Prepared (also subject responsible if other)		No.		
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Approved	Checked	Date	Rev	Reference
		25-01-2020	Ver1.0	

MOP of SCTP Retransmission Alarm for Nokia Site

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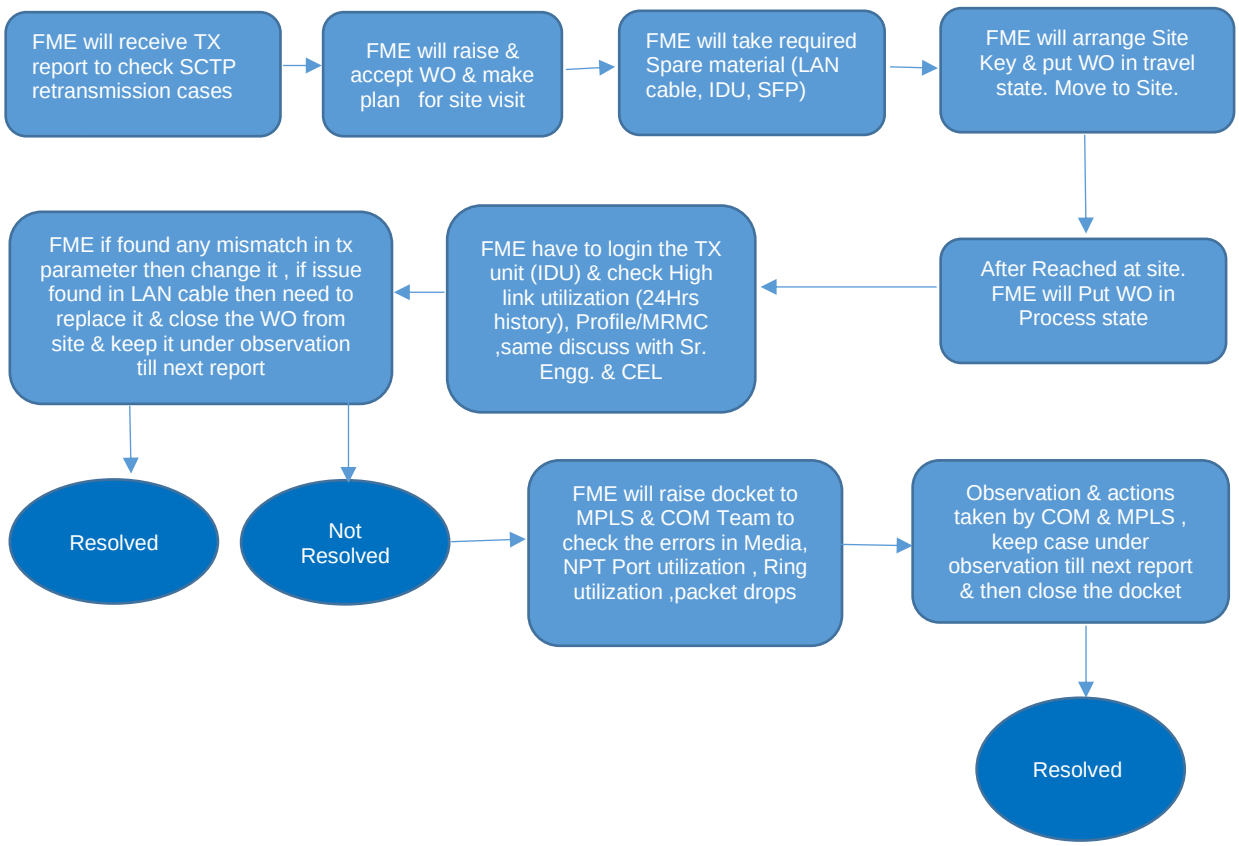
Activity Description

This activity is for E2E troubleshooting and alarm clearance of SCTP Retransmission from site .

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

Alarm Name	SCTP Re-TRANSMISSION RATIO (LTE_1472A)
Alarm Description	The SCTP sender splits user messages to DATA chunks and sends them to the receiver. The SCTP receiver uses the SACK chunk to acknowledge incoming data. The reliability in SCTP is achieved by the retransmission of DATA chunks which were not acknowledged SCTP is a reliable transport protocol operating on top of a connectionless packet network such as IP, more retransmission means congestion in the media .
Possible Causes	1. High Link Utilization 2. High Port Utilization 3. High Ring Utilization 4. MPLS BB Link congestion

Flow Chart



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Activity Details

SCTP Retransmission Information & Checking for corrective action

1. FME receive work order in WFM of VSWR alarm as a corrective work order
2. FME accept WO as received/WO acceptance time should be below then 45 Min
3. FME check the alarm with help of report share by TX team gand discuss with ZTM and senior engineer about resolution…
4. If possible FME visit site on same day
5. ZTM will suggest to take required actions

Site Movement & Spare Arrangement

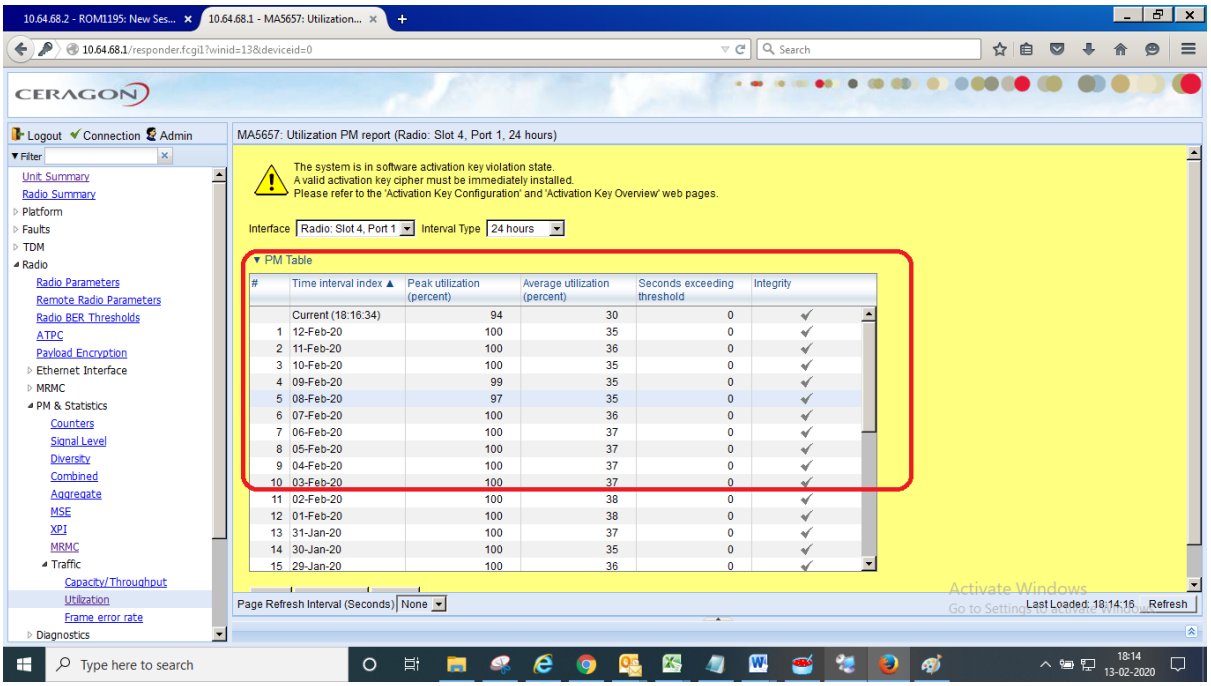
1. FME arrange key of site from respective Infra partner.
2. FME take required materials to resolve the alarm (As per Remote Login Observation & ZTM suggestion)
3. Now FME move to site and put WO in Travel state

Alarm issue Identification & Rectification

1. When FME reached at site, he put WO in progress state.
2. FME will login to the TX Equipment & check Link utilization, Port utilization & verify counter Value

High Link Utilization:-

1. Link utilization must be under 90%



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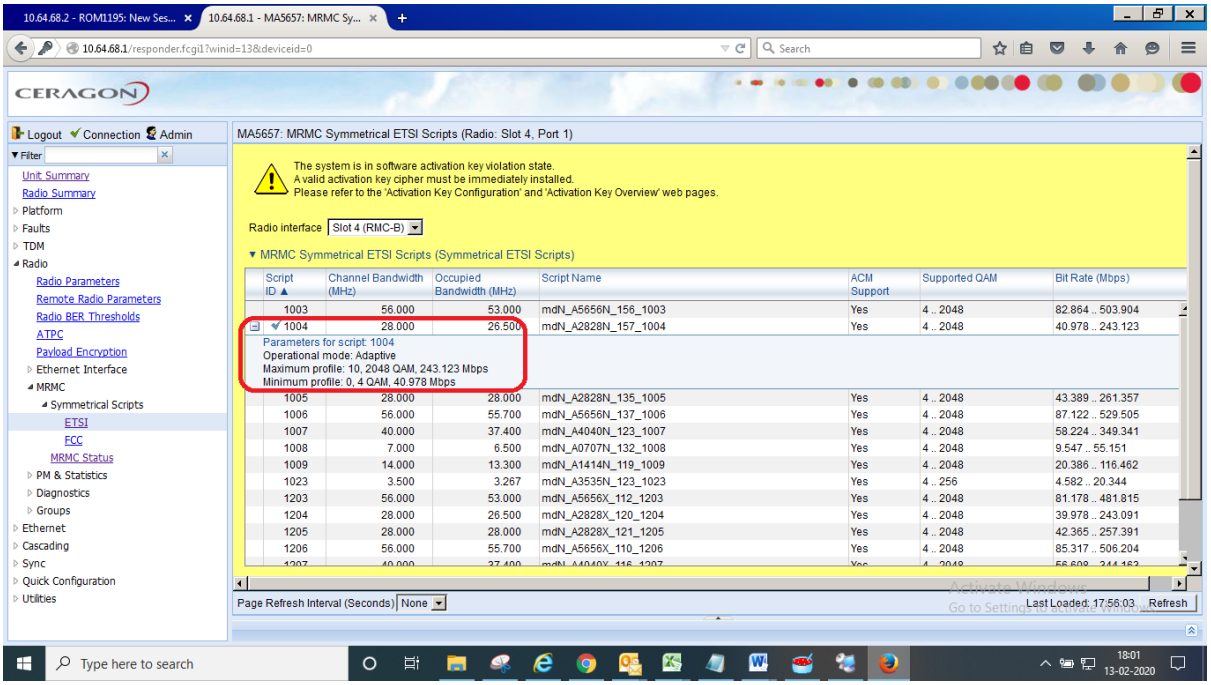
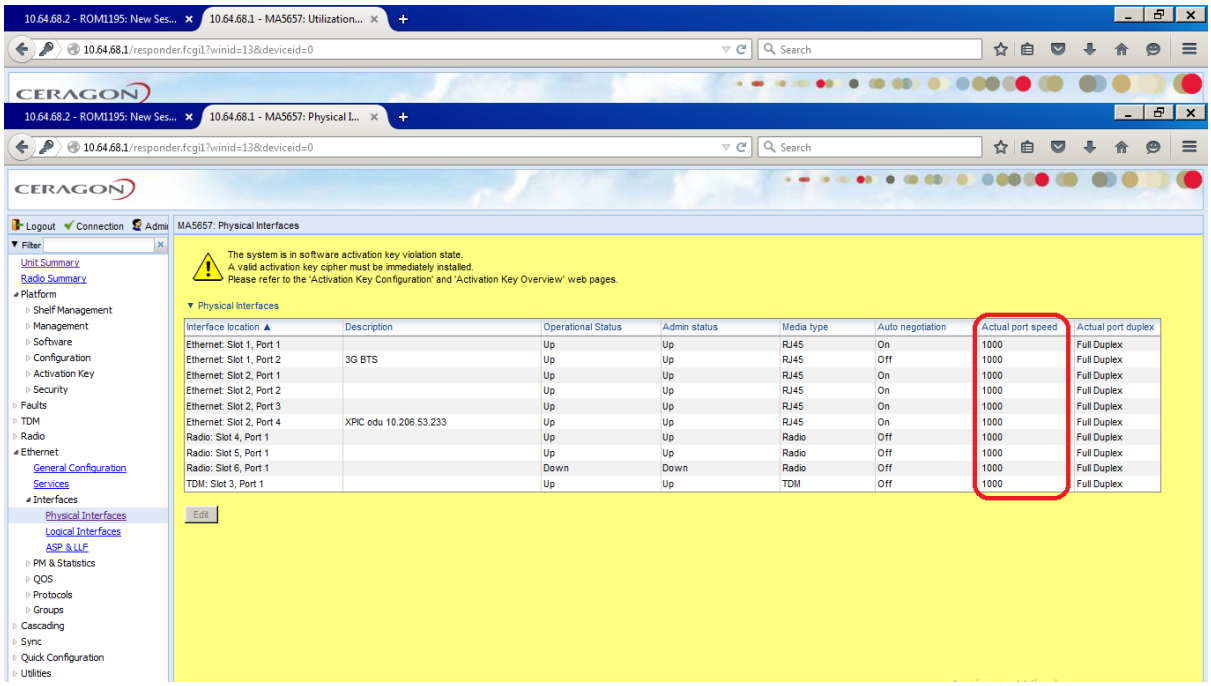
2. Link must be on Highest MRMC Profile 10 with adaptive mode.



3. If link on Profile 10 and then also high utilize then take up with planning team to upgrade link.

High Port Utilization:-

1 eNodeB Physical Interface port must be selected on highest Capacity.



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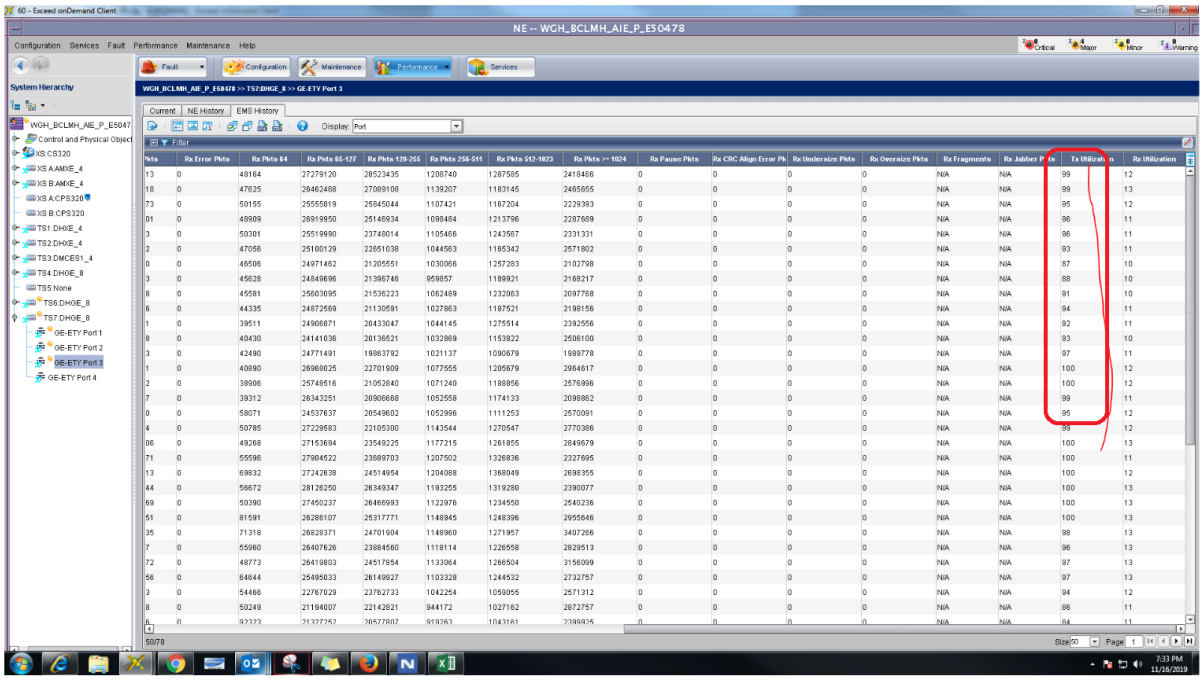
2 Also Need to Check Fiber mux port utilization.

3 To check Mux utilization, we raise TT to concern team (BTSOL/CEN) with proper details.

4 If mux port utilization is high (<90%) then we take up with planning team for give extra port for traffic separation.



High Ring Utilization:-

For ring Utilization we must raise TT to Fibre Team and checking basic Parameter like BSC Profile, Policer etc.