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MOP for BID Missing

Table of contents:

A	Introduction
B	Pre-check
C	Procedure
D	Post-check
E	Fall Back Procedure

A: Introduction

This document outlines the systematic process involved in Backplane Identifier Missing or Corrupt alarm clearance on node.

B: PRECHECK

1. Check if impacted site node ping is available, if not align FE immediately.
2. If FE alignment required, he should be having required hardware.
3. FE should be having necessary software on his laptop, necessary node login tools.
4. Please take all configurations backup by manually as well report.
5. Please take manual back up of traffic routing.
6. If partial outage is there from any node, and while rectification activity, other sites also can go down for time being, ensure to have proper approval for outage window for all dependent sites for working node.
7. If seems to outage happened due to rectifying alarm, we should need a SA CR.

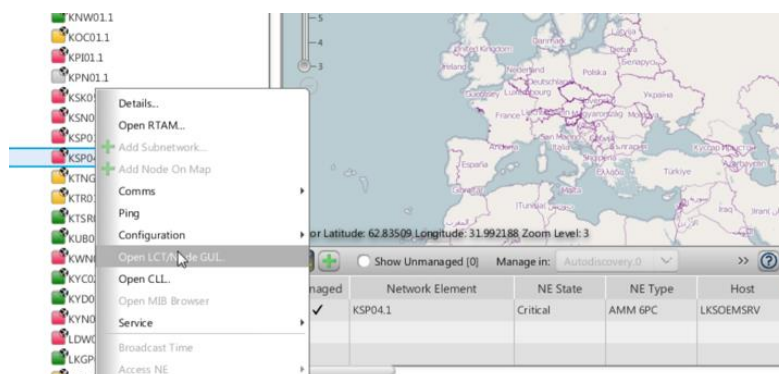
C: Procedure

Alarm Description: Error between APU and Backplane communication . The error is caused may Hardware fault in future.

1. If node is managed, then open node using SO-EM GUI or directly from Mini-Link Craft using node IP.

Login via SO-EM GUI

Confidentiality Class	External Confidentiality Label	Document Type	Page
Ericsson Internal			2 (8)
Prepared By (Subject Responsible)	Approved By (Document Responsible)	Checked	
ENRSSWH Vinod Kumar Singh A			
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		2020-06-12	



Login via craft



MINI-LINK Craft 19.Q4

NE Filter:

IP/Host:

User:

Password:

SNMP Authentication:

SNMP Privacy:

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Version: D39A04

Example Node having alarm



NE Alarms						
Power Failure Upper Input	No Alarm	Traffic Failure	No Alarm			
Power Failure Lower Input	No Alarm	Control Failure	No Alarm			
Low Input Voltage	No Alarm	BID Missing	Warning			
Warning	equipmentAlarm	10	2000-01-10 00:52:41.3	NPU1C-AMM20p	Backplane identifier corrupt or missing	BackPlaneFailure
Hardware	Rack/Position	Product Number	Release	Serial No.	Asset ID	
AMM 20p B	1	BFD 599 028/1				
Backplane AMM 20p B	1	ROJR 605 002/1		Corrupt/missing serial number		
FAU1	1	BFD 509 14/1				
PFU1	1/0	ROJR 211 001/1	R4A	CR93501705		
PFU1	1/1	ROJR 211 001/1	R3D	CR92973378		
NPU1 C	1/11	ROJR 208 011/1	R2B	A23105EQMZ		
RMM	1/11.1					

Source:- AMM backplane or plug-in unit

AlarmType:- EquipmentAlarm

Severity:- Warning

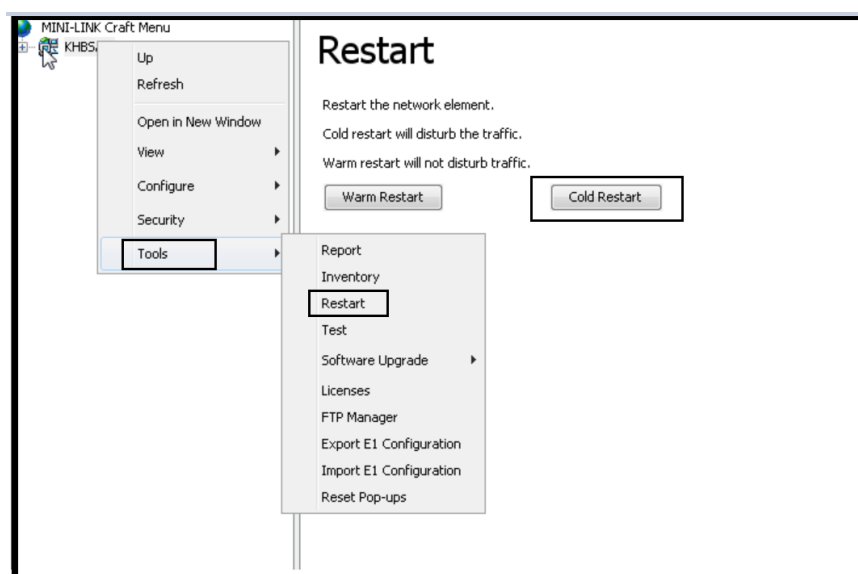
ProbableCause:- Corrupt/broken AMM backplane or plug-in unit

Consequences:- No impact on traffic.

Corrective Actions:- Replace or check the applicable HW.

Alarm Clearance:- The alarm is cleared when the corrupt or broken HW has been replaced

2. Perform a Cold restart to node with SA CR or Approval mail from circle (Tx lead minimum):



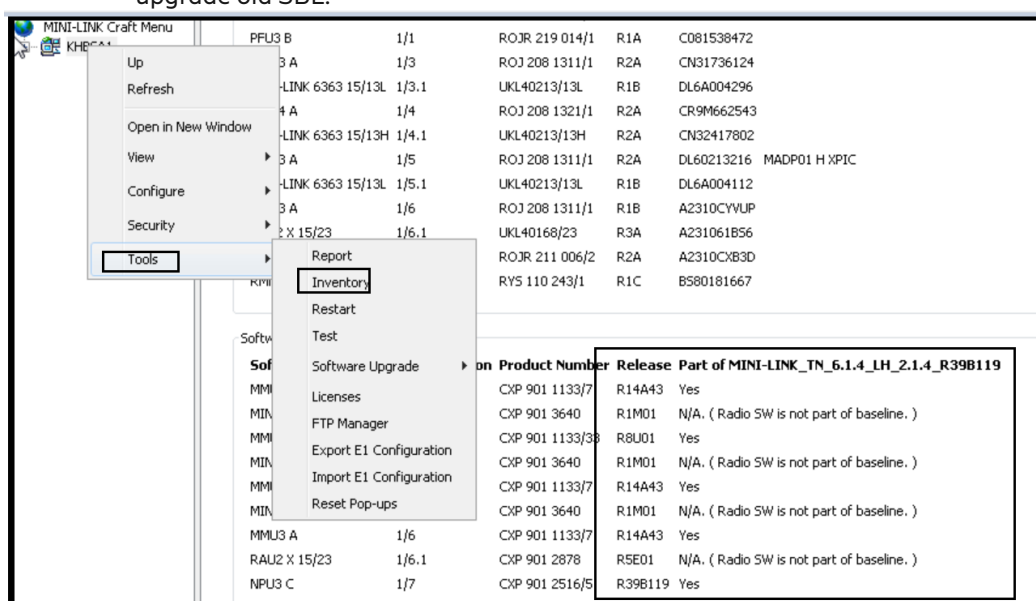
3. Check the status, if alarm is cleared, exit from the site.
4. If alarm is not cleared and go for changing AMM/APU according the alarm Source

Confidentiality Class	External Confidentiality Label	Document Type	Page
Ericsson Internal			4 (8)
Prepared By (Subject Responsible)	Approved By (Document Responsible)	Checked	
ENRSSWH Vinod Kumar Singh A			
Document Number	Revision	Date	Reference
		2020-06-12	

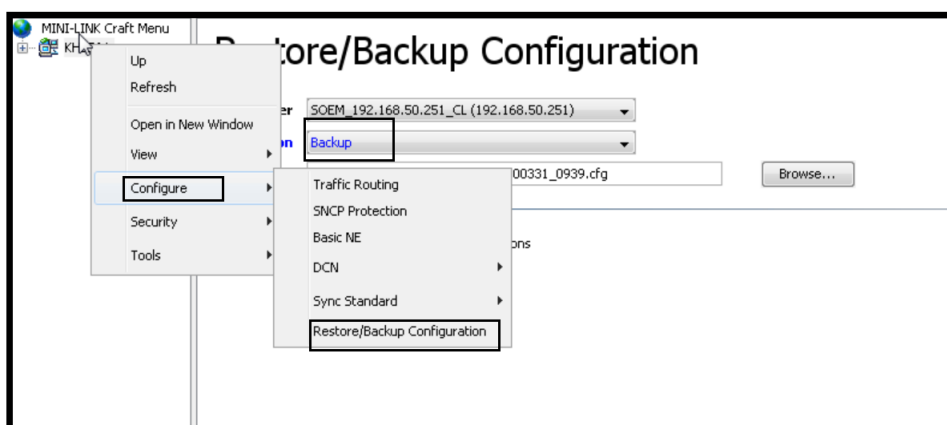


For AMM change:

- Check first SBL and all module software's
- Take a node backup
- Press BR button on NPU and plug out NPU from node.
- Insert the NPU with the same SBL version, if NPU has different version then need to upgrade old SBL.



Backup fetching: Do as mentioned in below snap and finally save it



Confidentiality Class	External Confidentiality Label	Document Type	Page
Ericsson Internal			5 (8)
Prepared By (Subject Responsible)	Approved By (Document Responsible)	Checked	
ENRSSWH Vinod Kumar Singh A			
Document Number	Revision	Date	Reference
		2020-06-12	



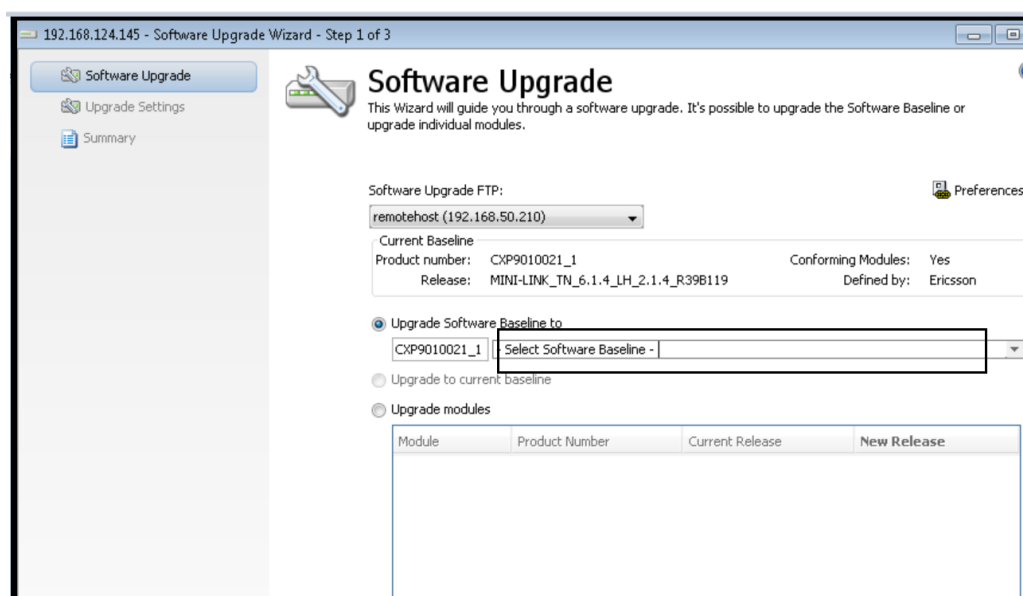
After inserted new NPU with same SBL version, please upload backup by below method:

Use browse button to fetch back up from the correct path and save it.

If you have NPU with different SBL, please go for software upgrade first then upload a old backup with the same way:

Software upgrade: Select old SBL and upgrade the same by next—next – finish-activate

Confidentiality Class	External Confidentiality Label	Document Type	Page
Ericsson Internal			6 (8)
Prepared By (Subject Responsible)	Approved By (Document Responsible)	Checked	
ENRSSWH Vinod Kumar Singh A			
Document Number	Revision	Date	Reference
		2020-06-12	



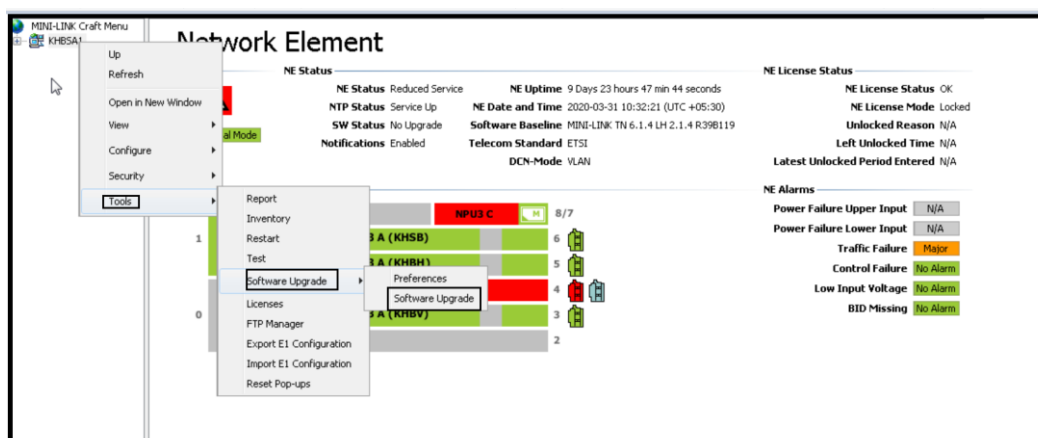
After software upgrade please upload old back up as mentioned in above.

5. Check the alarms status, if alarm is cleared then leave from site.
6. If alarm is not cleared after replacing the AMM, kindly raise the case with BO.

Replacing APU's:

- a. Take configurations such as traffic routing, link configuration, protection slot etc... of APU's which need to replace.
- b. Check the module software
- c. Press the BR button of replacing module and plug out the APU from the slot after BR light glowing and insert new APU on the same slot.
- d. Check the new module software, if it is as per SBL, then configure the module as old configuration.
- e. If module software is not as per SBL, then upgrade module software and then configure as old.

Module software upgrade when we are replacing APU's:

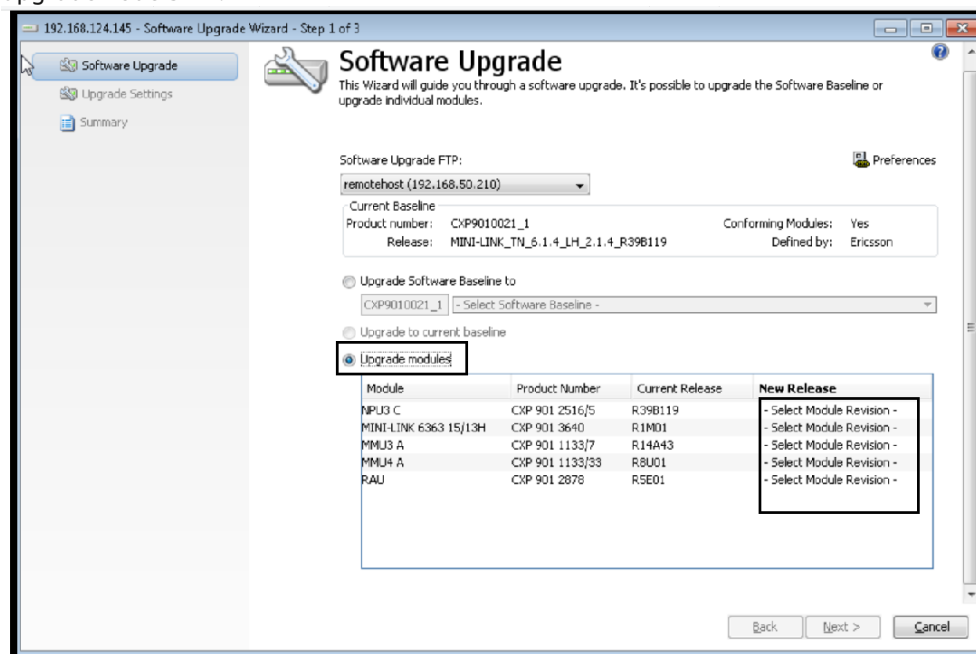


Confidentiality Class	External Confidentiality Label	Document Type	Page
Ericsson Internal			7 (8)
Prepared By (Subject Responsible)	Approved By (Document Responsible)	Checked	
ENRSSWH Vinod Kumar Singh A			
Document Number	Revision	Date	Reference
		2020-06-12	



Select the module to upgrade for required version on marked option.

Note: Some modules will not detect in the slot's if software mismatch, in this case we need to upgrade node SBL .



Please configure the module as old and check the alarm status. If not cleared raise the case to BO

D: Post Check

1. Check alarm should be cleared from node.
2. No new alarm should be generated on node.
3. All services should be restored.

E: Fall Back Procedure

Since MOP is Backplane Identifier Missing or Corrupt alarm, so Fall-back procedure is not required.

Confidentiality Class	External Confidentiality Label	Document Type	Page
Ericsson Internal			8 (8)
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Please note that the method of procedure is prepared as the current scenario, available devices, and deployed software version. So activity steps and impact can vary depending upon the scenario.in that case we will further communicate.