

Prepared (also subject responsible if other) Abhisek De		No.		
Approved	Checked	Date 21-01-2020	Rev Ver1.0	Reference

MOP of Temperature Sensor Abnormal (198092071) for ZTE Site

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Activity Description

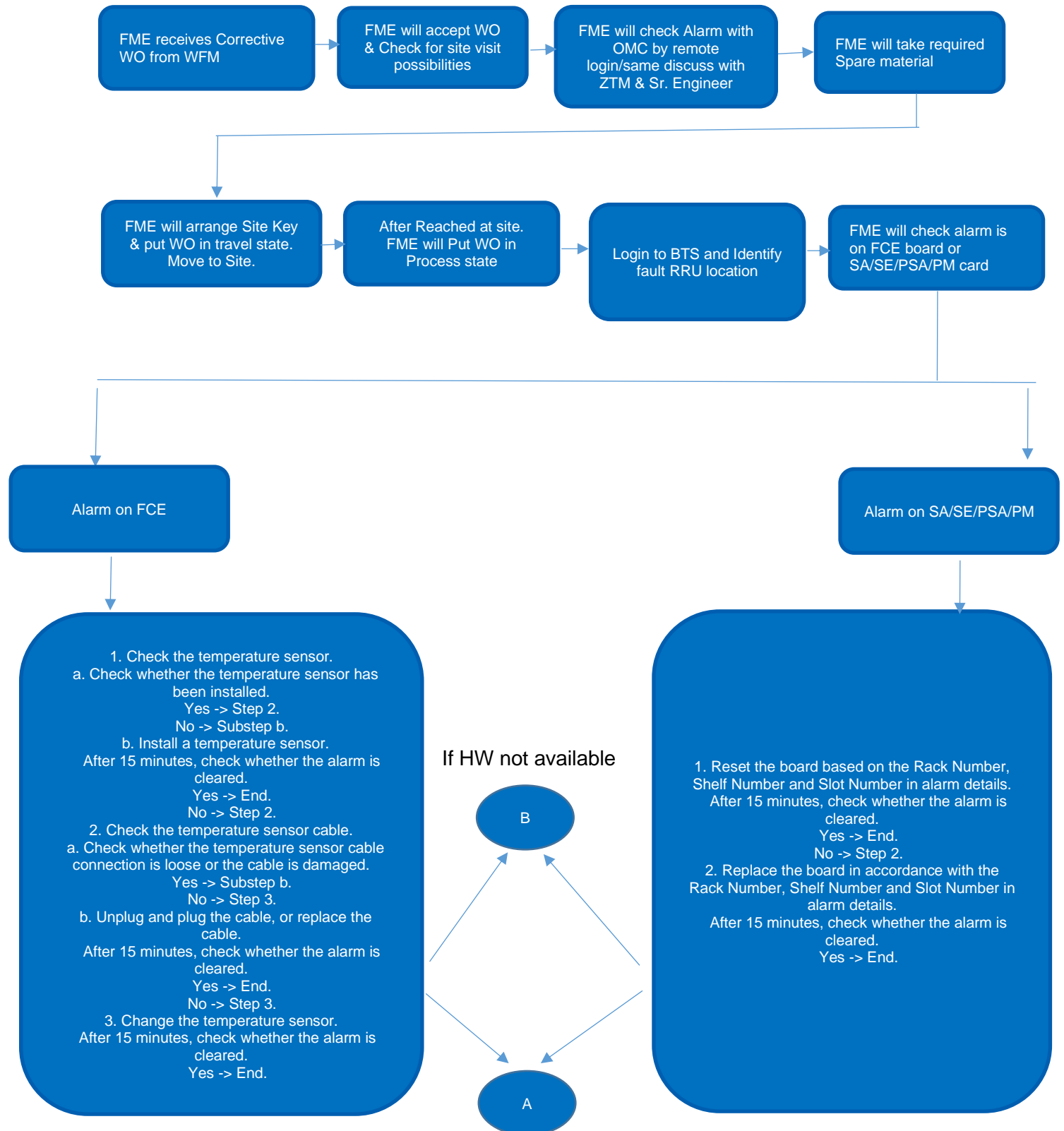
This activity is for E2E troubleshooting and alarm clearance of Temperature sensor abnormal(198092071)

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

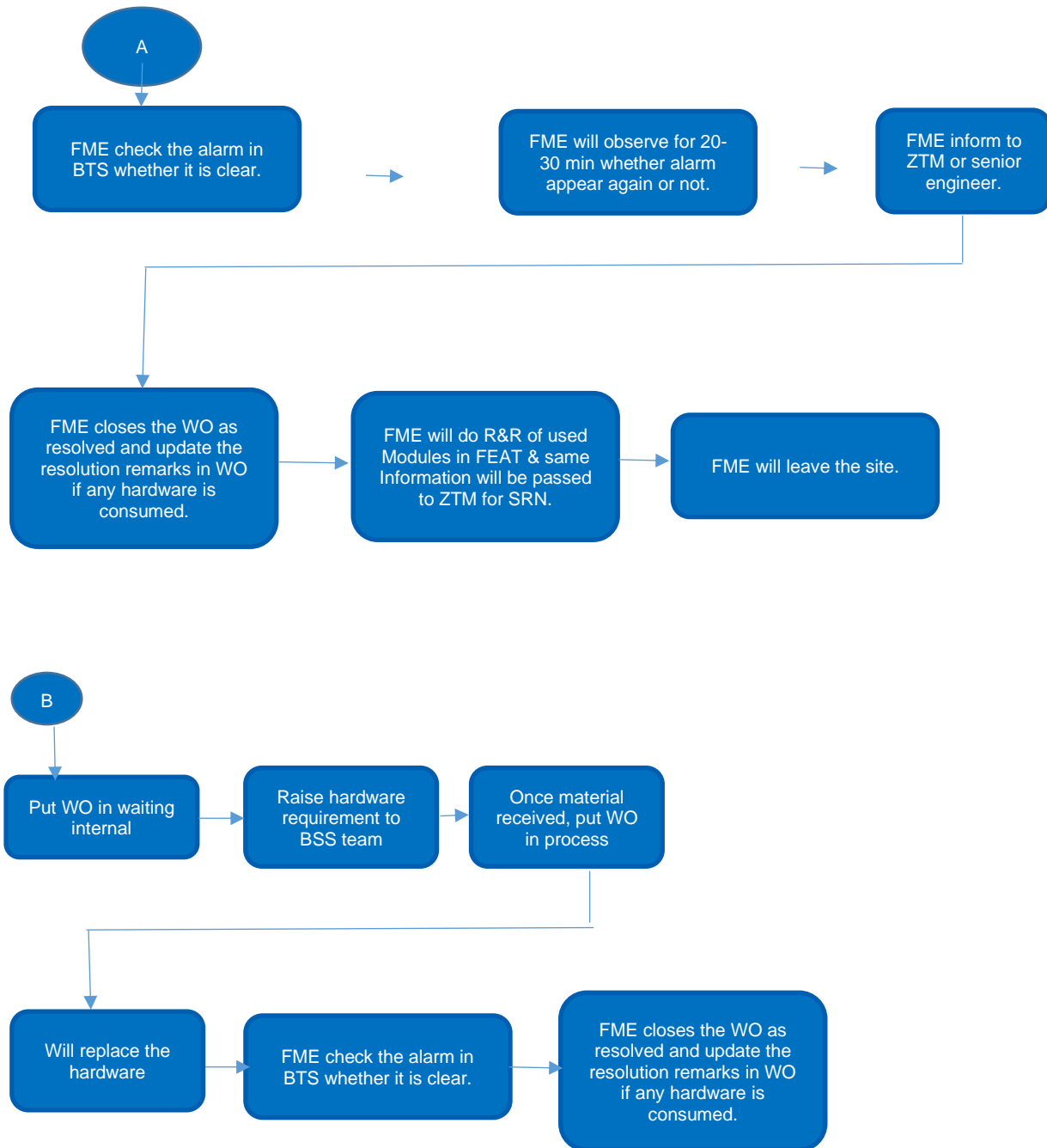
Alarm Name	Temperature sensor abnormal(198092071)
Alarm Description	Heating or Ventilation or Cooling System Problem(321)
Possible Causes – arrange in logical order	1. The sensor is not connected. 2. The cable connected to the sensor is damaged. 3. The sensor is damaged.

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Flow Chart



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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 Check as per MOP
10	If cleared, then Put WO in closed state
11	Put Work order in Waiting internal if any HW Req at site
12	Raise Req of Hardware to BSS Team
13	Once Material received again put WO in Travel mode
14	After reaching site - put WO in process
15	Replace the hardware
16	Check from BTS Login that alarm cleared or not after hardware replaced
17	Once Alarm Cleared
18	FME will close the WO as resolved

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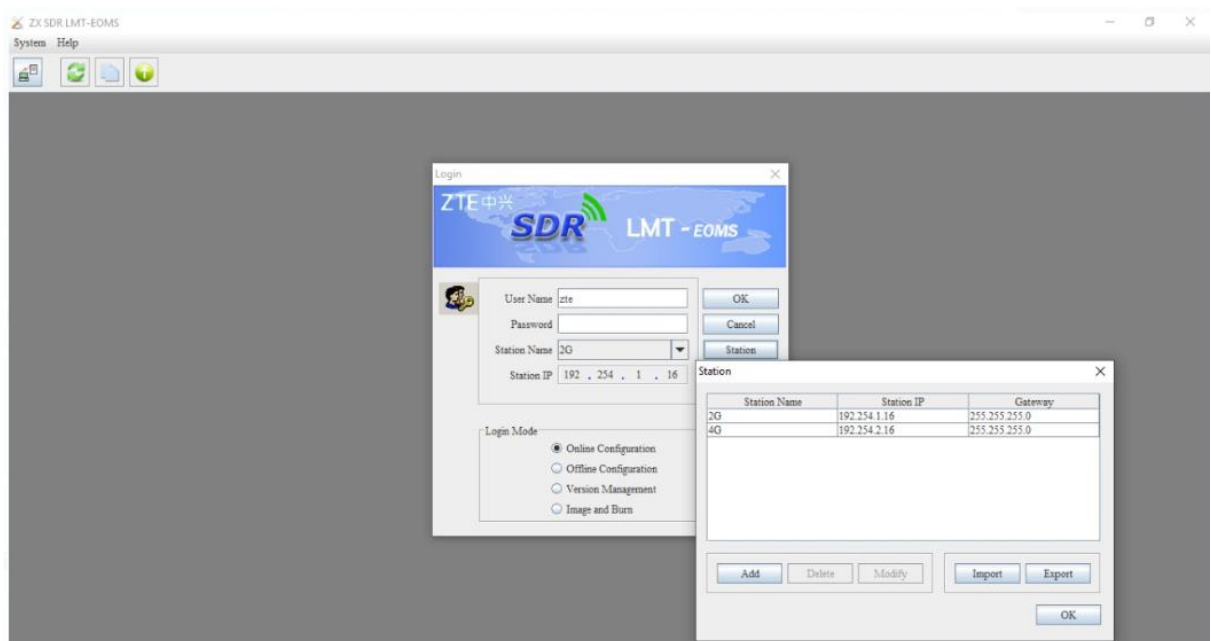
Activity Details

Pre requisites:

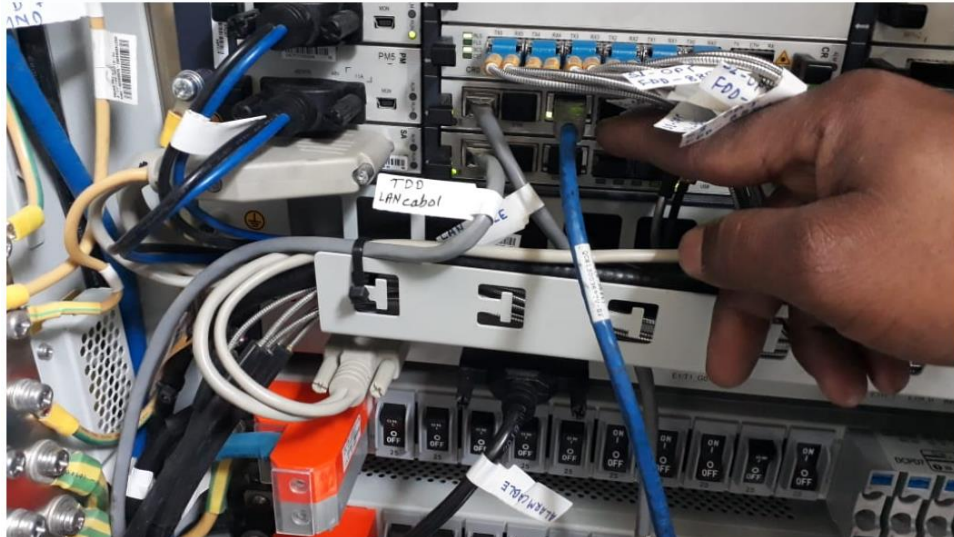
- 1) SVD WO for Temperature sensor abnormal(198092071)alarm.
- 2) Alarm on OneFM/Netnumen/WFM.

Case : Temperature sensor abnormal(198092071)alarm on 1 cell

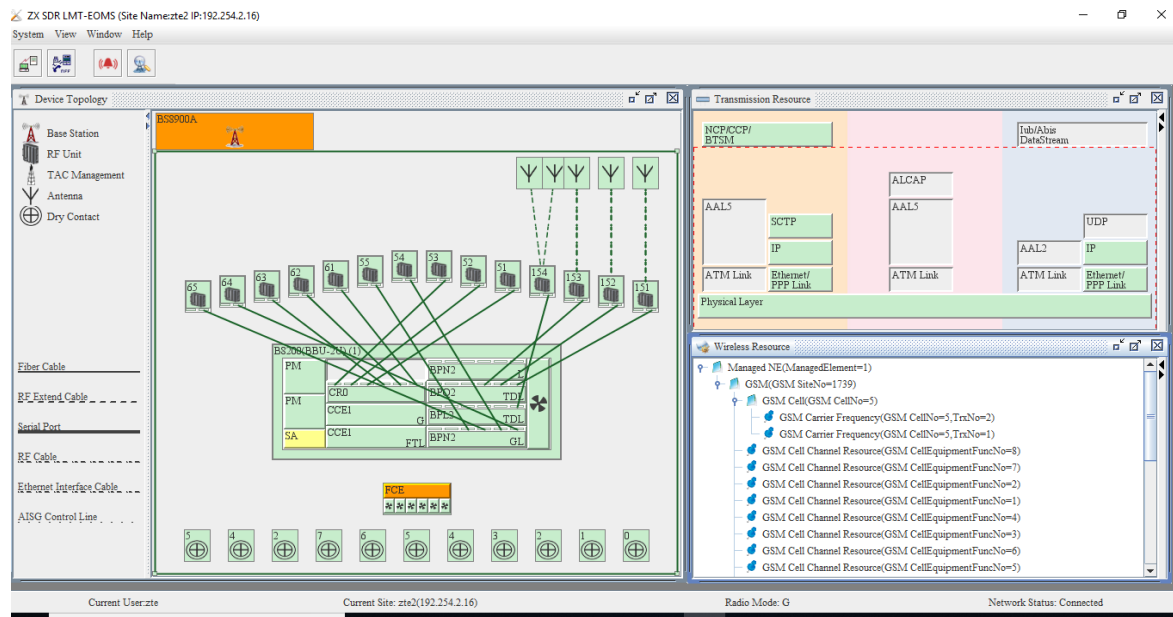
A) Login in 2G BBU/ enodeb as per RAN MOP via ZX SDR LMT OEMS connect using LAN cable



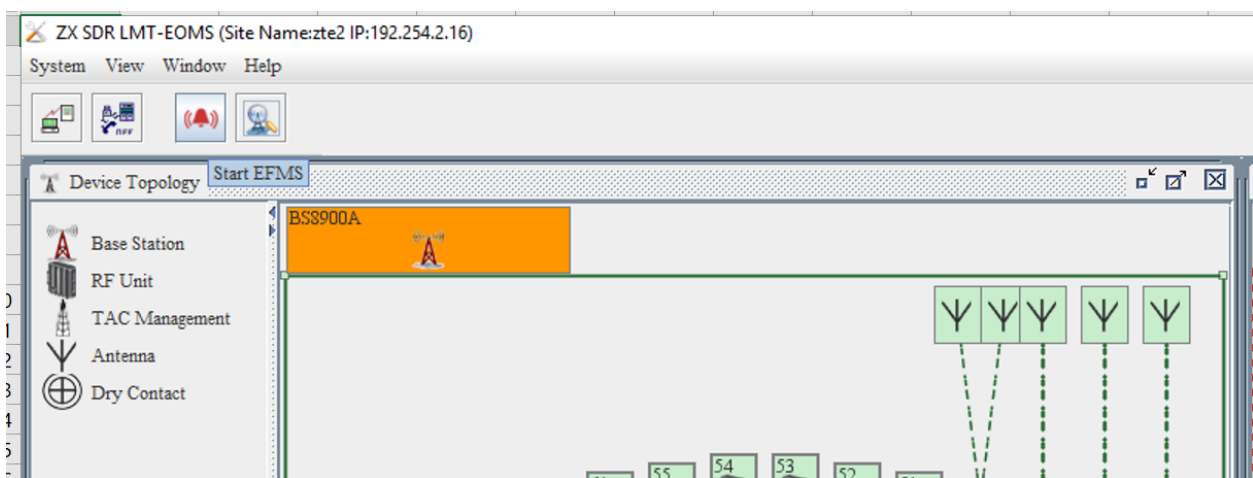
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a) Start EFMS to view alarm window



EMS View:-

Active Alarms: EKOL0000DLS4_IND(1110)						
		Severity: All	ACK State: All	Visibility: Visible	Total: 2 Critical: 0 Major: 0 Minor: 2	
No.	Alarm Object Name	Com...	Raised Time	NE Agent	Alarm Code	Board Type
1	EKOL0000DLS4_IND		2020-02-04 06:48:32	MO SDR_OMMB_09	Temperature sensor abnormal(198092071)	FCE

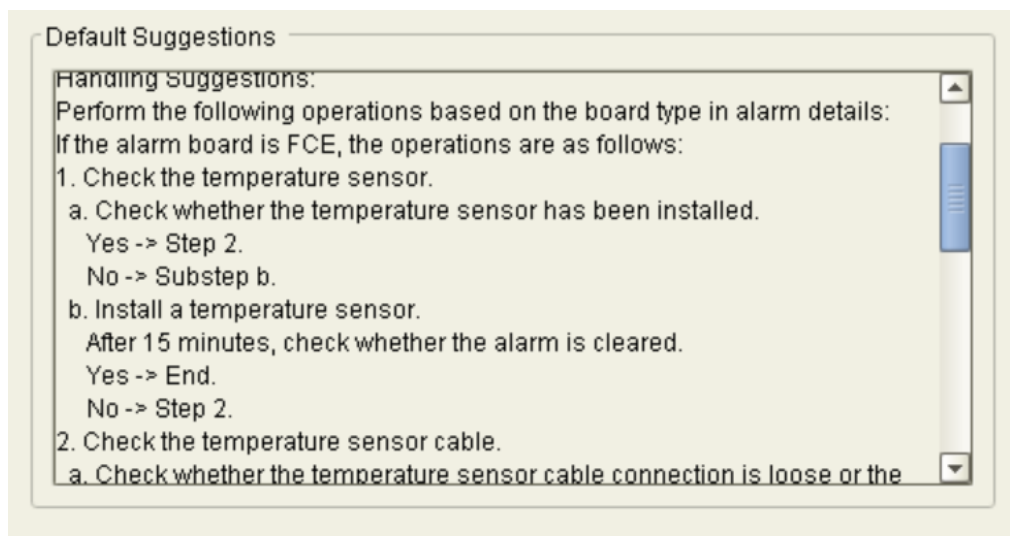
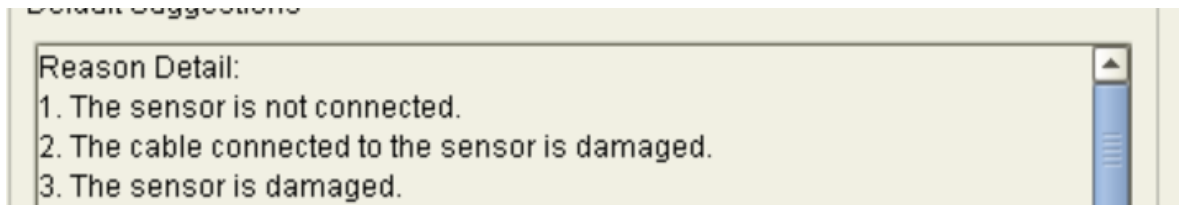
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b) Double click on the alarm to check the alarm description.(EMS View):-

Detail	Handling Suggestions
Severity	Minor
Site Name(Office)	EKOL0000DLS4_IND
NE	EKOL0000DLS4_IND(1110)
Location	Equipment Resource(MO SDR)=1,Rack(MO SDR)=1,Shelf(MO SDR)=1,Board(MO SDR)=18
System Type	Platform Alarm(20420)
NE Type	ME(MO SDR)
Alarm Type	Equipment Alarm
Specific Problem	1. The sensor is not connected. 2. The cable connected to the sensor is damaged. 3. The sensor is damaged.
Remark	G BSCId: 4; Temperature sensor at the air intake; Board serial number: 260174402679; G siteId:52,L eNBId:911051,TDL eNBId:11051
ADMC Alarm	No
Repeated Count	
Alarm Object Type	SDR
Site ID(Office)	1110
Alarm Object ID	1110
Alarm Object DN	SubNetwork=1017,MEID=1110,Equipment=1,Rack=1,Sub Rack=1,Slot=18,PlugInUnit=1
Probable Cause	Heating or Ventilation or Cooling System Problem(321)
Alarm AID	88
Additional NE	
Additional Location	
Changed Time	
	Site ID(Office) : 1110; Site Name(Office) : EKOL0000DLS4_IND; Alarm Object Type : SDR; Alarm

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




- d) Replace hardware as per fault location.



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




Alarm Monitoring


Active Alarms: EKOL0000DLS4_IND(1110) 

ZTE

Active Alarms: EKOL0000DLS4_IND(1110)

Severity: All  ACK State: All  Visibility: Visible 

No.	A...	Alarm Object Name	Co...	Raised Time	NE Agent	Alarm Code
1		EKOL0000DLS4_IND		2020-01-20 13:23:12	MO SDR_OMMB_09	DOOR OPEN(198092559)



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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				