

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

MOP of Device Power Down (198092295) for ZTE Site

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Activity Description

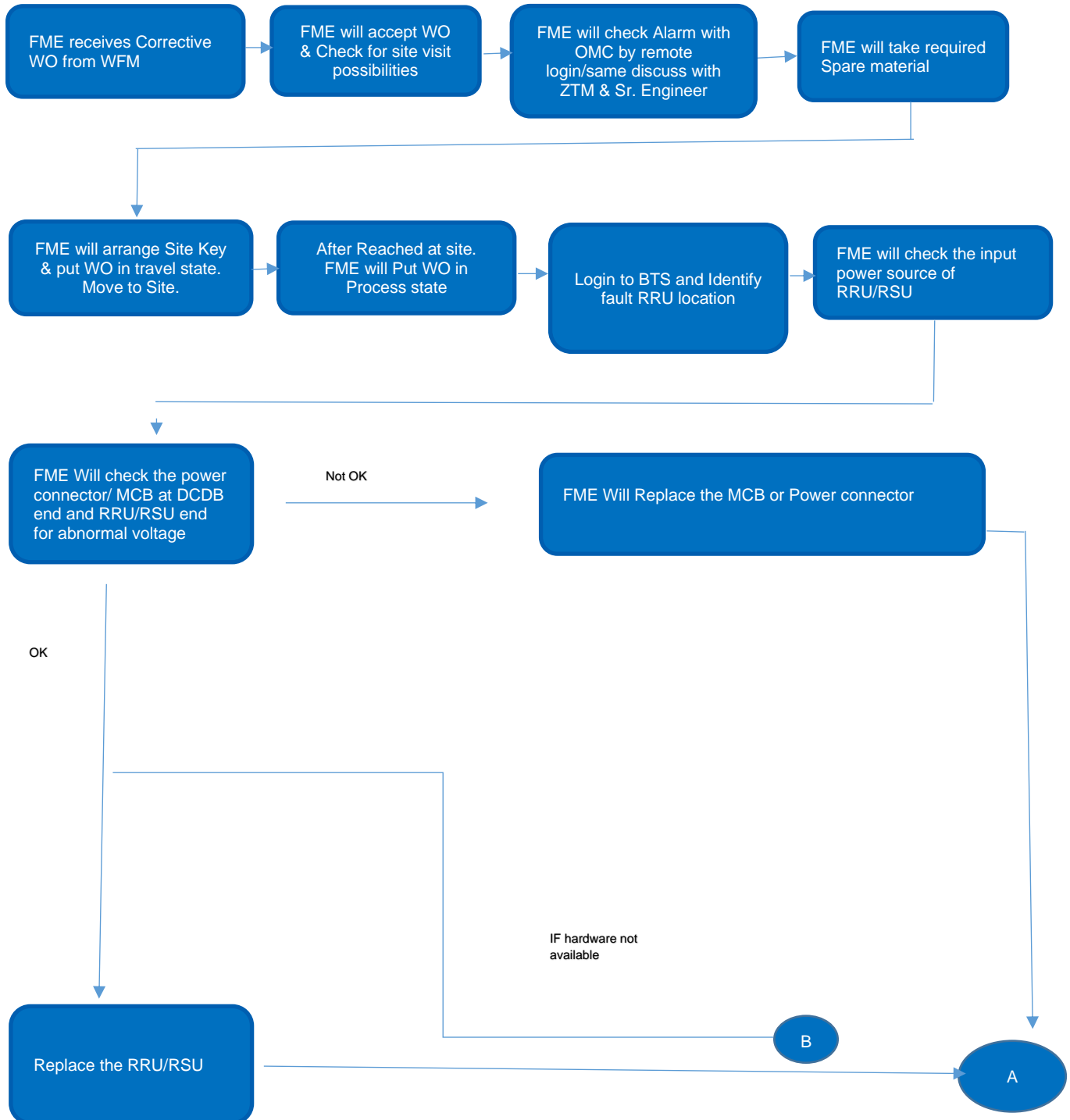
This activity is for E2E troubleshooting and alarm clearance of Device power down(198092295).

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

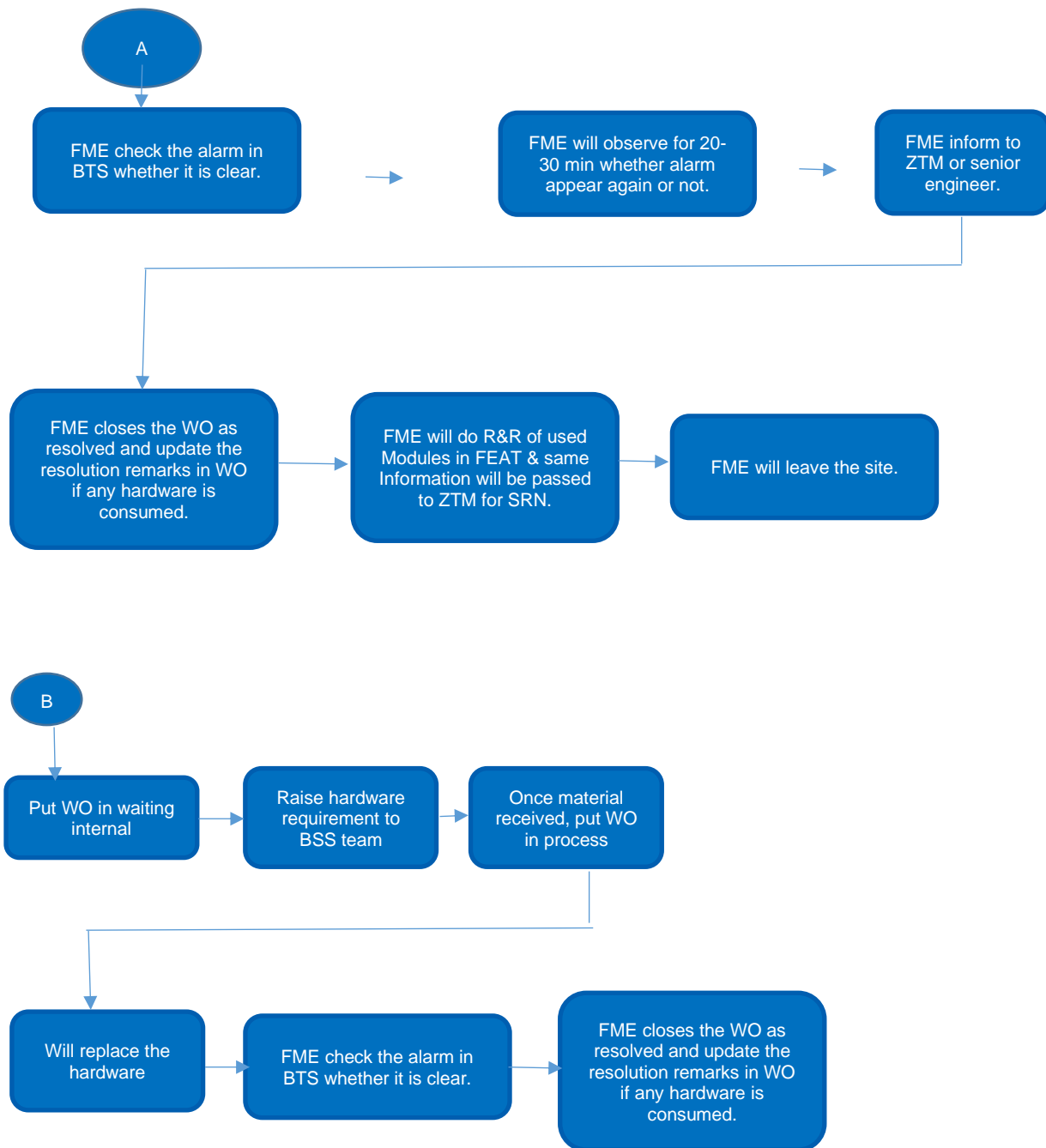
Alarm Name	Device power down(198092295)
Alarm Description	Low Power input to RRU
Possible Causes – arrange in logical order	1. The mains is abnormal. 2. The external power supply device is faulty.

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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 input power at RRU/RSU end.
9	FME will check voltage at MCB at DCDB end and RRU/RSU end
10	If cleared, then Put WO in closed state
11	If not cleared, then check either RRU/RSU faulty
12	Change the RRU/RSU.
13	If cleared, then Put WO in closed state
14	Put Work order in Waiting internal if any HW Req at site
15	Raise Req of Hardware to BSS Team
16	Once Material received again put WO in Travel mode
17	After reaching site - put WO in process
18	Replace the hardware
19	Check from BTS Login that alarm cleared or not after hardware replaced
20	Once Alarm Cleared
21	FME will close the WO as resolved

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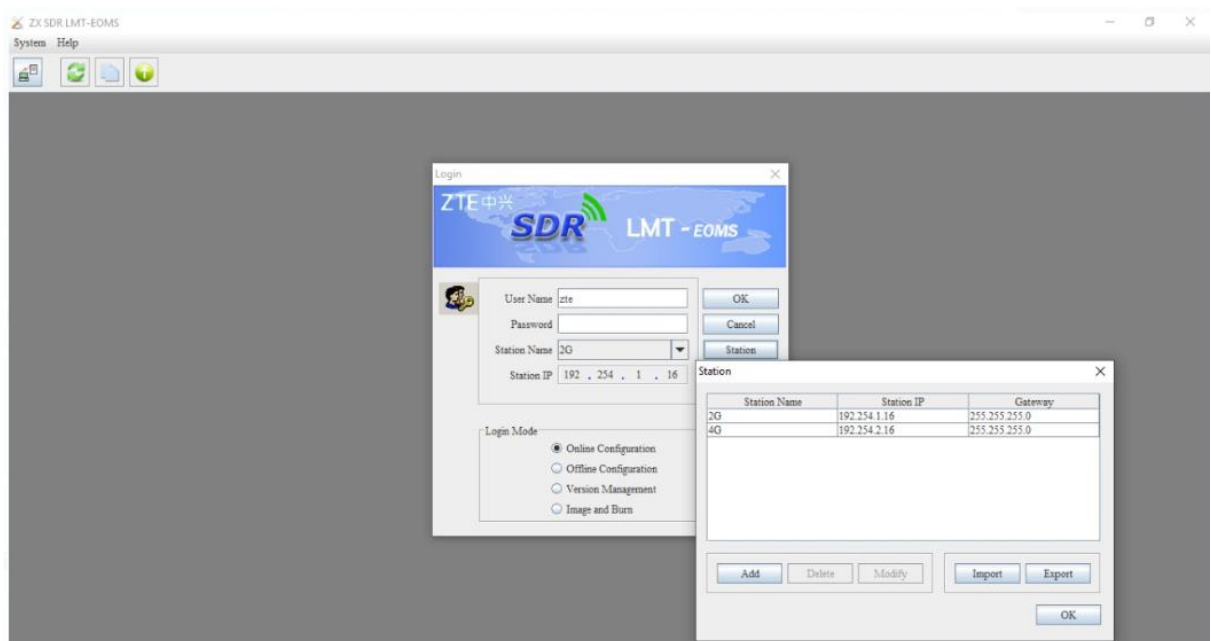
Activity Details

Pre requisites:

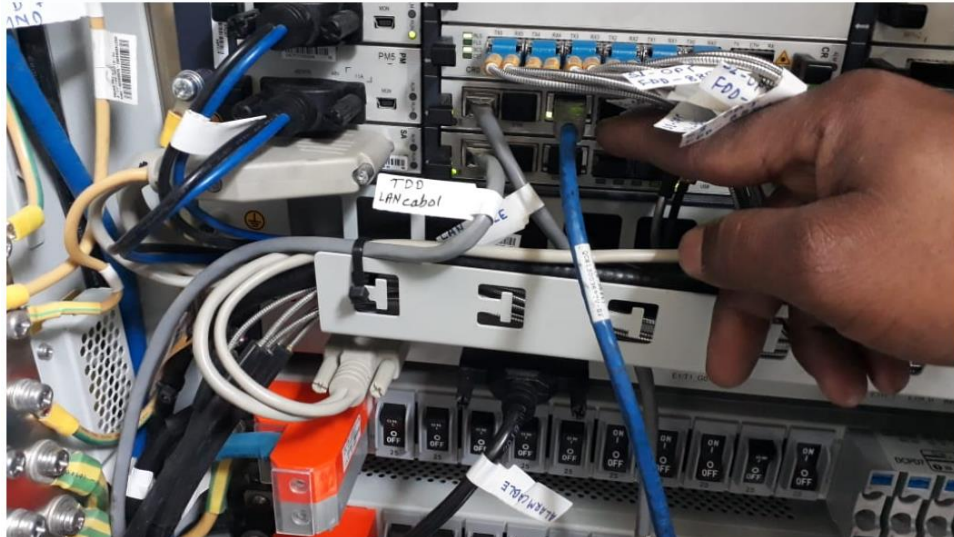
- 1) SVD WO for Device power down(198092295) alarm.
- 2) Alarm on OneFM/Netnumen/WFM.

Case : Device power down(198092295) alarm on 1 cell

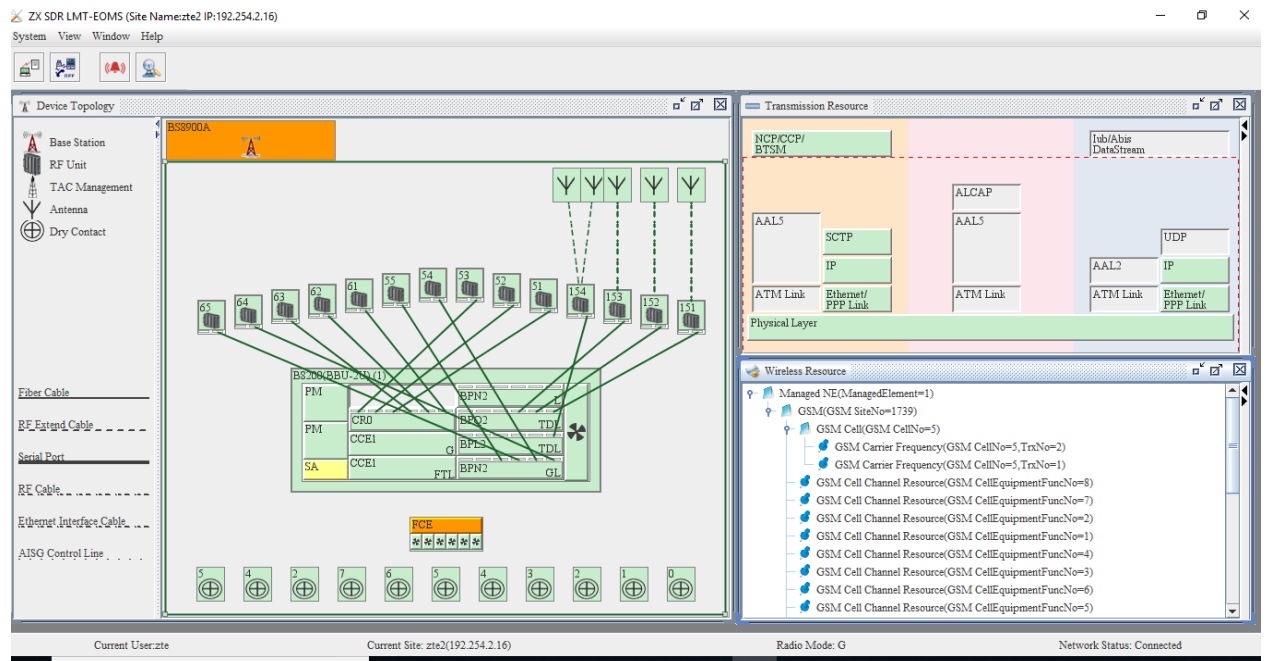
- A) Login in 2G BBU/ enodeb as per RAN MOP via ZX SDR LMT OEMS connect using LAN cable



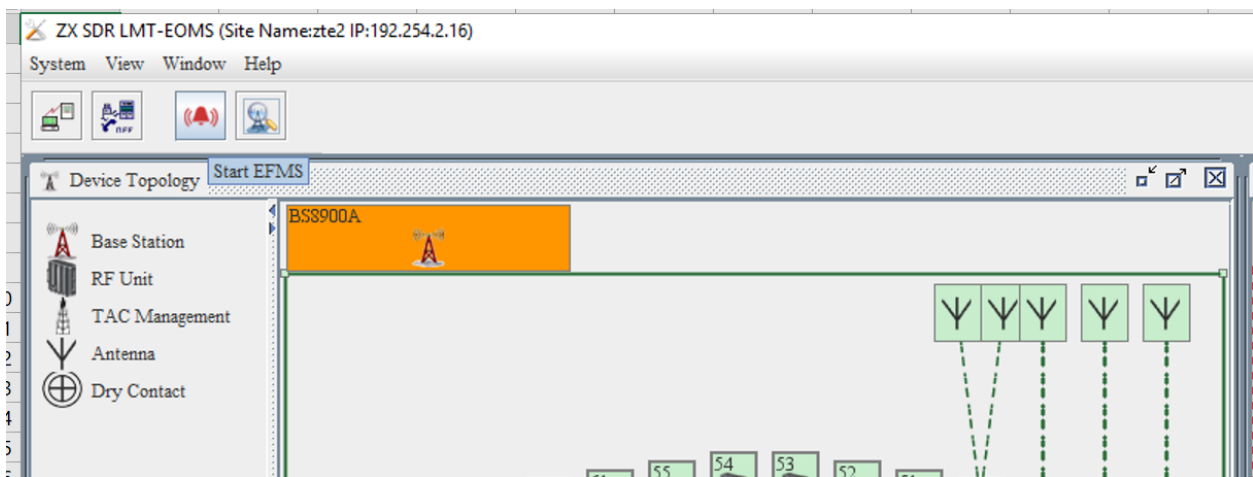
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a) Start EFMS to view alarm window



EMS View:-

History Alarms Within Three Days: EKOL0000GLD1SC1(819206)						
			Total 25 record(s) found		Time:00:00:01	
No.	Root Alarm Indicator	ACK State	Alarm Object Name	Site Name(Office)	Alarm Code	Raised Time
1		Unacknowledged	EKOL0000GLD1SC1	EKOL0000GLD1SC1	Device power down(198092295)	2020-02-11

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

ZTE NE:EKOL0000TRIB_IND_FNP(212)

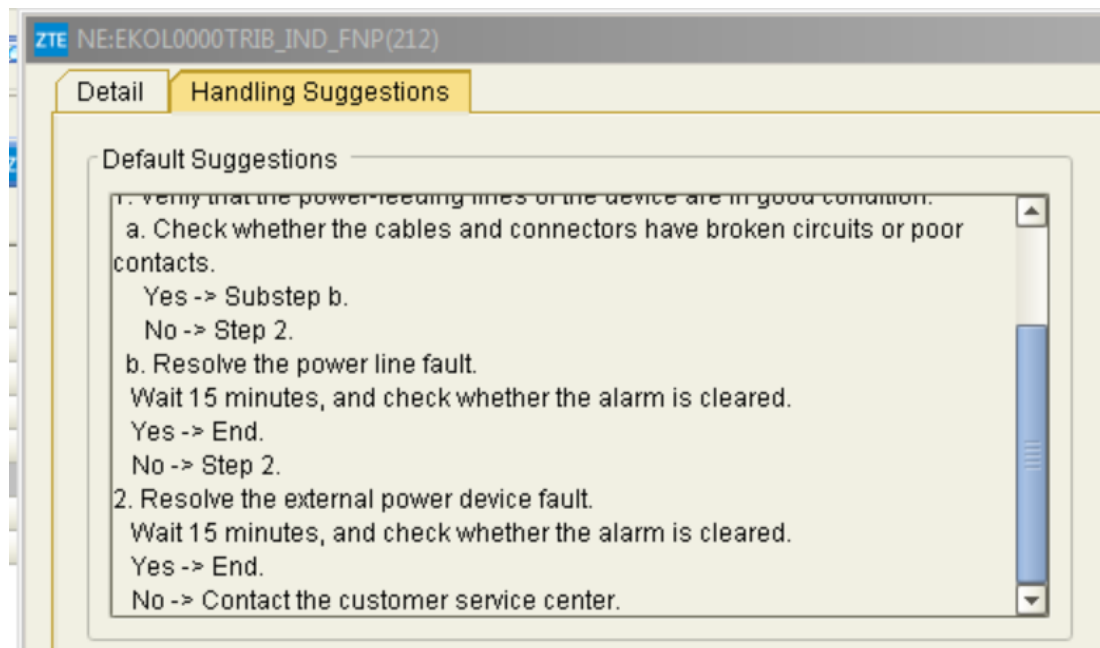
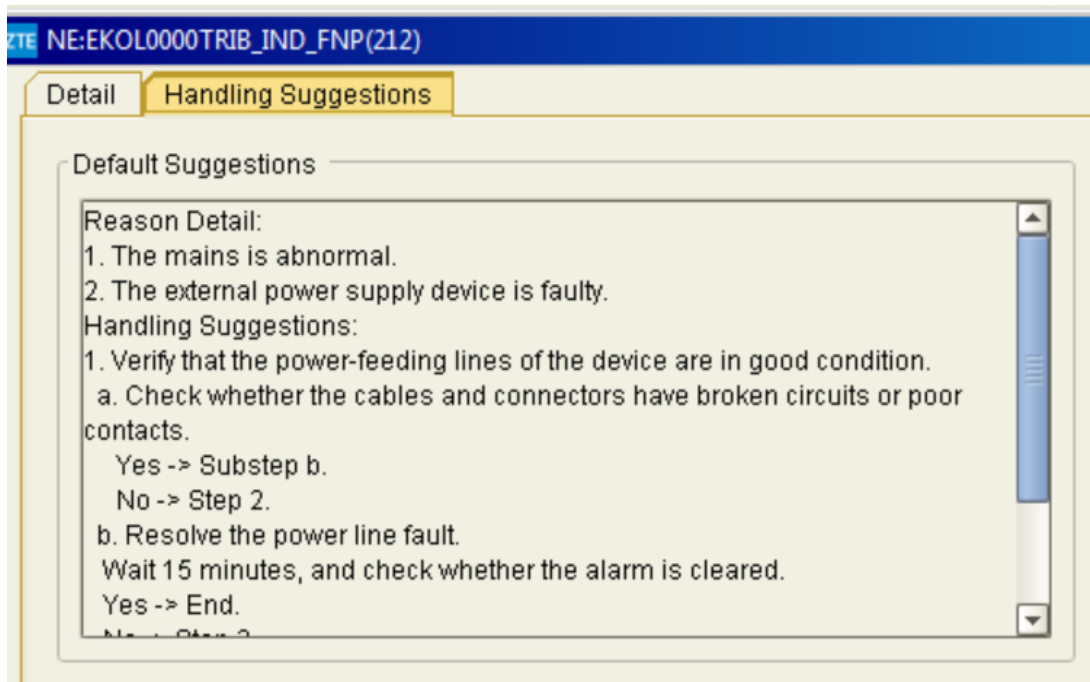
Detail Handling Suggestions

Raised Time	2020-01-30 16:24:10
NE Agent	MO SDR_OMMB_01
Alarm Code	Device power down(198092295)
Board Type	R8984E S2300
Product	LTE TDD
Severity	Critical
Site Name(Office)	EKOL0000TRIB_IND_FNP
NE	EKOL0000TRIB_IND_FNP(212)
Location	Equipment Resource(MO SDR)=1,Rack(MO SDR)=103,Shelf(MO SDR)=1,Board(MO SDR)=1
System Type	Platform Alarm(20420)
NE Type	ME(MO SDR)
Alarm Type	Equipment Alarm
Specific Problem	1. The mains is abnormal. 2. The external power supply device is faulty.
Remark	Board serial number: 219998089051; TDL eNBId:10234; Topology: Optical board=(1,1,6), Optical board port=2, Optical board port type is SFP, Fault board rack=103, Fault board main cascade=1; TDL: Cell ID=(41,31)
ADMC Alarm	No
Repeated Count	
Alarm Object Type	RU
Site ID(Office)	212
Alarm Object ID	103
Alarm Object DN	SubNetwork=1001,MEID=212,Equipment=1,Rack=103,SubRack=1,Slot=1,PlugInUnit=1
Probable Cause	Remote alarm indication(571)

Prev
Next
Acknowledge
Unacknowledge
Comment
Clear
Forward
Export
Copy
Close

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

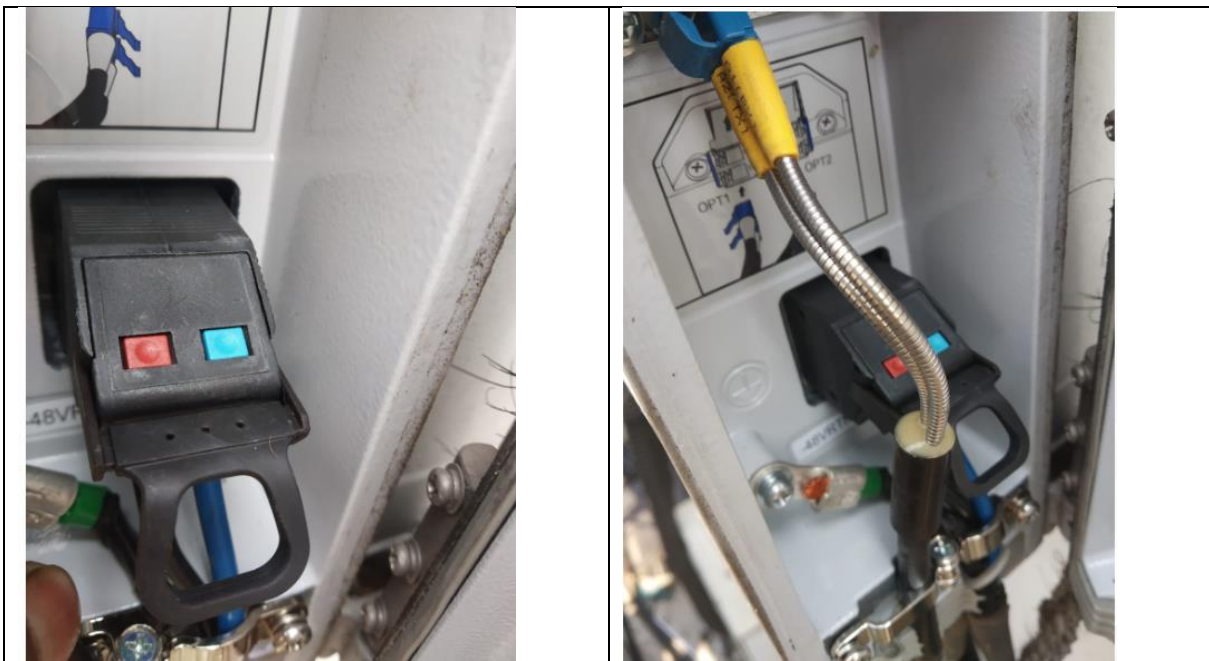


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d) Check the power abnormality at DCDB end.



e) Checking RRU/RSU Power connector



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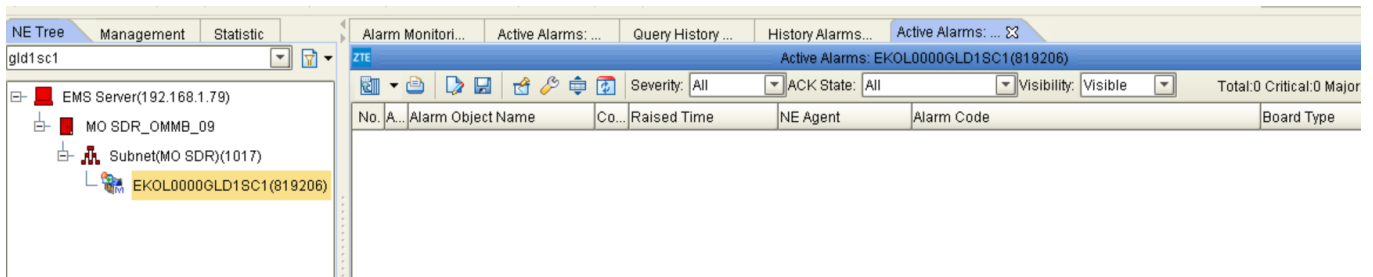


f) Replace hardware as per fault location.



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



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				