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Ericsson Internal		Method of Procedure	1 (7)
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ECGGJLJ Subhash Chandra	BMASJZMF [Nitin Baranwal]		
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MOP for Huawei ETH_LOS Alarm Troubleshooting

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A. Introduction

This document outlines the step-by-step process involved in MOP for ETH_LOS Alarm Troubleshooting.

B. PRECHECK

- *Need to check the node reachability status of the node on which the alarm is observed and opposite end.*
 - *Check the current alarms at both the ends for any hardware related alarms such as HARD_BAD, HARD_ERR, BD_STATUS, BD_OFFLINE, WRG_BD_TYPE etc. If the alarm exists then need to arrange field support with spare hardware such as IF board, ODU, IF cable and tested login accessories.*
 - *If both the nodes are reachable then need to proceed to the next step else need to arrange field support with spare hardware such as IF board, ODU, IF cable and tested login accessories.*
- ❖ *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.*

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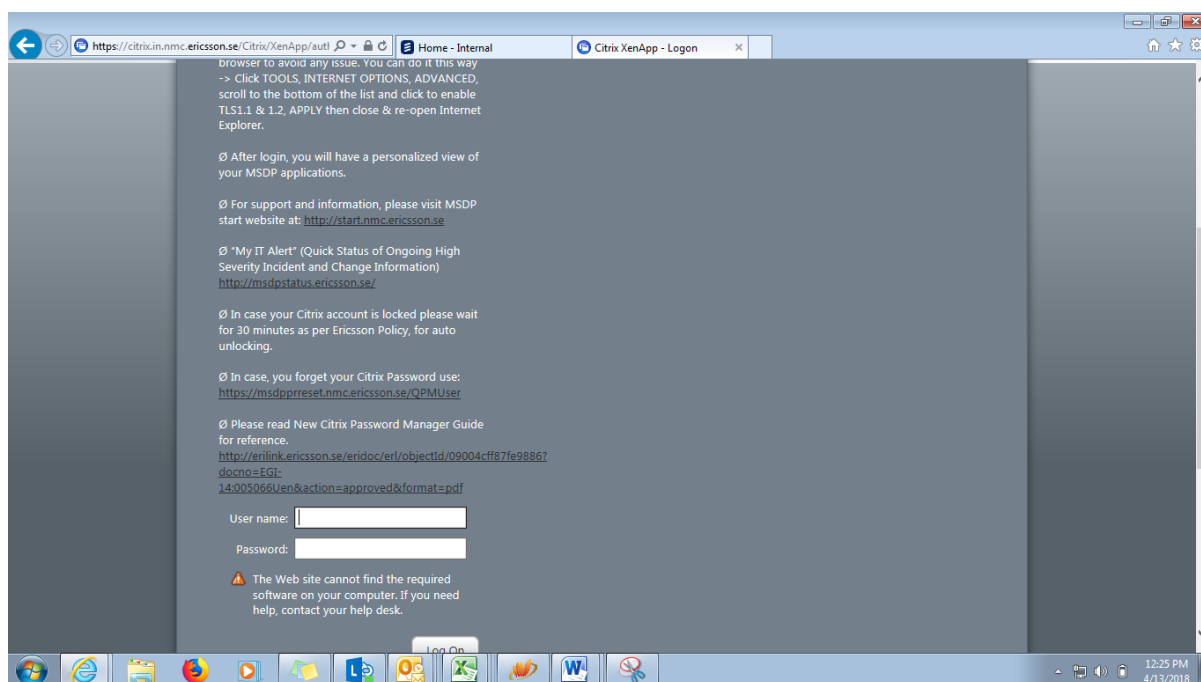
Current Alarms before activity

Severity	Name	Alarm ID	Alarm Source	Location Information	First Occurred (ST)	Last Occurred (ST)	Additional Information	Log Serial
Critical	ETH_LOS	235	GJ3190-CHITHODAIND	17-EG6-2(TDD)-MAC:1	01/17/2020 09:05:42	01/17/2020 09:22:06		93508086
Critical	ETH_LOS	235	GJ3190-CHITHODAIND	17-EG6-1(NODE-B)-MAC:1	01/17/2020 09:05:42	01/17/2020 09:22:06		93508087

C. Procedure:

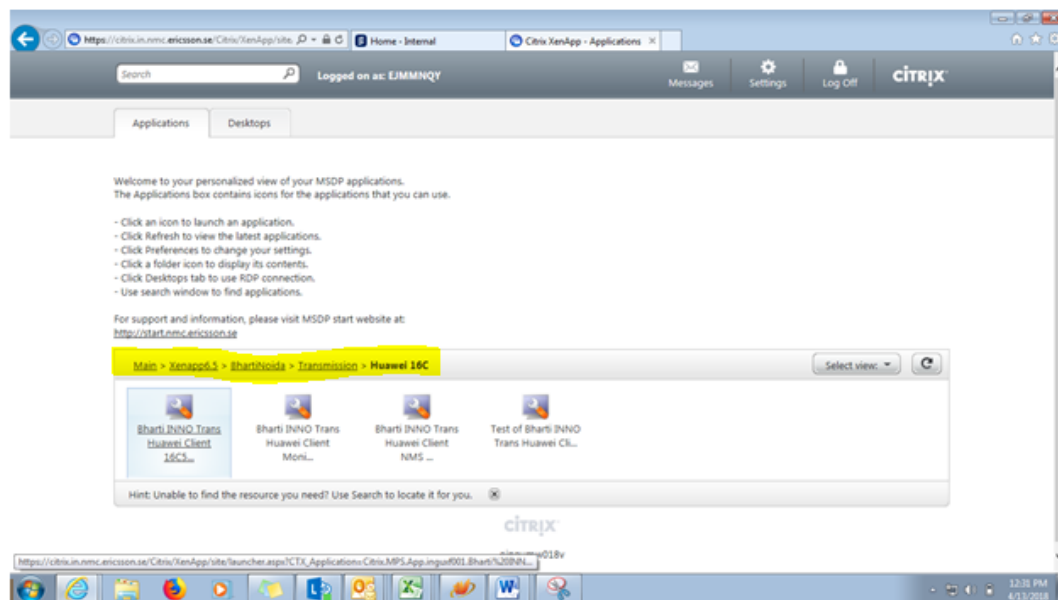
Steps for ETH LOS Alarm Clearance:-

1. Login MSDP through below mentioned link.
<https://citrix.in.nmc.ericsson.se/>
2. Provide CITRIX username and password.

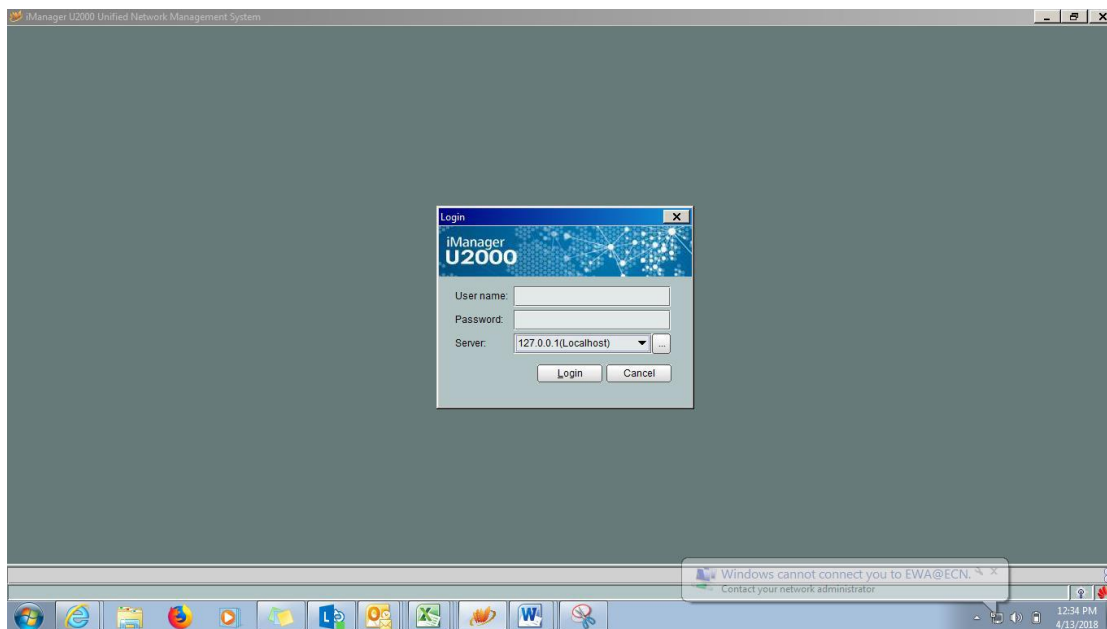


3. Click on "Xenapp6.5 >> BhartiNoida >> Transmission >> Huawei 16C/17C/18C >> Bharti INNO Trans Huawei client.

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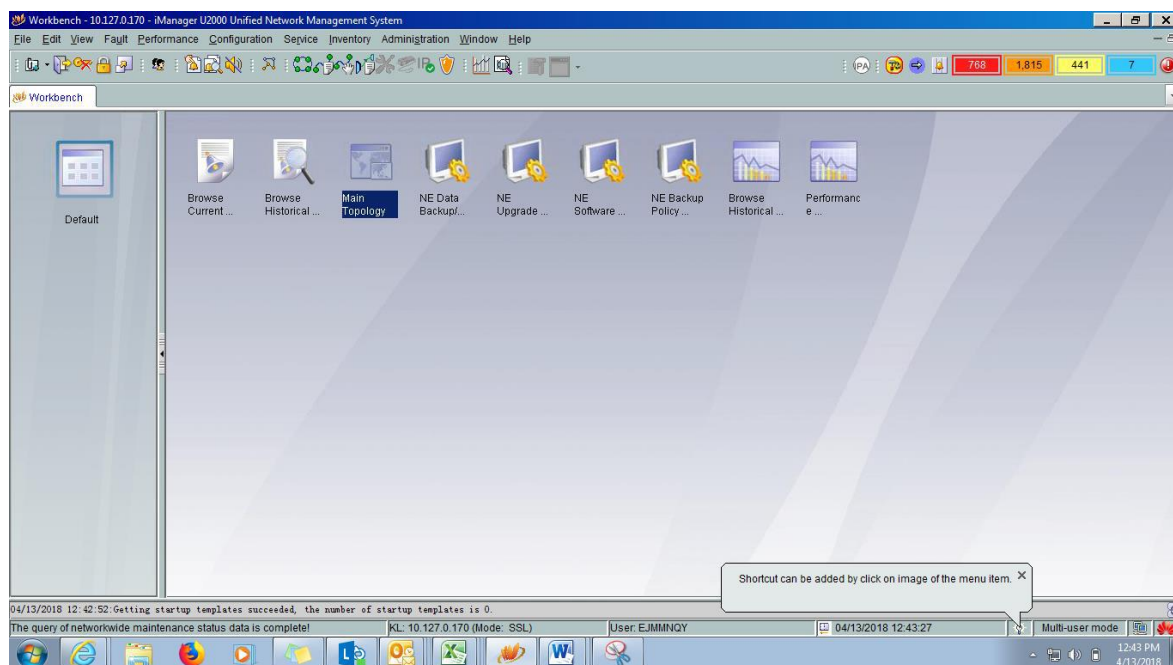


4. Now Huawei is launched enter the credentials and server IP of the circle must log in.



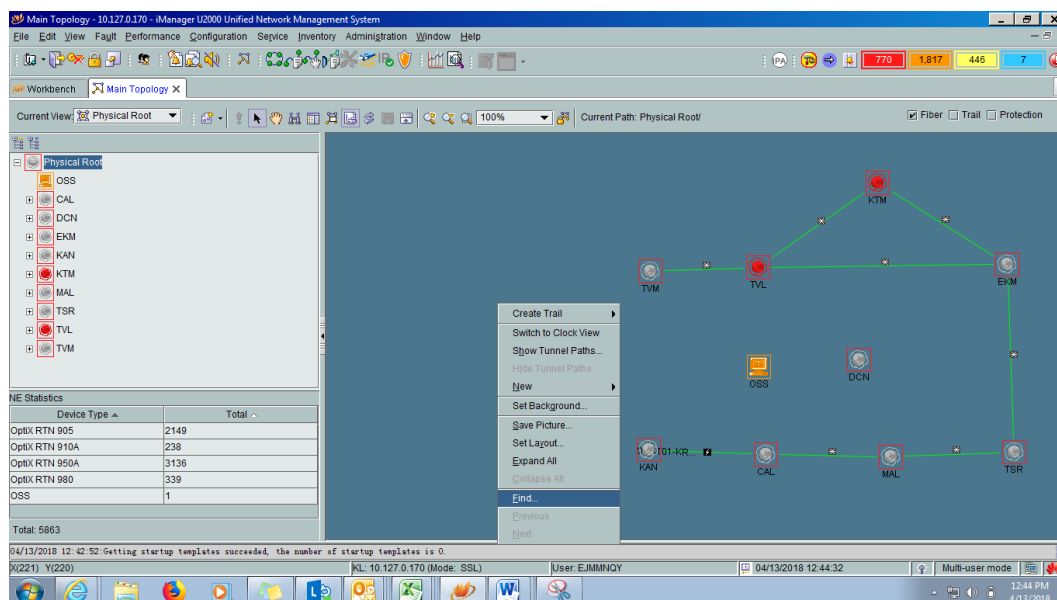
5. Click on "Main Topology" to open the Topology.

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6. Right Click on the server and click on "FIND" to find the node.

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Principle:

The ETH_LOS is an alarm indicating the loss of Ethernet port connection.

Traffic Impact:

When the ETH_LOS alarm occurs, the service at the port that reports the alarm is interrupted.

Possible Causes:

- Cause 1: The negotiation fails because the transmit port and receive port work in different modes.
- Cause 2: The link of electrical cable or optical fiber is faulty.
- Cause 3: The equipment is faulty.

Detailed Steps:

1. Cause 1: The negotiation fails because the transmit port and receive port work in different modes.
 - a. Check whether the transmit port and receive port work in the same mode.



If...	Then...
The transmit port and receive port work in different modes	Correctly set the working modes of the transmit port and receive port.
The transmit port and receive port work in the same mode	Go to Cause 2.

2. Cause 2: The link of electrical cable or optical fiber is faulty.

- a. Check the network cable or optical fiber connected to the port that reports the alarm.

If...	Then...
The network cable is loose or damaged	Connect the network cable properly or replace the damaged network cable.
The connector of the fiber jumper is dirty	Clean the connector.
The connector is loosely connected or damaged	Insert the connector properly or replace the damaged fiber jumper.
The connection is normal	Go to Cause 3.

3. Cause 3: The equipment is faulty.

- a. Check whether any fault occurs on the equipment interconnected with the port that reports the alarm.

If...	Then...
The equipment is faulty	Rectify the fault.
The equipment is normal	Replace the IDU of the local site.

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D. Post Activity Health Check:

Please check alarm will be clear and services also restored after confirmation from all stakeholders.

E. Fallback Procedure:

Need to shift the board to another free slot and configure the services manually.