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Abhisek De				
Approved	Checked	Date	Rev	Reference
		21-01-2020	Ver1.0	

MOP of Internal Fault (198098467) for ZTE Site

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Activity Description

This activity is for E2E troubleshooting and alarm clearance of Internal fault(198098467).

Attached is the details to be followed. As this need to be followed as guideline.

Alarm Name	Internal fault(198098467)
Alarm Description	Equipment Malfunction(315)
Possible Causes – arrange in logical order	Software is abnormal, or the internal hardware of the device is abnormal.

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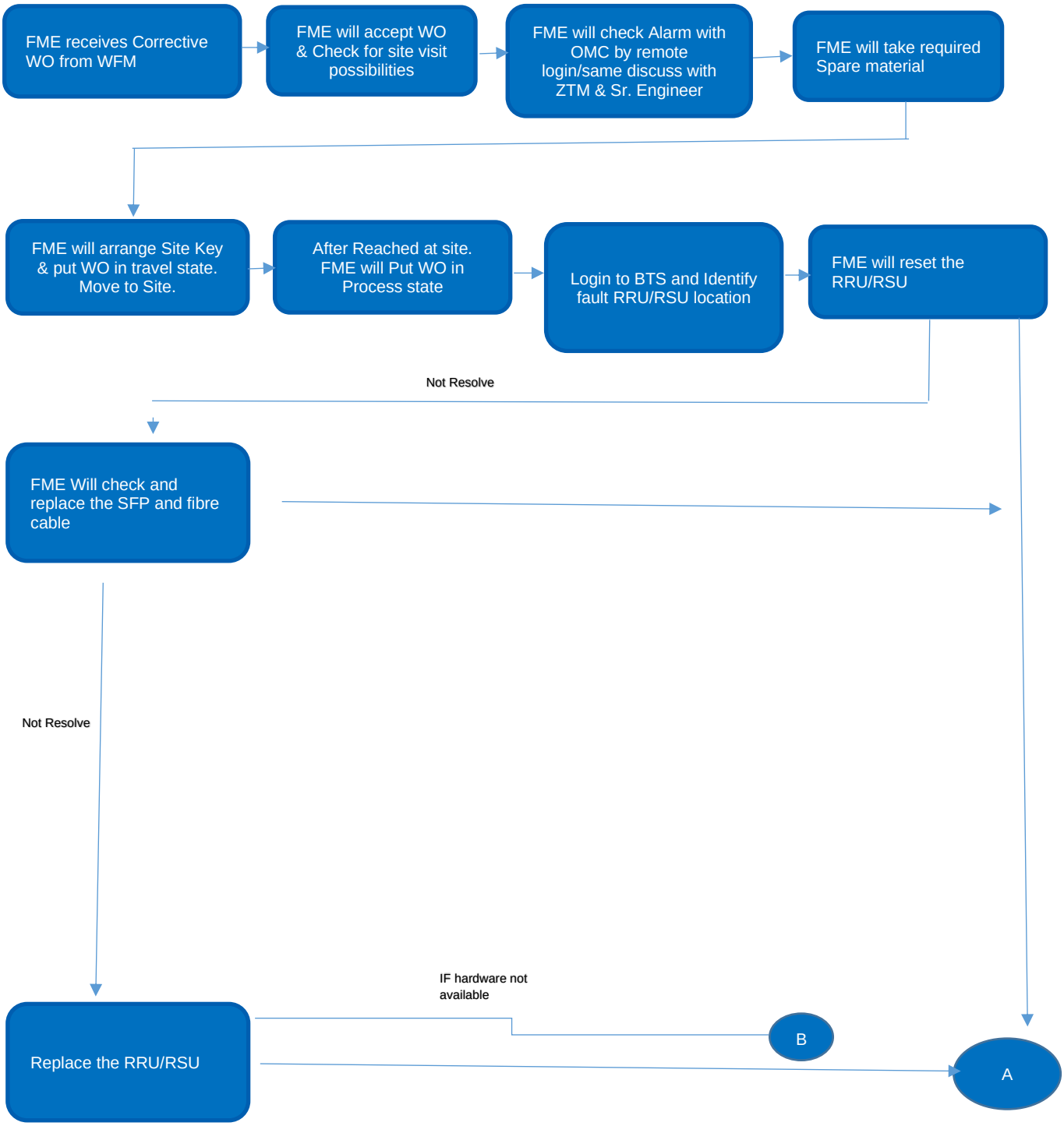
Flow Chart



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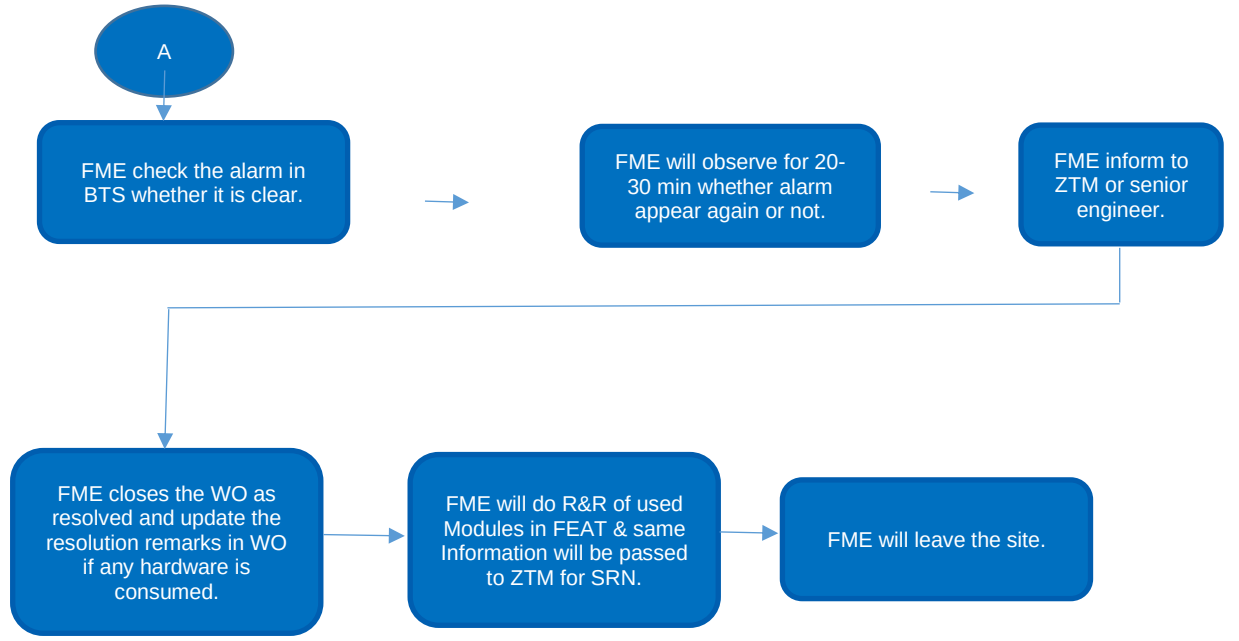

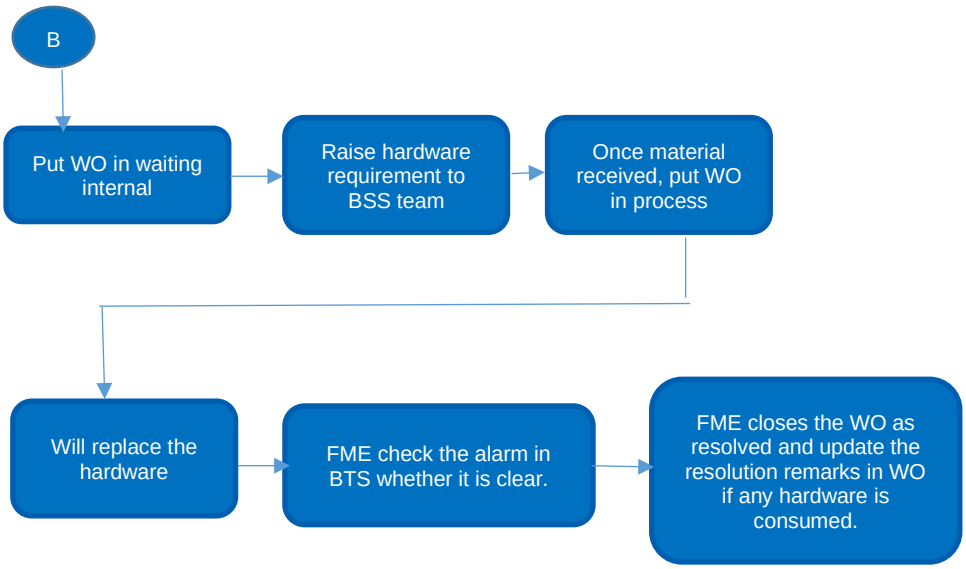

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Activity Summary

1	Corrective WO of alarm is received on WFM portal
2	FME will Accept the WO
3	Put WO in travel
4	After reaching site - put WO in process
5	Login the BTS & Check alarm status in which sector its coming
8	FME will reset the RRU/RSU
9	If cleared, then Put WO in closed state
10	If not cleared, then check either RRU/RSU faulty
11	Change the RRU/RSU.
12	If cleared, then Put WO in closed state
13	Put Work order in Waiting internal if any HW Req at site
14	Raise Req of Hardware to BSS Team
15	Once Material received again put WO in Travel mode
16	After reaching site - put WO in process
17	Replace the hardware
18	Check from BTS Login that alarm cleared or not after hardware replaced
19	Once Alarm Cleared
20	FME will close the WO as resolved

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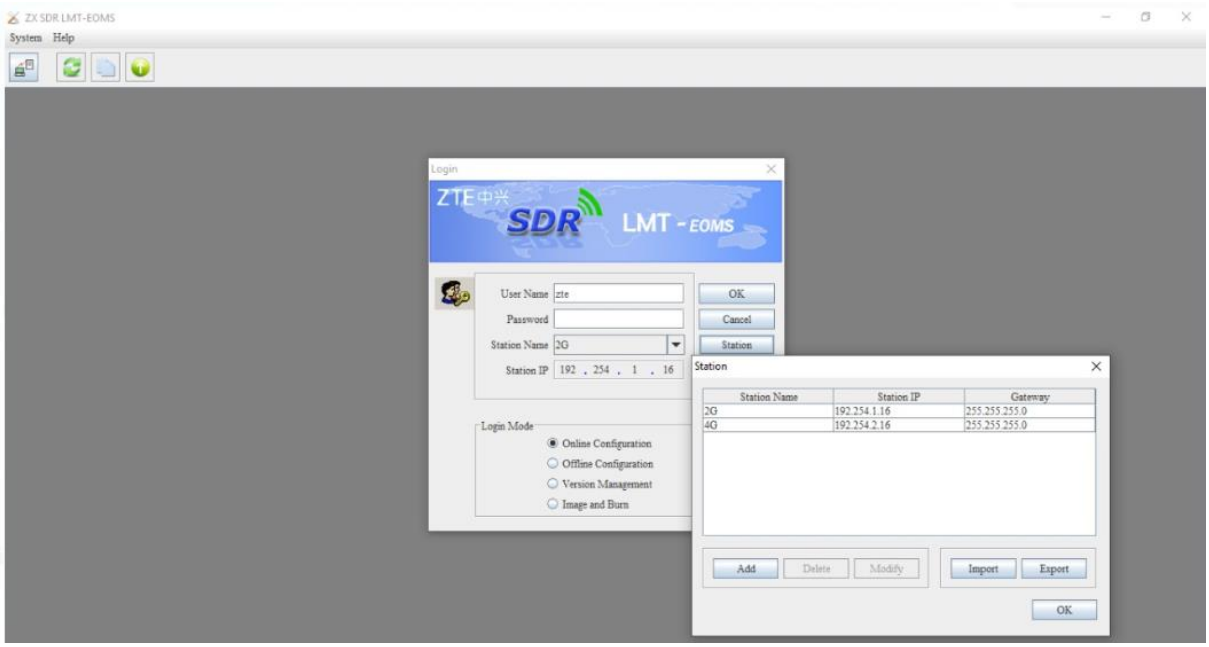
Activity Details

Pre requisites:

1) SVD WO for Internal fault(198098467)
2) Alarm on OneFM/Netnumen/WFM.

Case : Internal fault(198098467)alarm on 1 cell

A) Login in 2G BBU/ enodeb as per RAN MOP via ZX SDR LMT OEMS connect using LAN cable



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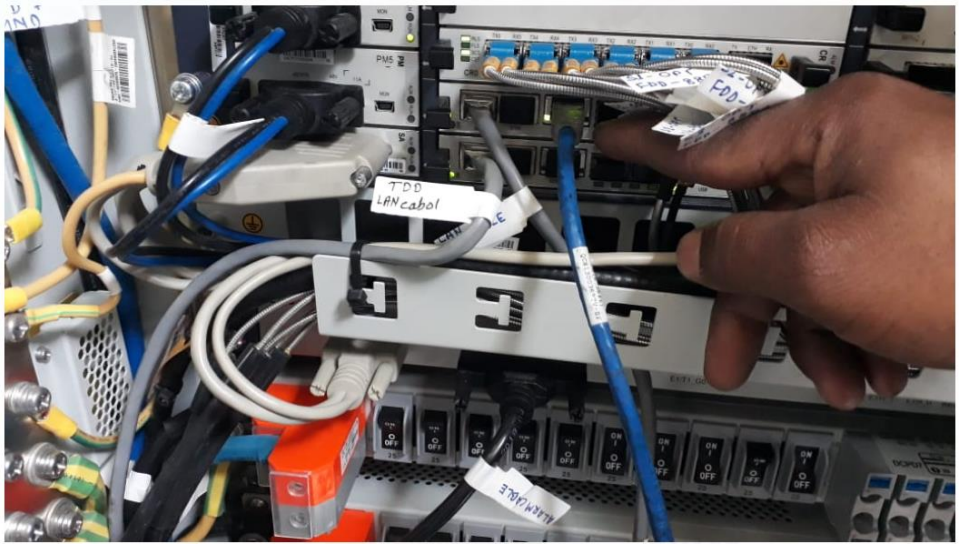

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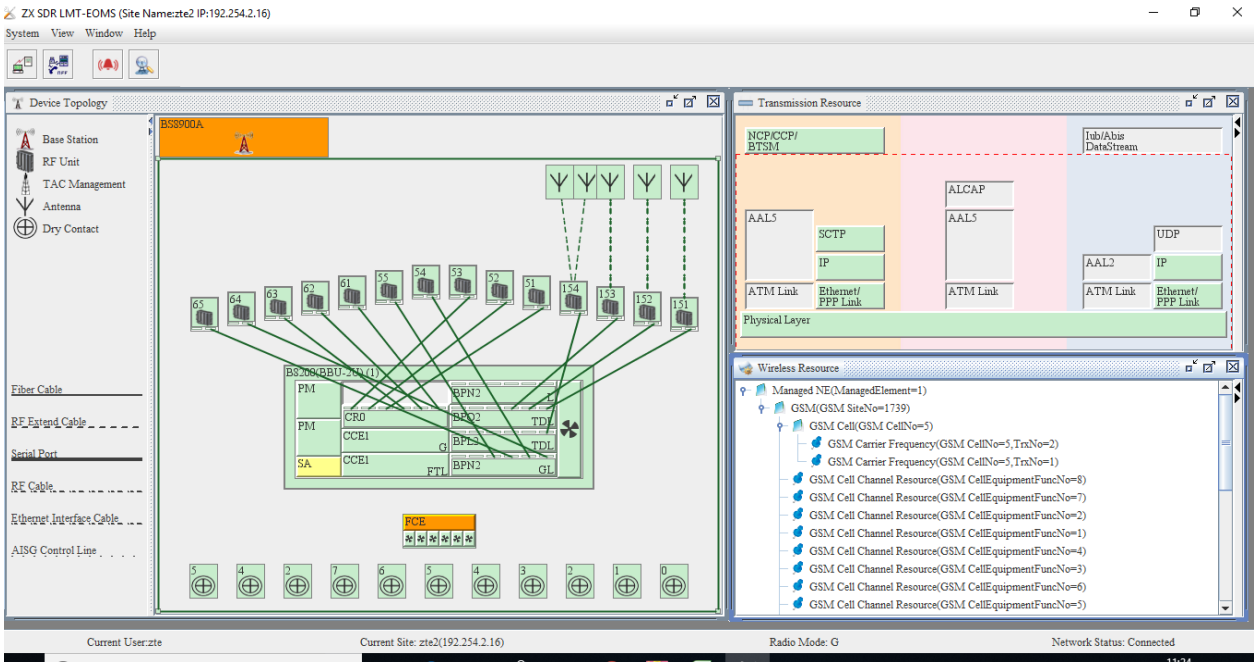
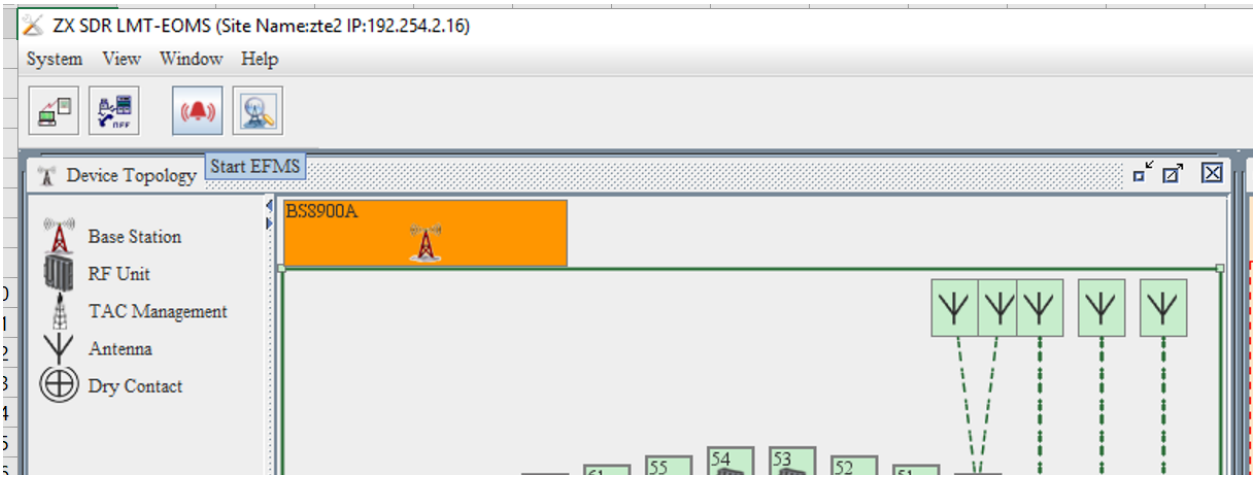
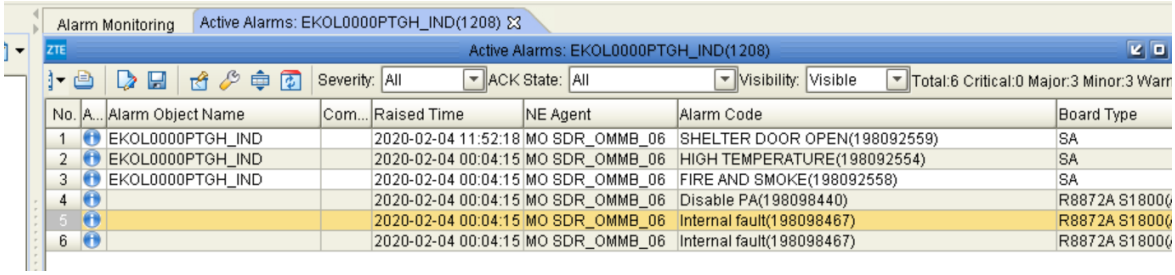


a) Start EFMS to view alarm window



EMS View:-



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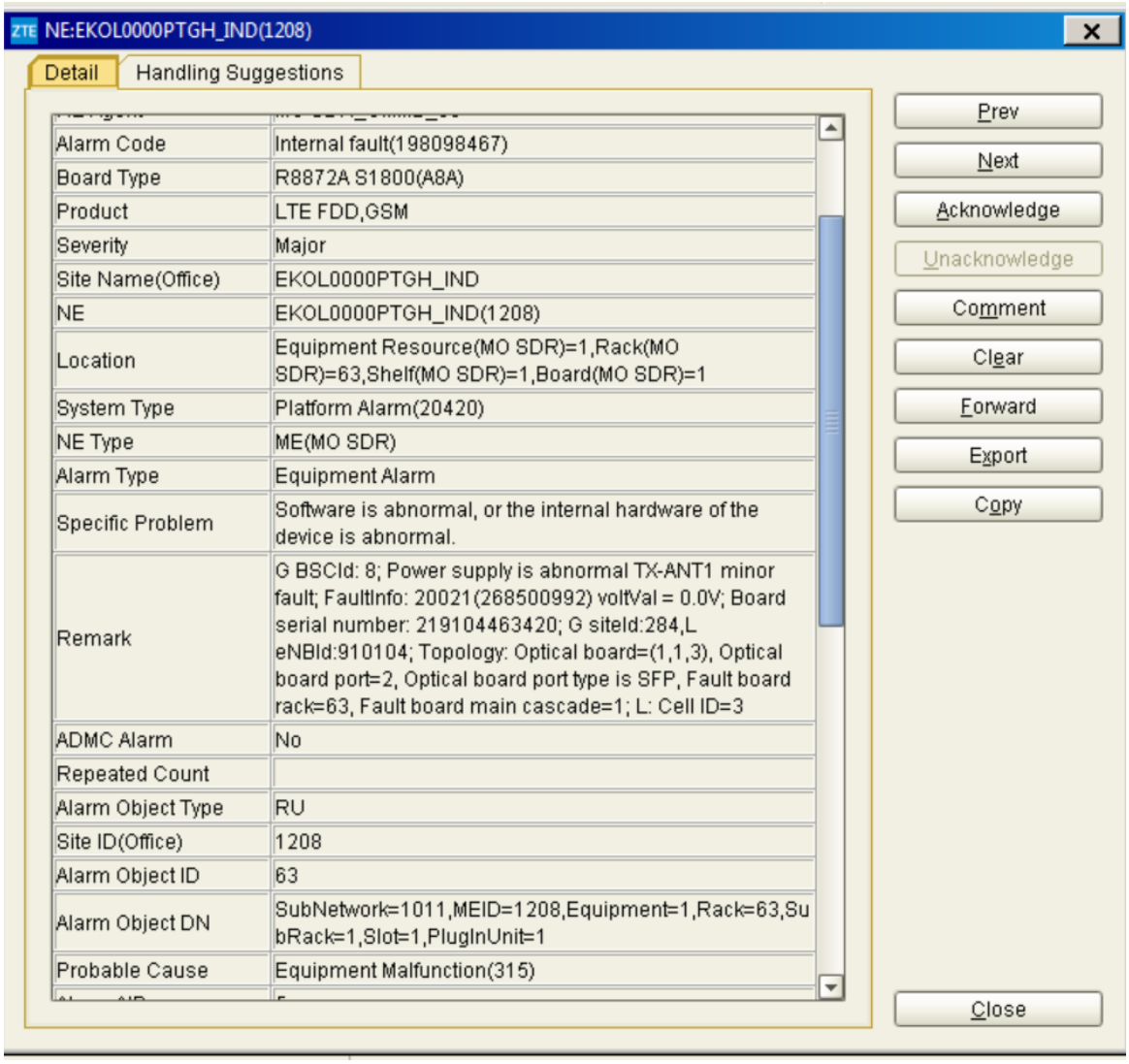
b) Double click on the alarm to check the alarm Description. (EMS View):-



Alarm Code	Internal fault(198098467)
Board Type	R8872A S1800(A8A)
Product	LTE FDD,GSM
Severity	Major
Site Name(Office)	EKOL0000PTGH_IND
NE	EKOL0000PTGH_IND(1208)
Location	Equipment Resource(MO SDR)=1,Rack(MO SDR)=63,Shelf(MO SDR)=1,Board(MO SDR)=1
System Type	Platform Alarm(20420)
NE Type	ME(MO SDR)
Alarm Type	Equipment Alarm
Specific Problem	Software is abnormal, or the internal hardware of the device is abnormal.
Remark	G BSCId: 8; Power supply is abnormal TX-ANT1 minor fault; FaultInfo: 20021(268500992) voltVal = 0.0V; Board serial number: 219104463420; G siteId:284,L eNBId:910104; Topology: Optical board=(1,1,3), Optical board port=2, Optical board port type is SFP, Fault board rack=63, Fault board main cascade=1; L: Cell ID=3
ADMC Alarm	No
Repeated Count	
Alarm Object Type	RU
Site ID(Office)	1208
Alarm Object ID	63
Alarm Object DN	SubNetwork=1011,MEID=1208,Equipment=1,Rack=63,SubRack=1,Slot=1,PlugInUnit=1
Probable Cause	Equipment Malfunction(315)

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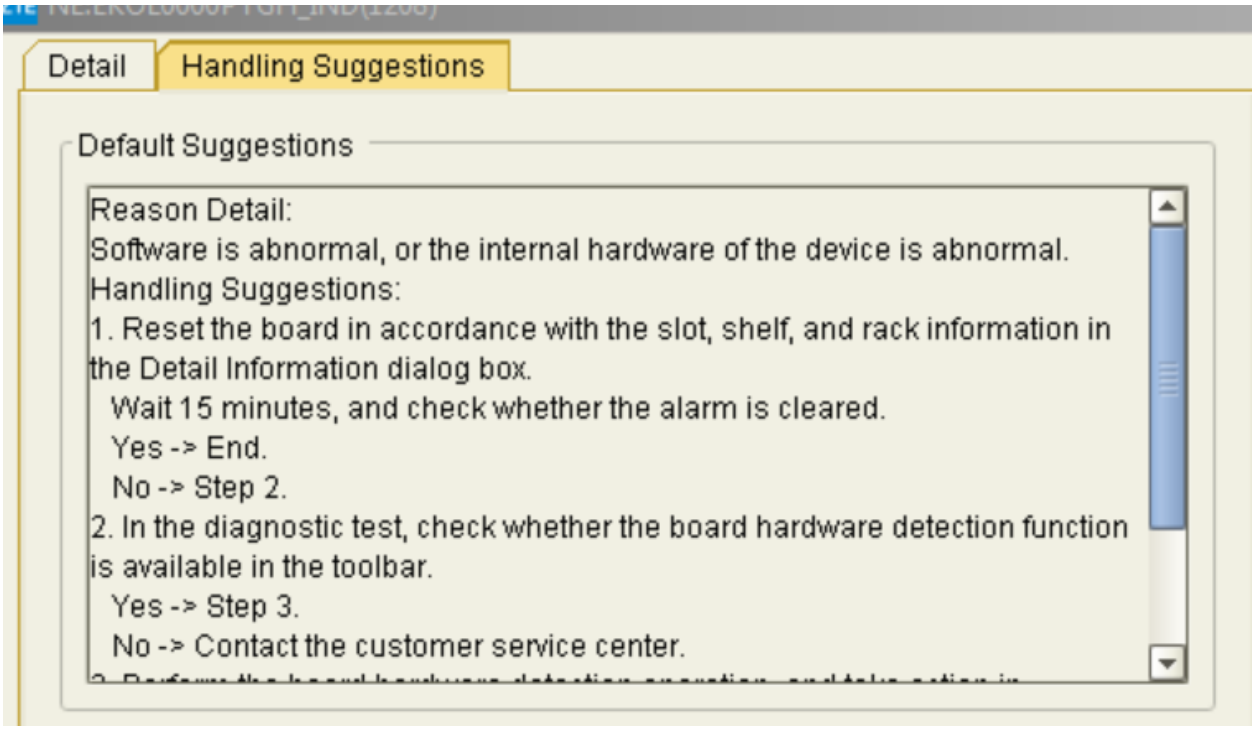
c) Click on the solution tab to check the check the probable cause



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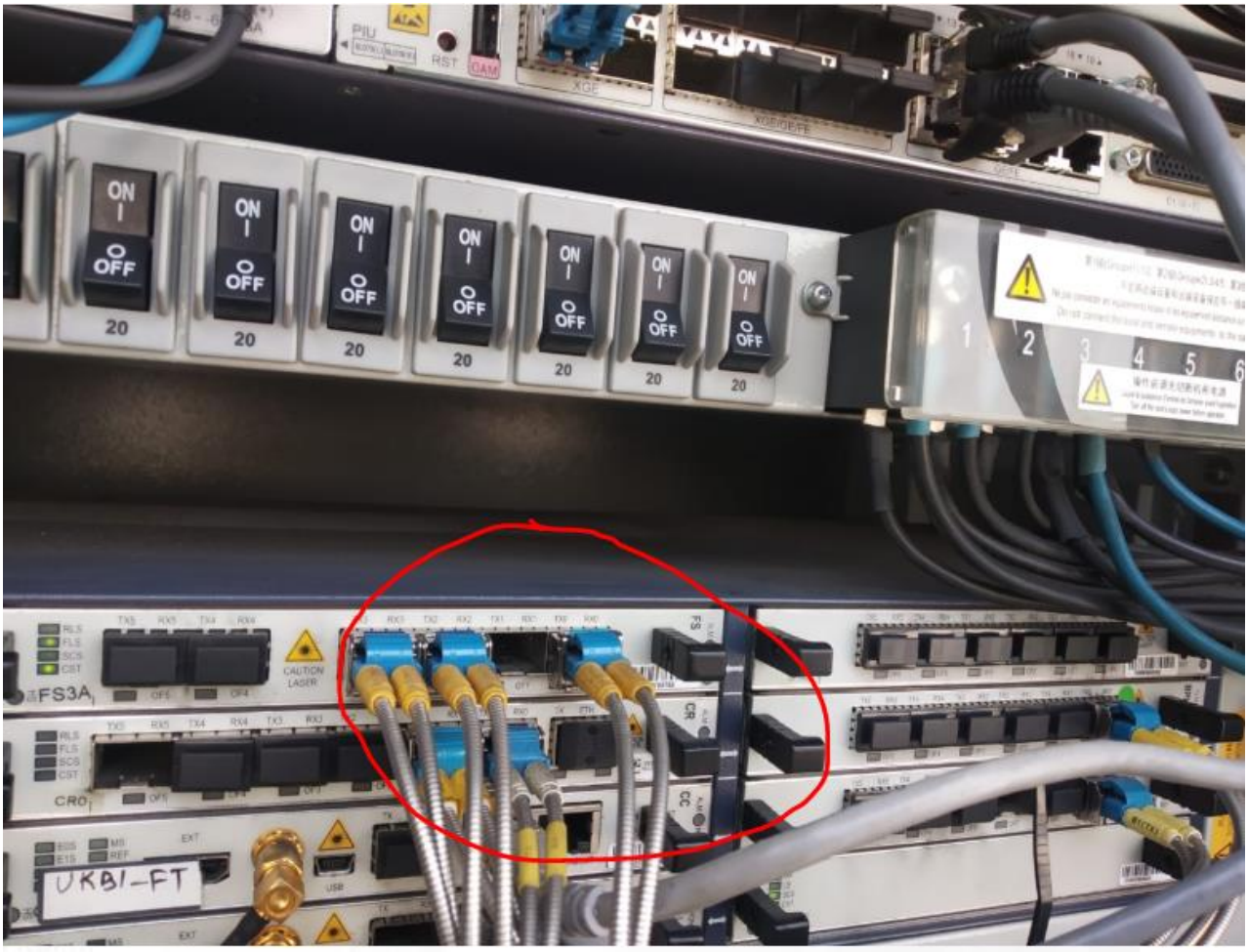
d) Reset the RRU/RSU
e) Check the SFP and fiber cable at both BBU and RRU/RSU end and replace it.



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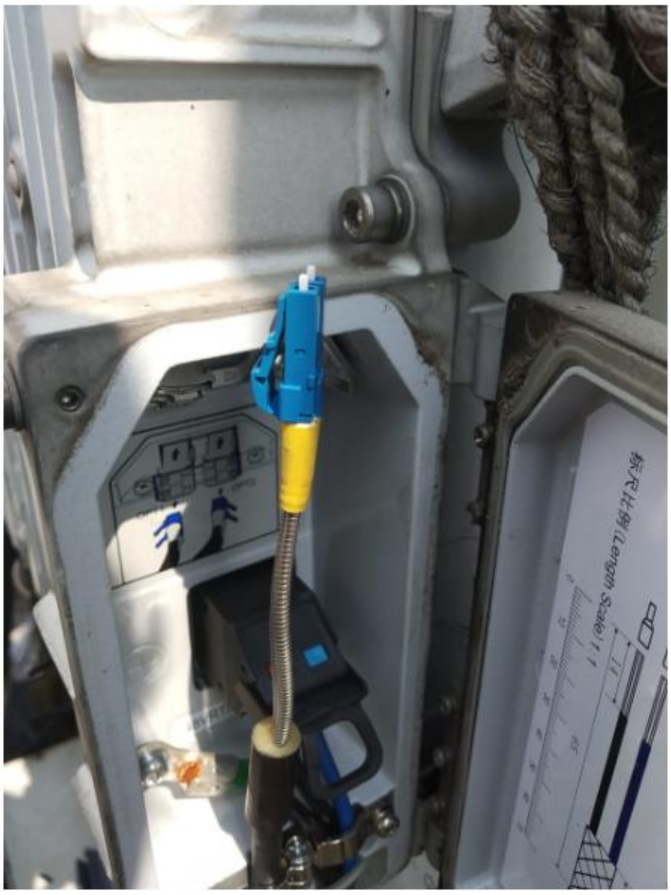

f) Replace hardware as per fault location.

g) Check in EFMS/OneFM/Netnumen whether alarm cleared or not.

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Post Analysis

Step No.	Step Name/Step Type	Command	Field	Mandatory (Y/N)	Expected Value
1	FME will check at One FM/Netnumen after 30 minutes to check alarm	As per attached MOP in traffic check status step---**Refer RAN MOP**	RAN	Y	As per MOP
2	BSS Team will check after 24 hrs if alarm has reappeared				