges.

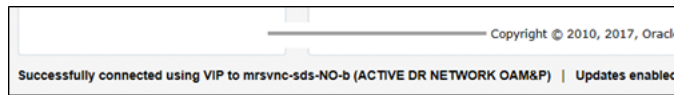


8. Go to **Main Menu**, and then **Status & Manage**, and then **HA**.

Figure 4-7 Main Menu - HA

Hostname	OAM HA Role	Application HA Role	Max Allowed HA Role
rghnc-sds-NO-a	OOS	N/A	Active
rghnc-sds-NO-b	Active	N/A	Active
mrsvnc-sds-NO-a	OOS	N/A	Active
mrsvnc-sds-NO-b	OOS	N/A	Active

- Use the Server hostname shown in the bottom banner for the **ACTIVE NETWORK OAM&P** to identify the current **Primary NOAM** site.



Note:

The server **hostname** of the **ACTIVE NETWORK OAM&P** identifies the current **Primary NOAM** site. For example, mrsvnc.

Now that we know which NOAM site is Primary, identify the **Primary Active**, **Primary Standby**, **Secondary Active (DR)**, and **Secondary Standby** NOAM Servers.

Hostname	OAM HA Role	Application HA Role	Max Allowed HA Role	Mate Hostname List	Network Element	Server Role
rghnc-sds-NO-a	Standby	N/A	Active	rghnc-sds-NO-b	NO_RLGHNC	Network OAM&P
rghnc-sds-NO-b	Active	N/A	Active	rghnc-sds-NO-a	NO_RLGHNC	Network OAM&P
mrsvnc-sds-NO-a	Standby	N/A	Active	mrsvnc-sds-NO-b	NO_MRSVNC	Network OAM&P
mrsvnc-sds-NO-b	Active	N/A	Active	mrsvnc-sds-NO-a	NO_MRSVNC	Network OAM&P
rghnc-sds-QS	Observer	N/A	Observer	rghnc-sds-NO-a rghnc-sds-NO-b	NO_RLGHNC	Query Server

Note:

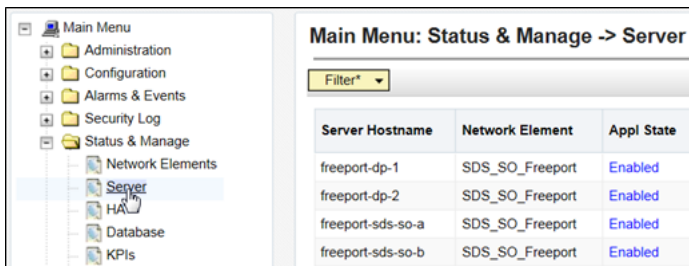
Do not skip the following step. **Active/Standby** states for each NOAM server must be recorded as it is Critical that the SW on each server be restarted in the exact order specified in Steps **12** and **13** of this procedure.

- Based on the information identified in the previous step, record the hostnames of the **Primary Active**, **Primary Standby**, **Secondary Active (DR)**, and **Secondary Standby** NOAM Servers.

Site_1 = Primary_NOAM (Active) = _____
 Site_1 = Primary_NOAM (Standby) = _____

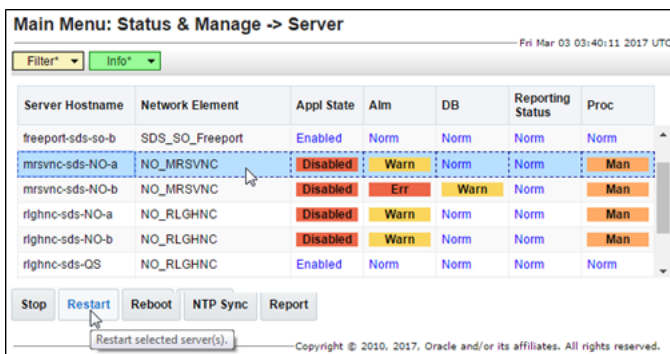
Site_2 = DR_NOAM (Active) = _____
 Site_2 = DR_NOAM (Standby) = _____

- Go to **Main Menu**, and then **Status & Manage**, and then **Server**.

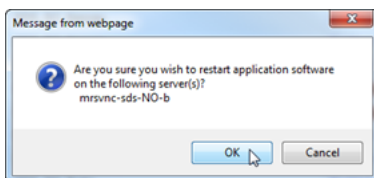


Based on the information recorded in **Step 10** of this procedure, perform the below sub-steps on the newly promoted **Primary NOAM Active** Server (Site_2).

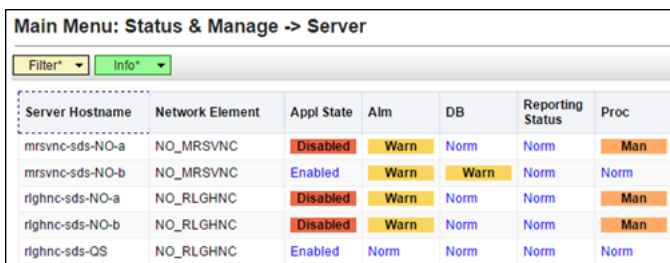
- Select the Server in the right panel (highlight will occur) and click **Restart** in the right panel.



Click **OK** in the pop-up confirmation box.



- After the screen refresh, verify that the server now shows an **Appl State** value of **Enabled** and a Proc value of **Norm**.



 **Note:**

- Restart the SW on the **Primary NOAM Standby** Server, by repeating **Steps 12 - 13** of this Procedure for the **Primary NOAM Standby** Server.
- Restart the SW on the **DR NOAM Standby** Server, by repeating **Steps 12 - 13** of this Procedure for the **DR NOAM Standby** Server.
- Restart the SW on the **DR NOAM Active** Server, by repeating **Steps 12 - 13** of this Procedure for the **DR NOAM Active** Server.
- For SDS systems, this procedure is completed. Return to [NOAM Failover Process Flowchart](#) for next steps.
- For DSR systems only, perform the next steps in this procedure.

14. Identify the **clusterId** values for the `myRecognizedPrimary` and the `myRecognizedSecondary`. For example, Axxxx.

```
[admusr@dominica-dr-noam-b ~]$ top.myrole
myNodeId=A0568.058
myParentClusters=( )
myClusterRole=Primary
myRecognizedPrimary=A0568
myRecognizedSecondary=A1667
[admusr@dominica-dr-noam-b ~]$
```

15. Record the **clusterId** values for the `myRecognizedPrimary` and the `myRecognizedSecondary` in the space provided.

```
myRecognizedPrimary (clusterId) = _____
myRecognizedSecondary (clusterId) = _____
```

16. Identify which A-Level **clusterId** (for example, Axxxx) is located in the **HaClusterResourceCfg** table.

```
[admusr@dominica-dr-noam-b ~]$ iqt -p HaClusterResourceCfg
cluster resource optional
A0568 DSROAM_Proc Yes
C0804 DSROAM_Proc Yes
C1223 DSROAM_Proc Yes
C2346 DSROAM_Proc Yes
C3147 DSROAM_Proc Yes
C3316 DSROAM_Proc Yes
[admusr@dominica-dr-noam-b ~]$
```

17. If the A-Level **clusterId** located in the **HaClusterResourceCfg** table is the `myRecognizedPrimary` value recorded in Step 15 of this procedure, delete the entry.

For example:

```
$ irem HaClusterResourceCfg where
"cluster='<myRecognizedPrimary_clusterId>'"
[admusr@dominica-dr-noam-b ~]$ irem HaClusterResourceCfg where
```

```
"cluster='A0568'" === deleted 1 records ===
[admusr@dominica-dr-noam-b ~]$
```

If the A-Level **clusterId** is not located there, then continue to the next step.

18. Add an entry to the **HaClusterResourceCfg** table for the **myRecognizedSecondary** value recorded in Step 15 of this procedure.

For example:

```
$ echo "<myRecognizedSecondary_clusterId>|DSROAM_Proc|Yes" | iload -
ha -xun -fcluster -fresource -foptional HaClusterResourceCfg
[admusr@dominica-dr-noam-b ~]$ echo "A1667|DSROAM_Proc|Yes" | iload
-ha -xun -fcluster -fresource -foptional HaClusterResourceCfg
[admusr@dominica-dr-noam-b ~]$
```

19. Verify that the **HaClusterResourceCfg** table now displays an entry for the **myRecognizedSecondary** value recorded in Step 15 of this procedure.

```
[admusr@dominica-dr-noam-b ~]$ iqt -p HaClusterResourceCfg
cluster resource optional
A1667 DSROAM_Proc Yes
C0804 DSROAM_Proc Yes
C1223 DSROAM_Proc Yes
C2346 DSROAM_Proc Yes
C3147 DSROAM_Proc Yes
C3316 DSROAM_Proc Yes
[admusr@dominica-dr-noam-b ~]$
```

Note:

Once this procedure is completed, return to [Figure 2-1](#).

4.2.2 Promoting the DR NOAM from Secondary to Primary (Outage)

Perform the following steps in DR NOAM to promote the DR NOAM from Secondary to Primary:

1. Establish an SSH session to the SDS/DSR DR NOAM XMI IP address, access the command prompt (CLI) and log in to the server as **admusr** user.

```
msvnc-sds-NO-b login: admusr
Password: <admusr_password>
```

2. To check NOAM Status of the server, run the following command on the Active NOAM.

```
$ ha.mystate
[admusr@msvnc-sds-NO-b ~]$ ha.mystate
```

resourceId	role	node	DC	subResources	lastUpdate
DbReplication	Act/Act	A3374.144	*	0	180712:064445.775
VIP	Act/Act	A3374.144	*	0	180712:064445.875
CacdProcessRes	Act/Act	A3374.144	*	0	180712:064445.873
PDBA_Process	Act/Act	A3374.144	*	0	180712:064445.876
PDBAUDIT_Process	Act/Act	A3374.144	*	0	180712:064445.875
PDBRELAY_Process	Act/Act	A3374.144	*	0	180712:064445.876
XDS_Process	Act/Act	A3374.144	*	0	180712:064445.878
IMPORT_Process	Act/Act	A3374.144	*	0	180712:064445.876
EXPORT_Process	Act/Act	A3374.144	*	0	180712:064445.877
DPSERVER_Process	Act/OOS	A3374.144	*	0	180711:062936.051

3. Verify that the current value for **myClusterRole** is **Secondary**.

```
[admusr@mrvnc-sds-NO-b ~]$ top.myrole
myNodeId=A1103.165
myParentClusters=( A0907 )
myClusterRole=Secondary
myRecognizedPrimary=A0907
myRecognizedSecondary=A1103
[admusr@mrvnc-sds-NO-b ~]$
```

4. Using the **clusterId** of the **myRecognizedPrimary** from the previous step, set the **clusterId** to **Secondary**.

```
[admusr@mrvnc-sds-NO-b ~]$ top.setSecondary A0907
- New Secondary Timestamp: 03/03/17 18:28:48.318
- Updating To A0907.060: rlgnc-sds-NO-asetSecondaryTo(A0907) returned
proxy error=28
SOAP 1.2 fault SOAP-ENV:Receiver [no subcode]
"Connection timed out"Detail: connect failed in tcp_connect()

- Updating To A0907.113: rlgnc-sds-QSsetSecondaryTo(A0907) returned
proxy error=28
SOAP 1.2 fault SOAP-ENV:Receiver [no subcode]
"Connection timed out"Detail: connect failed in tcp_connect()

- Updating To A0907.121: rlgnc-sds-NO-bsetSecondaryTo(A0907) returned
proxy error=28
SOAP 1.2 fault SOAP-ENV:Receiver [no subcode]
"Connection timed out"Detail: connect failed in tcp_connect()

- Updating To A1103.165: mrvnc-sds-NO-b- Updating To A1103.223: mrvnc-
sds-NO-a
[admusr@mrvnc-sds-NO-b ~]$
```

 **Note:**

The **connection timeouts** to the **Primary NOAM NE** are expected when that NE is network isolated. Under these circumstances, the user should allow several minutes (≈ 7) for this command to complete.

5. Set the value for **myClusterRole** to **Primary**.

```
[admusr@mrvnc-sds-NO-b ~]$ top.setPrimary
- Using my cluster: A1103
- New Primary Timestamp: 03/03/17 18:35:26.279
- Updating To A0907.060: rlgnc-sds-NO-asetPrimaryTo(A1103)
returned proxy error=28
SOAP 1.2 fault SOAP-ENV:Receiver [no subcode]
"Connection timed out"
Detail: connect failed in tcp_connect()

- Updating To A0907.113: rlgnc-sds-QSsetPrimaryTo(A1103) returned
proxy error=28
SOAP 1.2 fault SOAP-ENV:Receiver [no subcode]
"Connection timed out"
Detail: connect failed in tcp_connect()

- Updating To A0907.121: rlgnc-sds-NO-bsetPrimaryTo(A1103)
returned proxy error=28
SOAP 1.2 fault SOAP-ENV:Receiver [no subcode]
"Connection timed out"
Detail: connect failed in tcp_connect()

- Updating To A1103.165: mrvnc-sds-NO-b
- Updating To A1103.223: mrvnc-sds-NO-a
[admusr@mrvnc-sds-NO-b ~]$
```

 **Note:**

The **connection timeouts** to the **Primary NOAM NE** (shown in the output to the right) are expected when that NE is network isolated. Under these circumstances, the user should allow several minutes (≈ 7) for this command to complete.

6. Verify that the value for **myClusterRole** is now set to **Primary**.

```
[admusr@mrvnc-sds-NO-b ~]$ top.myrole
myNodeId=A1103.165
myParentClusters=( )
myClusterRole=Primary
myRecognizedPrimary=A1103
myRecognizedSecondary=A0907
[admusr@mrvnc-sds-NO-b ~]$
```

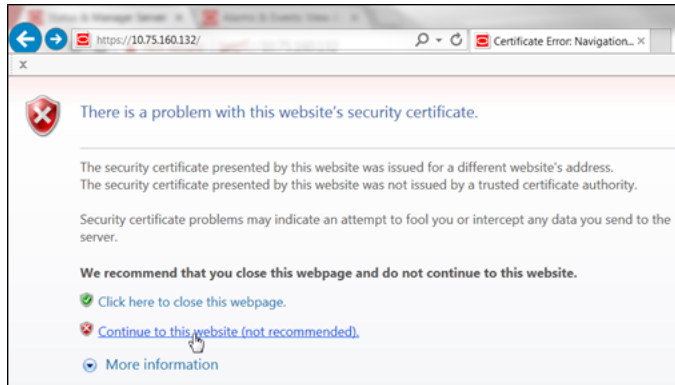
 **Note:**

Perform the next steps on the **New Primary NOAM VIP (former DR)**.

7. Launch an HTML5 compliant browser and connect to the XMI Virtual IP address (VIP) assigned to **Primary Active NOAM** site.

If a Certificate Error is received, click on **Continue to this website (not recommended)** link.

Figure 4-8 Certificate Error



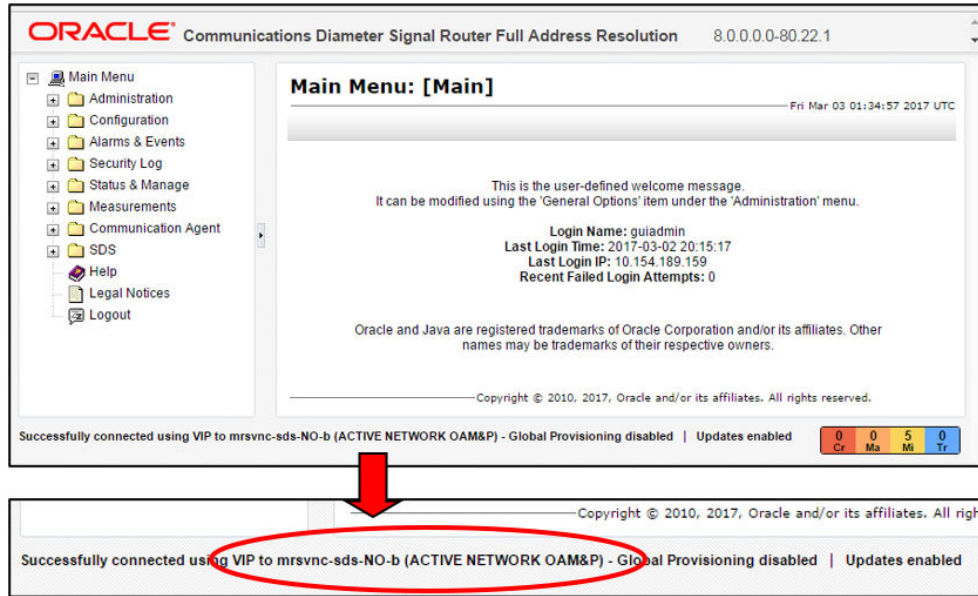
The login screen appears.

8. Log in to the GUI using a user account with administrator privileges.

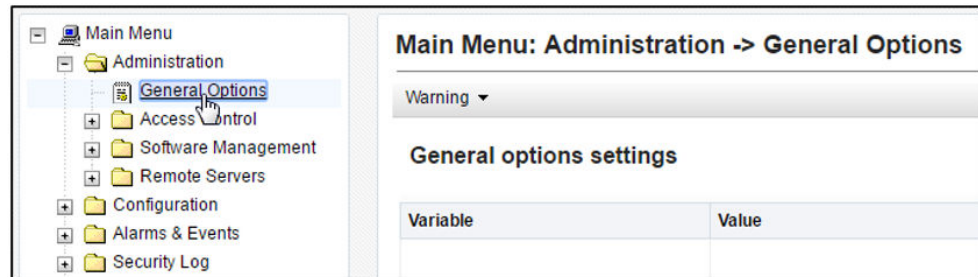


The Product Main Menu appears.

9. Verify that the message shown across the bottom of the panel indicates that the browser is using the **VIP** to connect to the **ACTIVE NETWORK OAM&P**.

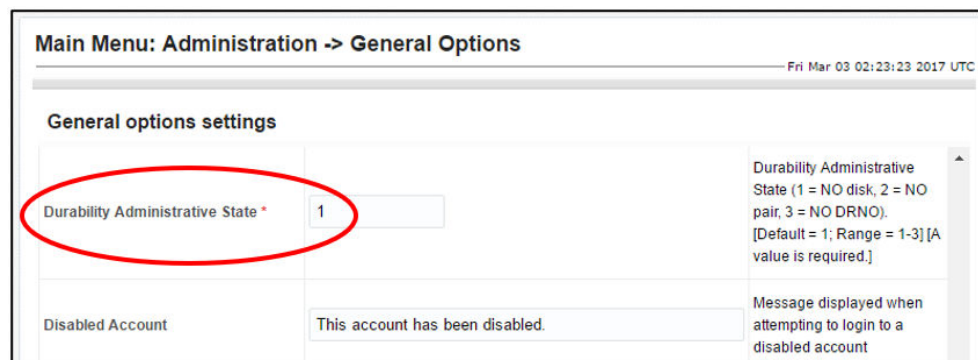


10. Go to **Main Menu**, and then **Administration**, and then **General Options**.

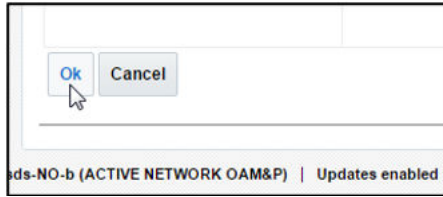


11. Verify the value for **Durability Administrative State**.

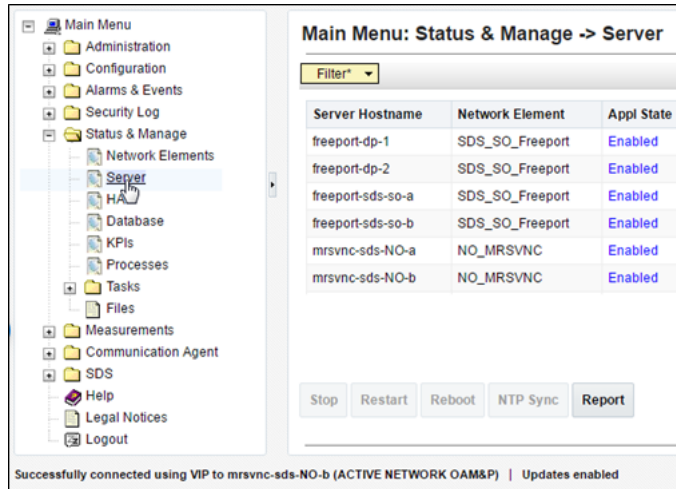
If performing this procedure in response to a network isolated Primary NOAM (outage), modify the **Durability Administrative State** value to **1** (if necessary).



Click **OK**.



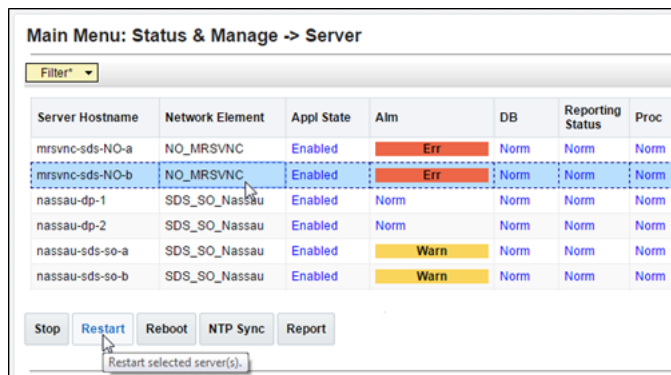
- Go to **Main Menu**, and then **Status & Manage**, and then **Server** and identify the hostname of the Primary Active NOAM server from the banner message at the bottom of the browser window.



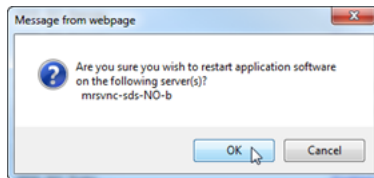
Note:

Based on the information recorded in this step, perform the next steps on the newly promoted **Primary NOAM Active Server (Site_2)**.

- Select the Server Hostname (highlighted once selected) and click **Restart**.



Click **Ok**, in the pop-up confirmation box.



 **Note:**

- For SDS systems, this procedure is completed. Return to [NOAM Failover Process Flowchart](#) for next steps.
- For DSR systems only, perform the next steps in this procedure on the **New Primary NOAM VIP (former DR)**.

14. Identify the **clusterId** values for the **myRecognizedPrimary** and the **myRecognizedSecondary**. For example, Axxxx.

```
[admusr@dominica-dr-noam-b ~]$ top.myrole
myNodeId=A0568.058
myParentClusters=( )
myClusterRole=Primary
myRecognizedPrimary=A0568
myRecognizedSecondary=A1667
[admusr@dominica-dr-noam-b ~]$
```

15. Record the **clusterId** values for the **myRecognizedPrimary** and the **myRecognizedSecondary** in the space provided.

```
myRecognizedPrimary (clusterId) = _____
myRecognizedSecondary (clusterId) = _____
```

16. Identify which A-Level **clusterId** (example, Axxxx) is located in the **HaClusterResourceCfg** table.

```
[admusr@dominica-dr-noam-b ~]$ iqt -p HaClusterResourceCfg
cluster resource optional
A0568 DSROAM_Proc Yes
C0804 DSROAM_Proc Yes
C1223 DSROAM_Proc Yes
C2346 DSROAM_Proc Yes
C3147 DSROAM_Proc Yes
C3316 DSROAM_Proc Yes
[admusr@dominica-dr-noam-b ~]$
```

17. If the A-Level **clusterId** located in the **HaClusterResourceCfg** table is the **myRecognizedPrimary** value recorded in next step of this procedure, delete the entry.

For example:

```
$ irem HaClusterResourceCfg where
"cluster='<myRecognizedPrimary_clusterId>'"
[admusr@dominica-dr-noam-b ~]$ irem HaClusterResourceCfg where
"cluster='A0568'"
=== deleted 1 records ===
[admusr@dominica-dr-noam-b ~]$
```

If the A-Level **clusterId** is not located in the table, continue to the next step.

18. Add an entry to the **HaClusterResourceCfg** table for the **myRecognizedSecondary** value recorded in Step 18 of this procedure.

For example:

```
$ echo "<myRecognizedSecondary_clusterId>|DSROAM_Proc|Yes" | iload -ha -
xun -fcluster -fresource -foptional HaClusterResourceCfg
[admusr@dominica-dr-noam-b ~]$ echo "A1667|DSROAM_Proc|Yes" | iload -ha -
xun -fcluster -fresource -foptional HaClusterResourceCfg
[admusr@dominica-dr-noam-b ~]$
```

19. Verify if the **HaClusterResourceCfg** table now displays an entry for the **myRecognizedSecondary** value recorded in Step 18 of this procedure.

```
[admusr@dominica-dr-noam-b ~]$ iqt -p HaClusterResourceCfg
cluster resource optional
A1667 DSROAM_Proc Yes
C0804 DSROAM_Proc Yes
C1223 DSROAM_Proc Yes
C2346 DSROAM_Proc Yes
C3147 DSROAM_Proc Yes
C3316 DSROAM_Proc Yes
[admusr@dominica-dr-noam-b ~]$
```

 **Note:**

Once this Procedure is completed, return to [Figure 2-1](#).

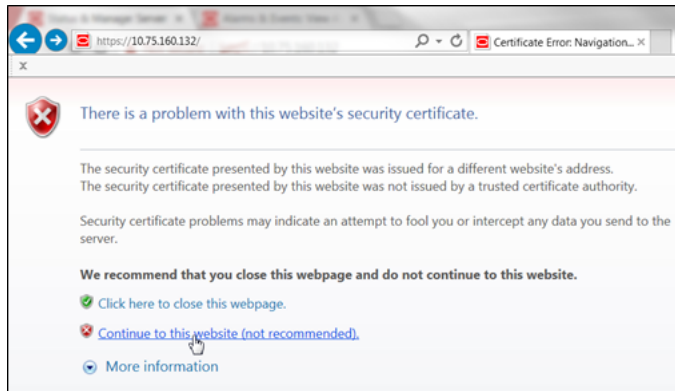
4.3 Enabling Global Provisioning

Perform the following steps on **Primary NOAM VIP** to enable Global Provisioning at the newly promoted Primary NOAM GUI.

1. Launch an HTML5 compliant browser and connect to the XMI Virtual IP address (VIP) assigned to **Primary Active NOAM** site.

If a Certificate Error is received, click on **Continue to this website (not recommended)** link.

Figure 4-9 Certificate Error



The login screen appears.

2. Log in to the GUI using a user account with administrator privileges.

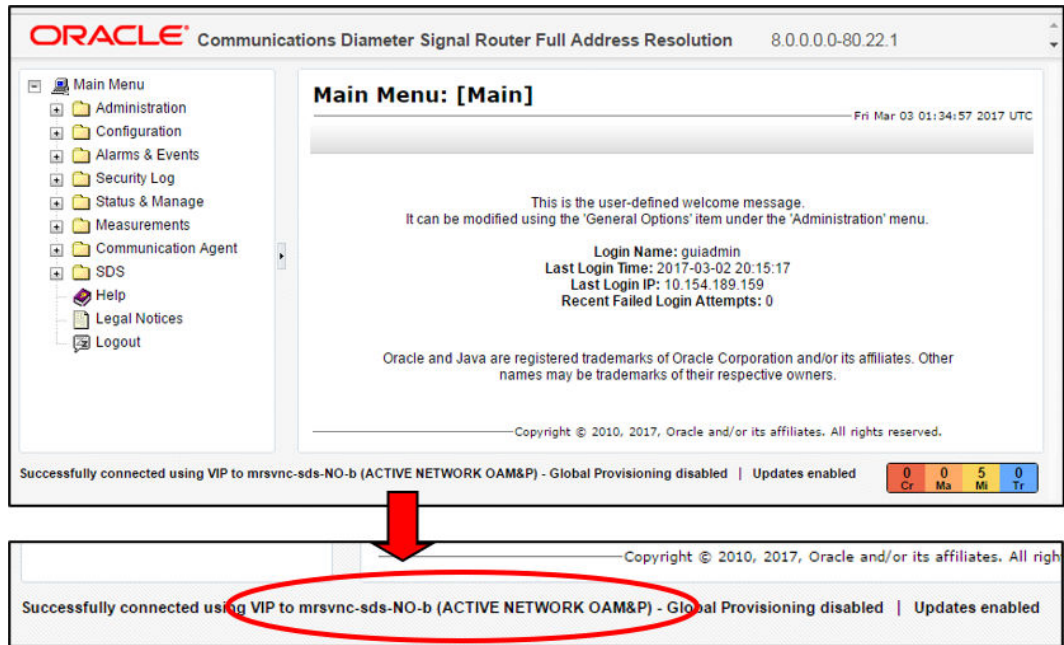
Figure 4-10 Login Screen



The **Product Main Menu** appears.

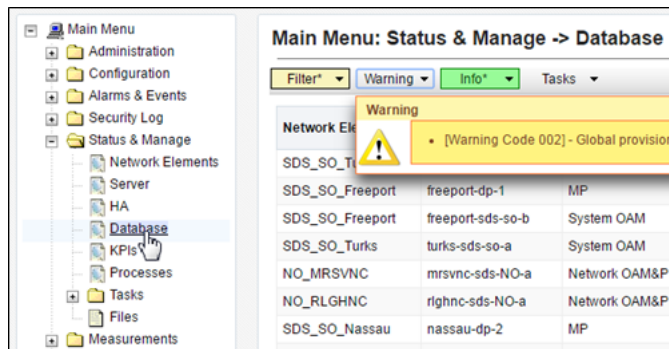
3. Verify that the message shown across the bottom of the panel indicates that the browser is using the **VIP** to connect to the **ACTIVE NETWORK OAM&P**.

Figure 4-11 Main Menu

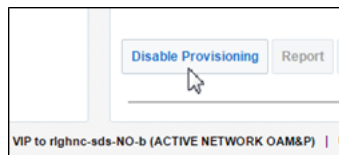


- Go to **Main Menu**, and then **Status & Manage**. Then, select **Database**.

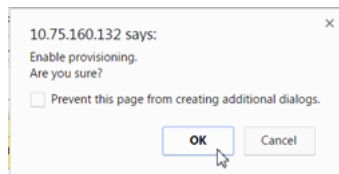
Figure 4-12 Main Menu - Database



- Select **Enable Provisioning** at the bottom of the right panel.



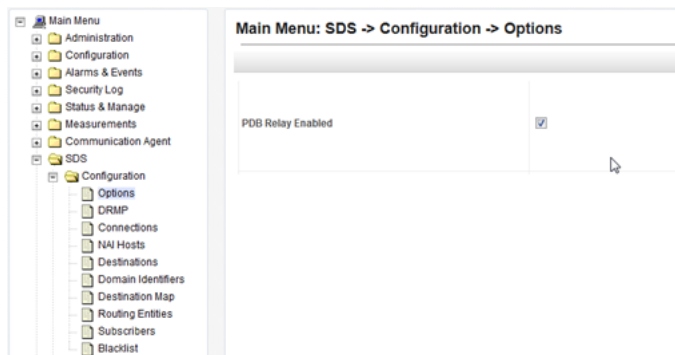
Click **OK** on the pop-up confirmation box.



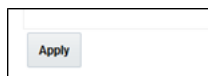
- Verify that the dialogue button located at the bottom of the right panel changes text to **Disable Provisioning**.



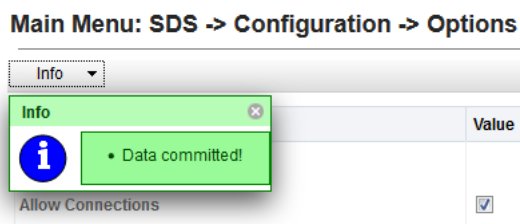
- To enable PDB Relay, go to **Main Menu**, then **Configurations**, and then **Options**. Then, check the **PDB Relay Enabled** option box.



Click **Apply**.



The following confirmation message is displayed.



 **Note:**

Post completion of this procedure, return to [Figure 2-1](#).

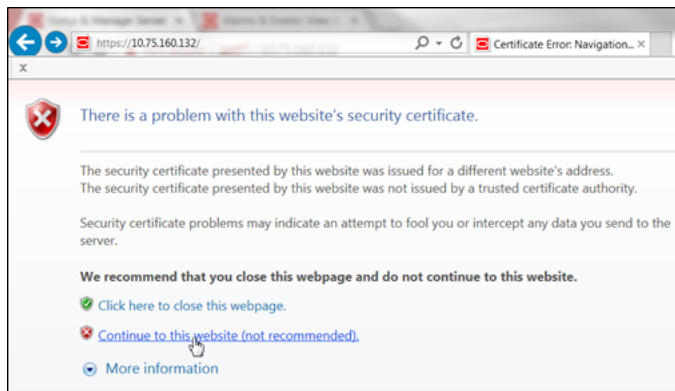
5

Verifying Alarm Status (After Failover)

Perform the following steps in **New Primary NOAM VIP (former DR)** to verify alarms status at the Primary Active NOAM.

1. Launch an **HTML5** compliant browser and connect to the XMI Virtual IP address (VIP) assigned to **Primary Active NOAM** site.
2. If a Certificate Error is received, click on **Continue to this website (not recommended)** link.

Figure 5-1 Certificate Error



The login screen appears.

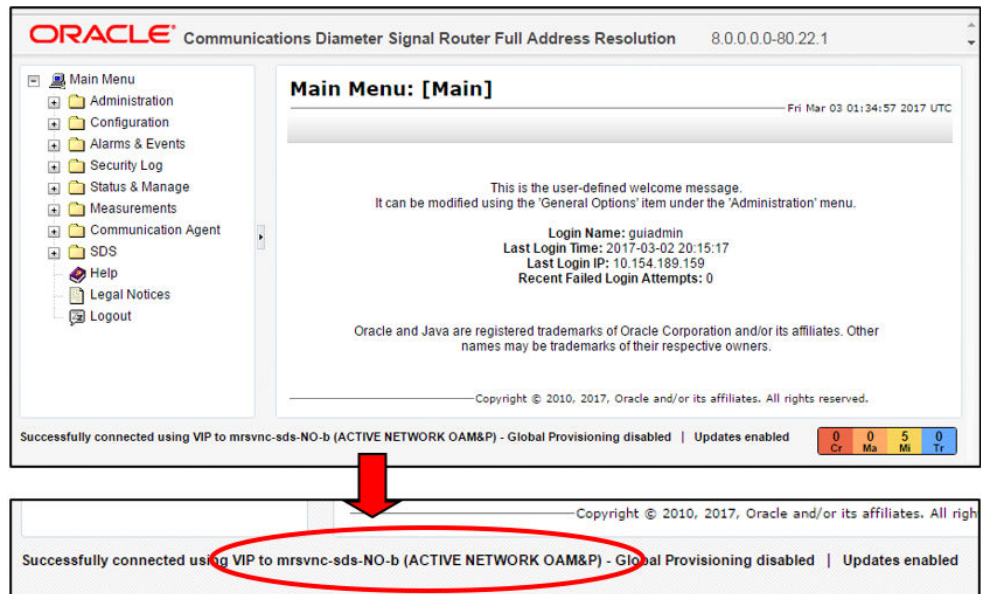
3. Log in to the GUI using a user account with administrator privileges.



The **Product Main Menu** appears.

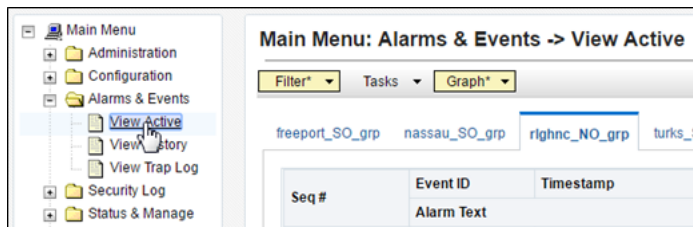
4. Verify that the message shown across the bottom of the panel indicates that the browser is using the **VIP** to connect to the **ACTIVE NETWORK OAM&P**.

Figure 5-2 Product Main Menu



5. Go to **Main Menu**, and then **Alarm & Events**. Then, select **View Active**.

Figure 5-3 View Active



The current list of Active Alarms appears.

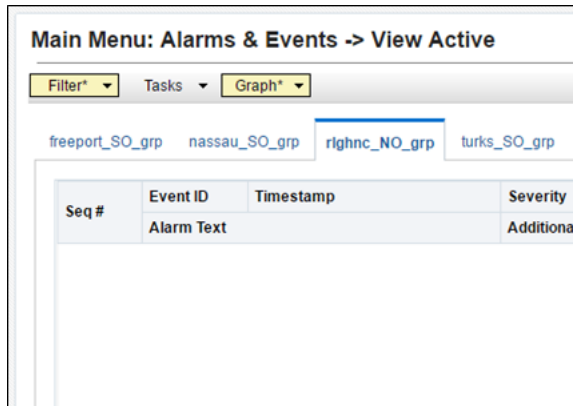
Figure 5-4 Active Alarms

Seq #	Event ID	Timestamp	Severity
5288	31283	2017-03-08 14:26:17.042 UTC	MAJOR
	Lost Communication with server		GN_DOWN More...
3885	31283	2017-03-08 14:26:17.007 UTC	MAJOR
	Lost Communication with server		GN_DOWN More...

 **Note:**

Alarms visible at this time may include but are not limited to **Event ID(s): 31106, 31107, 31114, 31233 & 31283.**

6. Monitor the current list of Active alarms until all alarms associated with the Failover have cleared.



The screenshot shows the 'Main Menu: Alarms & Events -> View Active' interface. It includes a 'Filter*' dropdown, 'Tasks' and 'Graph*' dropdowns, and a group selection bar with 'freeport_SO_grp', 'nassau_SO_grp', 'righnc_NO_grp' (selected), and 'turks_SO_grp'. Below is a table with columns: Seq #, Event ID, Alarm Text, Timestamp, Severity, and Additional.

Seq #	Event ID	Alarm Text	Timestamp	Severity	Additional

 **Note:**

The user should allow at least 15 minutes for resulting alarms to clear before attempting any troubleshooting activities.

 **Note:**

- Contact My Oracle Support (MOS) for assistance with any reoccurring alarms or alarms which fail to clear within a 15 minute timeframe.
- Refer to My Oracle Support (MOS), for more information on contacting Oracle Customer Service.
- If alarms fail to clear that are related to features that use **SSH key exchange** based **file transfer** and the user wishes to re-enable them prior to performing a Failover back to the original Primary or Secondary states, then the feature may be reconfigured using the product feature's initial configuration procedures. Partial list of features that use SSH key exchange based file transfer:
 - SDS: provimport, provexport, APDE
 - HLRR: PDE, APDE
 - DSR: APDE
- This procedure has been completed. Return to [Figure 2-1](#).

6

Backout Procedures

This section provides instructions on reversing Primary or Secondary NOAM Failover (Backout).

The user should recognize that the Primary or Secondary NOAM states are now reversed from what they were prior to the previous implementation of this procedure.

Insert the **Site_1** and **Site_2** names in the bottom of [Figure 2-1](#) figure. According to the real-time state (primary or secondary) for each NOAM site and follow the Flowchart.