# MOP-Jitter-buffer-overrun alarm on TDM service

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## A. Introduction

*This document outlines the step-by-step process involved in Ceragon Jitter-buffer-overrun alarm on TDM service Alarm Fault management.*

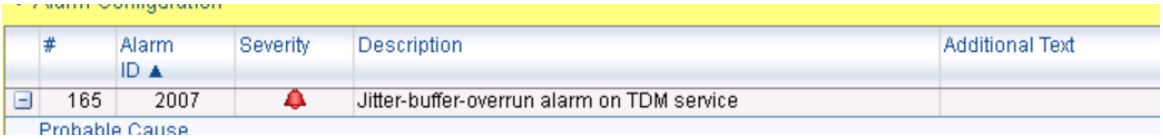
## B. PRE-CHECK

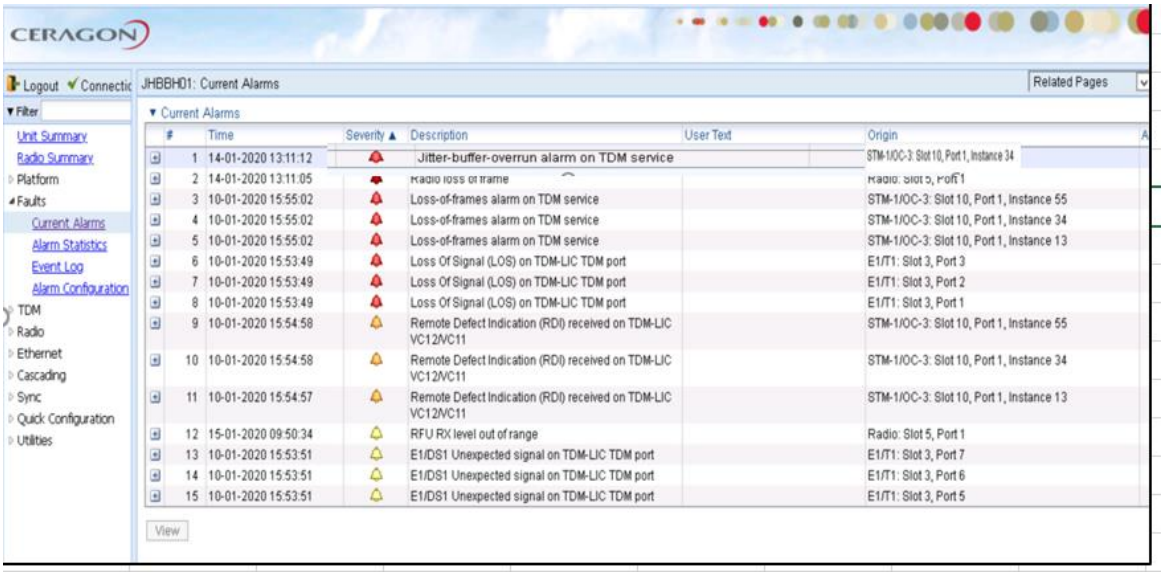
- *If both the nodes are reachable then need to proceed to the next step else need to arrange filed support with spare hardware such as LIC CARD and tested login accessories.*
- *PCM path or end to end media path along with V-LAN & port details should be available.*
- *Keep configured TDM TRAILS snapshot backup before performing any activity.*
- *Jitter-buffer-overrun alarm on TDM service 2 reflecting in alarm window*

❖ *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.*

## *Current Alarms before activity*

## *IP20:-*



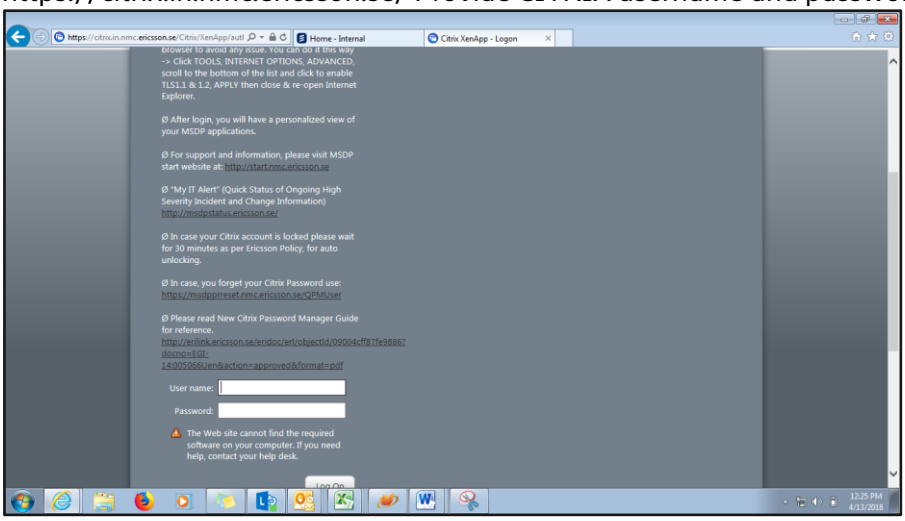




## C. Procedure:

## *STEPS FOR Ceragon Radio loss of frame alarm clearence*

1. Login MSDP through below mentioned link.

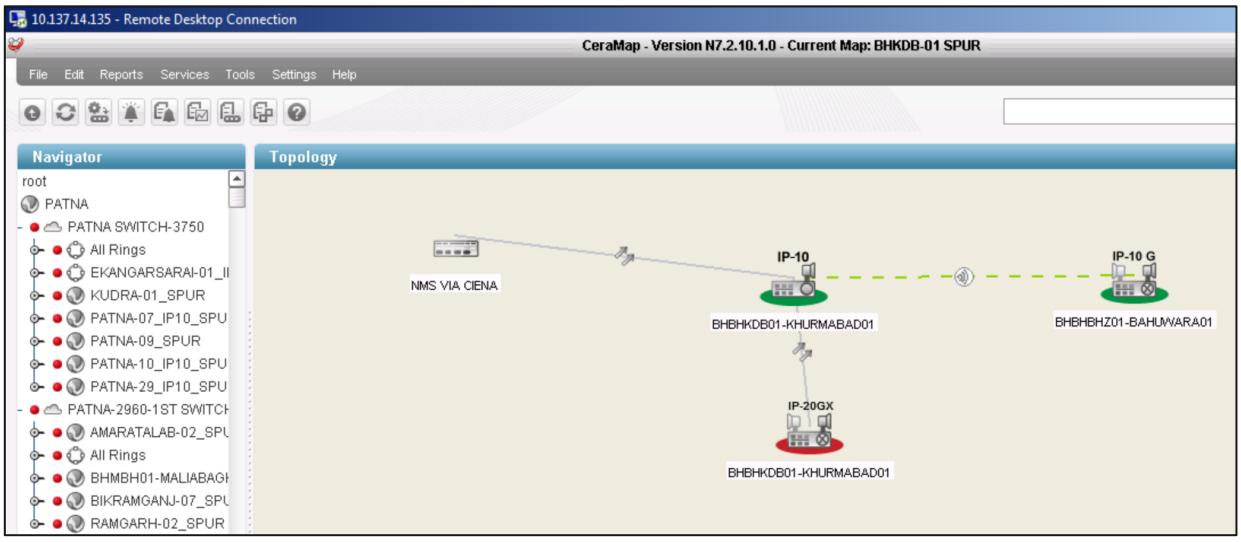
https://citrix.in.nmc.ericsson.se/ Provide CITRIX username and password.



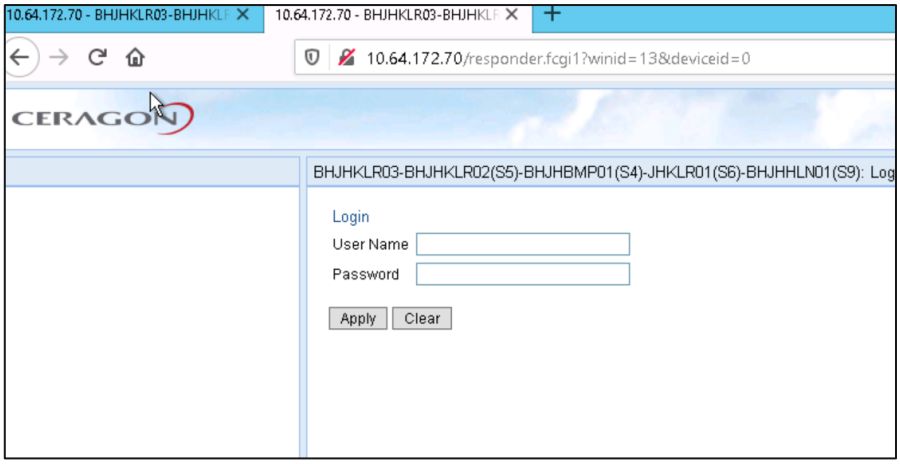

2. Clink on Main > Xenapp6.5 > **Bharti Noida >Bharti INNO Remote Desktop Client.**


3. Now login the RDP with RDP IP & credentials.

4. Launch the Cera map & login with credentials.


5. Search the required Node ID in Cera Map & open the node by clicking on Open Node GUI.
6. Login Ceragon IP20 NODE locally via web browser through IP.
7. Provide IDU username and password.



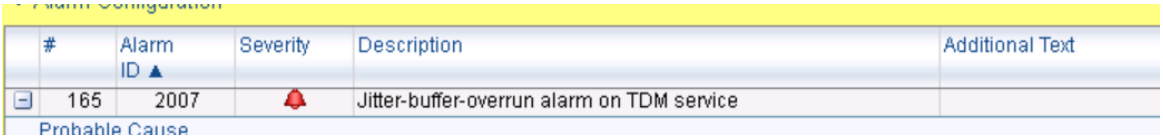

## *Principle:*

The Jitter-buffer-overrun alarm on TDM service alarm indicates TDM Service is down.

## *Traffic Impact:*

When Jitter-buffer-overrun alarm on TDM service alarm occurs, the services that travel along this path interrupted.

- Steps for troubleshooting
  - Below alarm must be reflecting in alarm window




1. Probable Cause

a. QoS definition
b. Link utilization (100%)
c. TDM trail configuration and service synchronization
d. Hardware issue or backend Media issue

2. Corrective Actions

a. QoS correction

b. link enhancement

c. Check TDM service configuration

d. backend media issue

e. Raise care case to CERAGON and perform activity as per their suggesatio.

## 1. QoS Correction.

In the case of PSEUDO-WIRE trail, if trail Passing through IP20C/IP20S.

Connected port b/w IP20N/IP2OG/IP20F and IP20S/IP20C

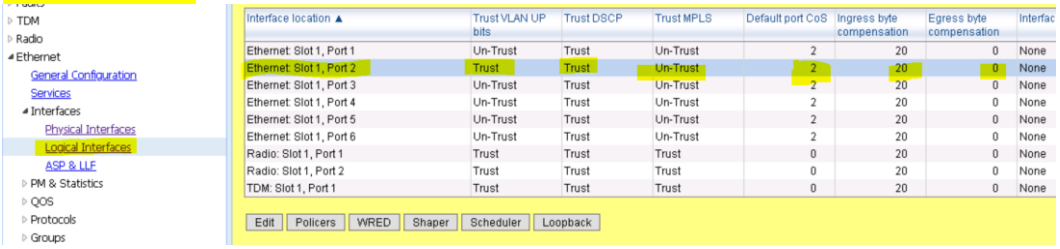
Example:-ETH S1P2 of IP20 IDU Connected with IP20C

▼ Physical Interfaces

| Interface location ▲ | Description | Operational Status | Admin status | Media |
|---|---|---|---|---|
| Ethernet: Slot 1, Port 1 | LOCAL FDD | Up | Up | RJ45 |
| Ethernet: Slot 1, Port 2 | XPIC 10.206.89.181 | Up | Up | RJ45 |
| Ethernet: Slot 1, Port 3 | TO E91841 ETY-1 | Up | Up | RJ45 |

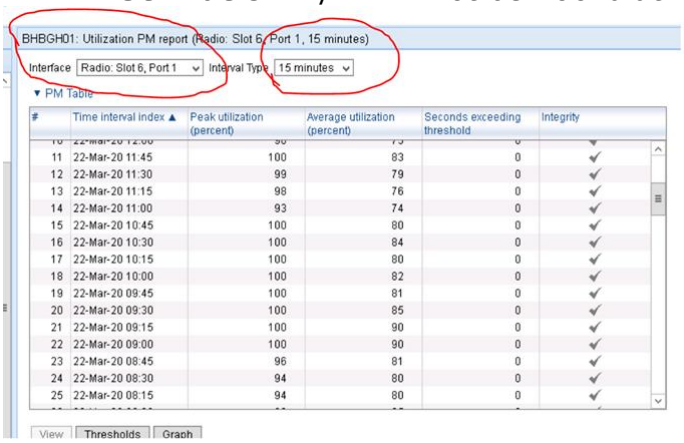
Logical QoS Must as below snaps.

For IP20 IDU




For IP20C/S ODU- always connected with ETH S1P1

**2. link Utilization** M/w link not be 100% utilized as per below snaps.




IF link is high utilized please enhance the bandwidth oh the LINK. By Upgrading modulation or DC license.

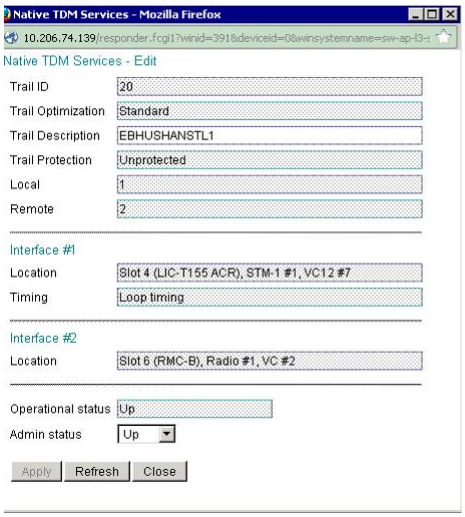
# Check TDM service configuration

Clock timing at source end at “LOOP Timing” and at dropping end Must be recovered.

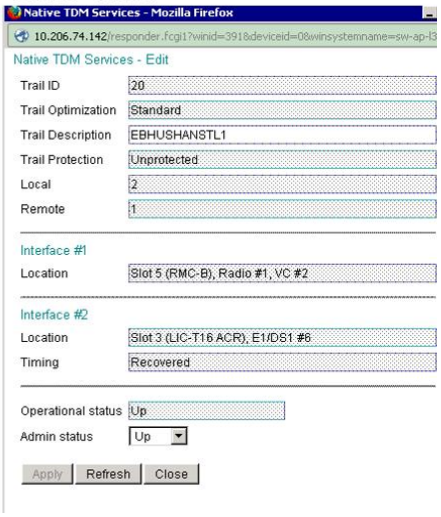
Trail configuration must be as bellow for normal and Pseudo-wire trail.

# TRAIL CONFIGURATION

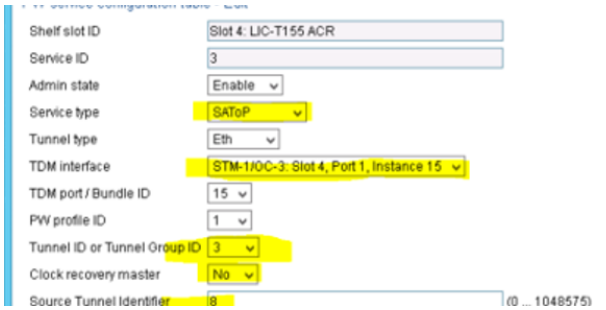
SOURCE END

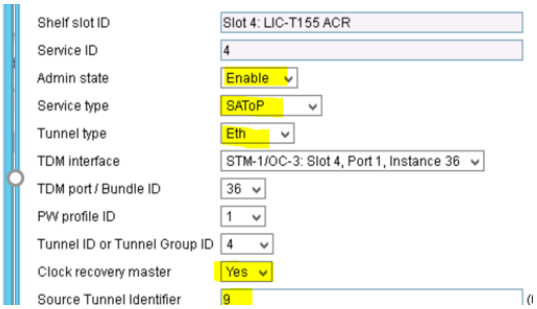



DROP END




In the term of Pseudo- wire trail




If everything and configuration is ok. Need to perform below activity in SA CR window.

1. Give system loop from dropping end if alarm cleared change dropping port.
2. Give line loop from source end if alarm not clear. raise case to backend media.

## D. Post Activity Health Check:

Need to Check alarm will be clear and services also restored after confirmation from all stakeholders. If alarm not cleared and link is still down after following all procedure, raise care case to OEM Ceragon.

## E. Fall Back Procedure: -

Upload backup in case of outage if new outage happened.