

Prepared (also subject responsible if other) Rahul Sharma & Ankur Sharma		No.		
Approved	Checked	Date 05-02-2020	Rev Ver1.0	Reference

MOP of FCE Fan Failure (198092069) for ZTE Site

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Activity Description

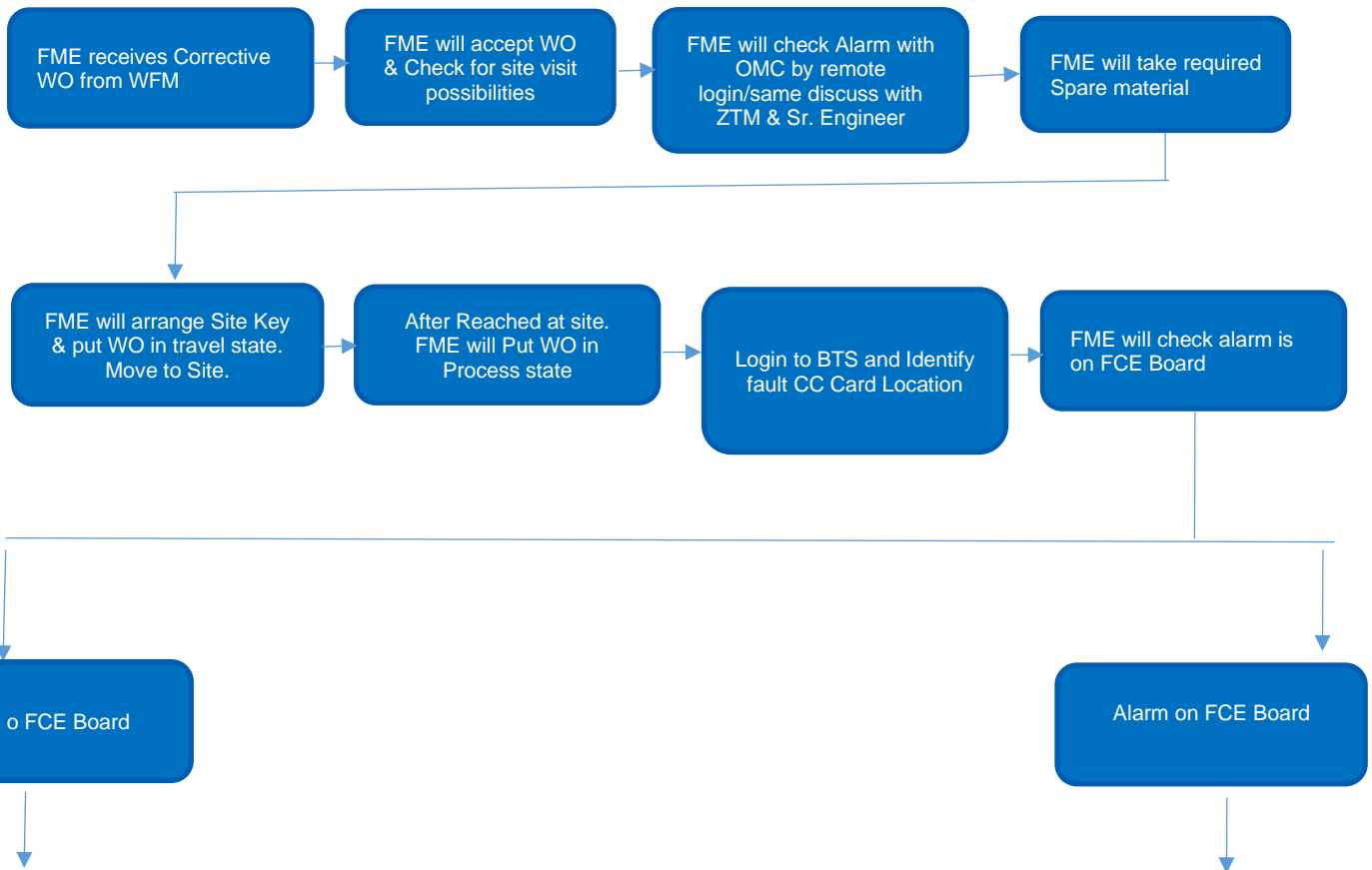
This activity is for E2E troubleshooting and alarm clearance of GNSS receiver satellite searching fault (198096837)

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

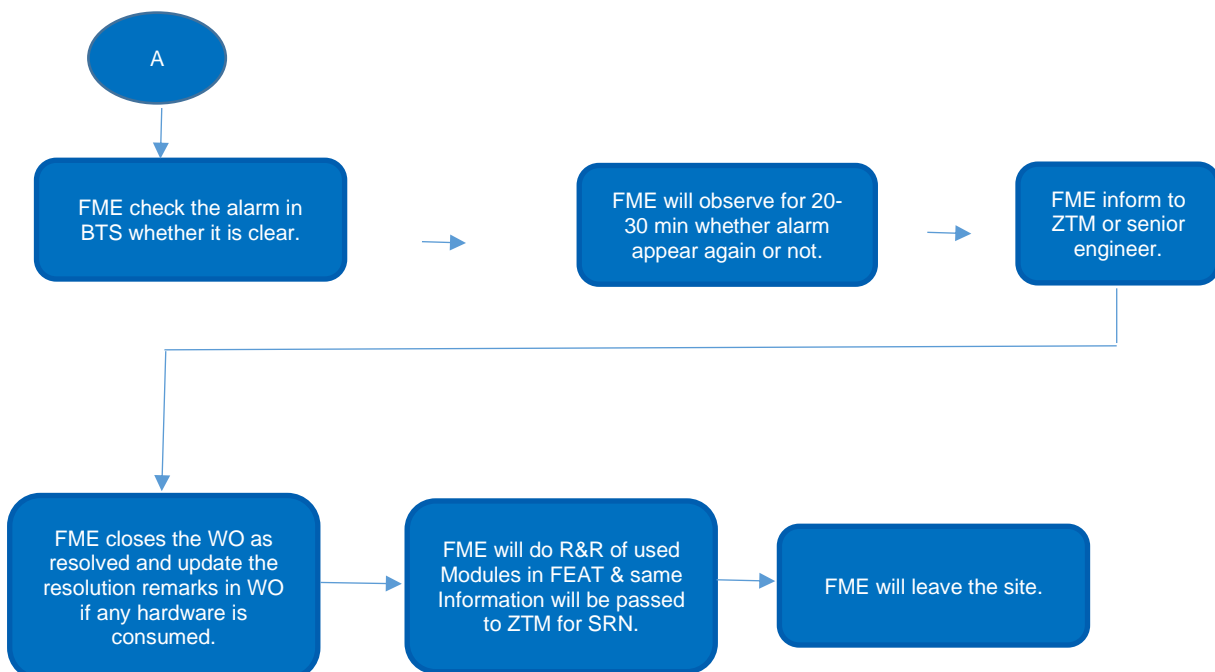
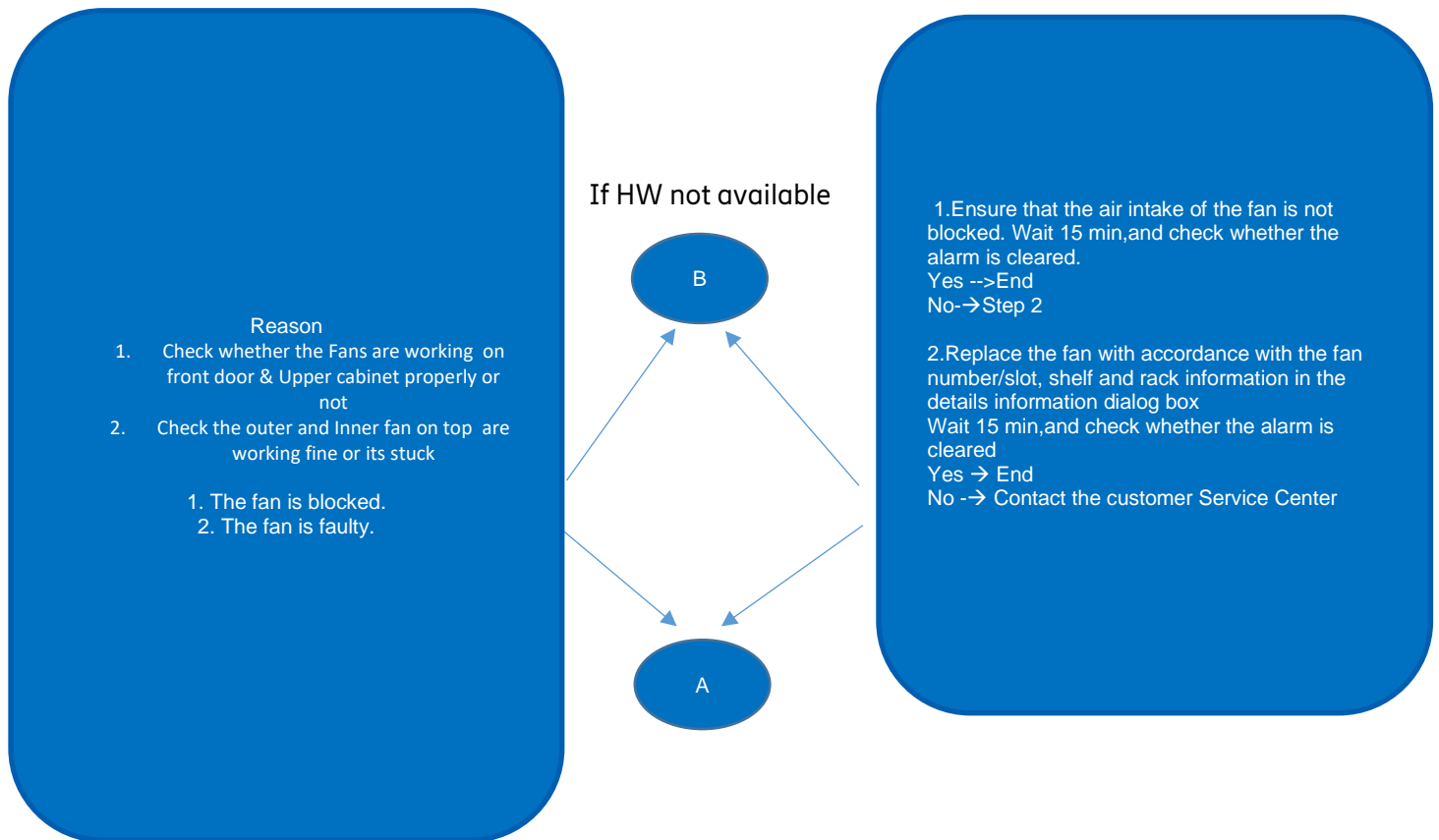
Alarm Name	FCE fan failure(198092069)
Alarm Description	Cooling Fan Failure(107)
Possible Causes – arrange in logical order	1. The fan is blocked. 2. The fan is faulty.

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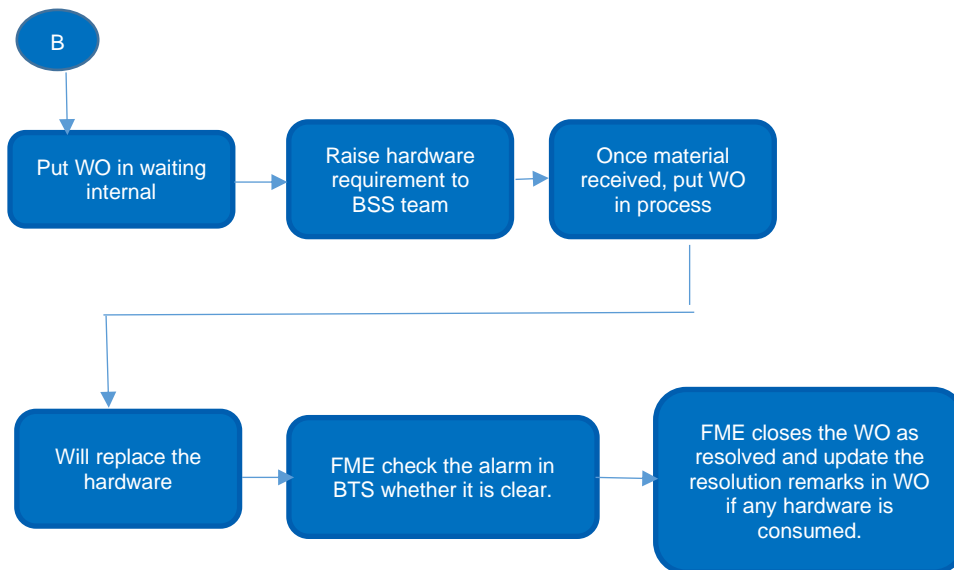
Flow Chart



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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 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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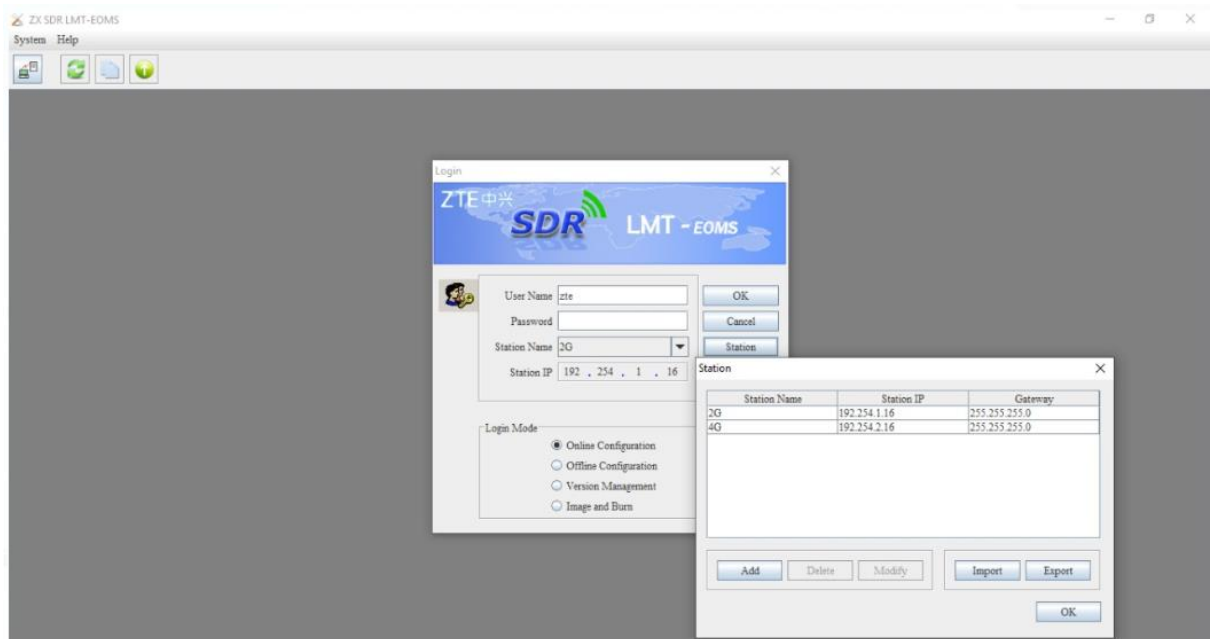
Activity Details

Pre requisites:

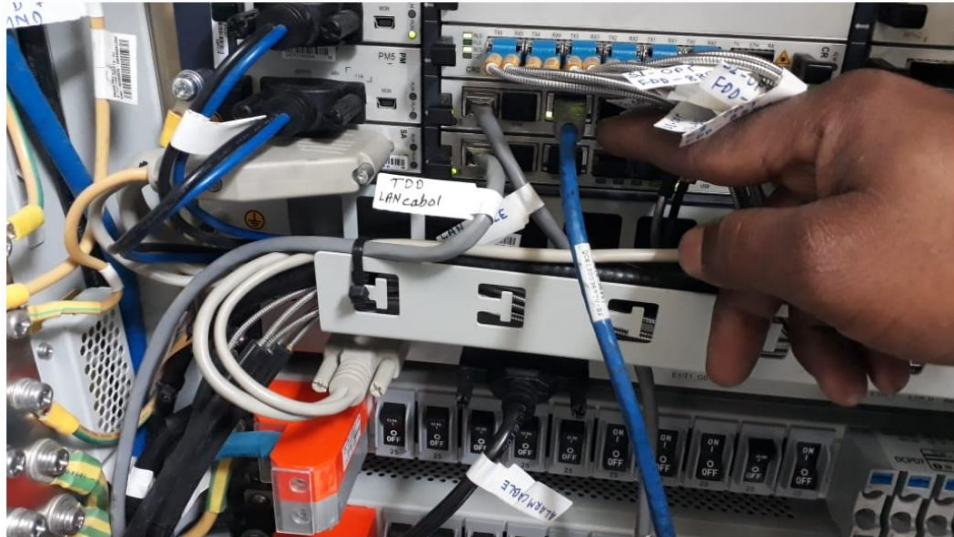
- 1) SVD WO for FCE fan failure(198092069)
- 2) Alarm on OneFM/Netnumen/WFM.

Case : FCE fan failure(198092069)

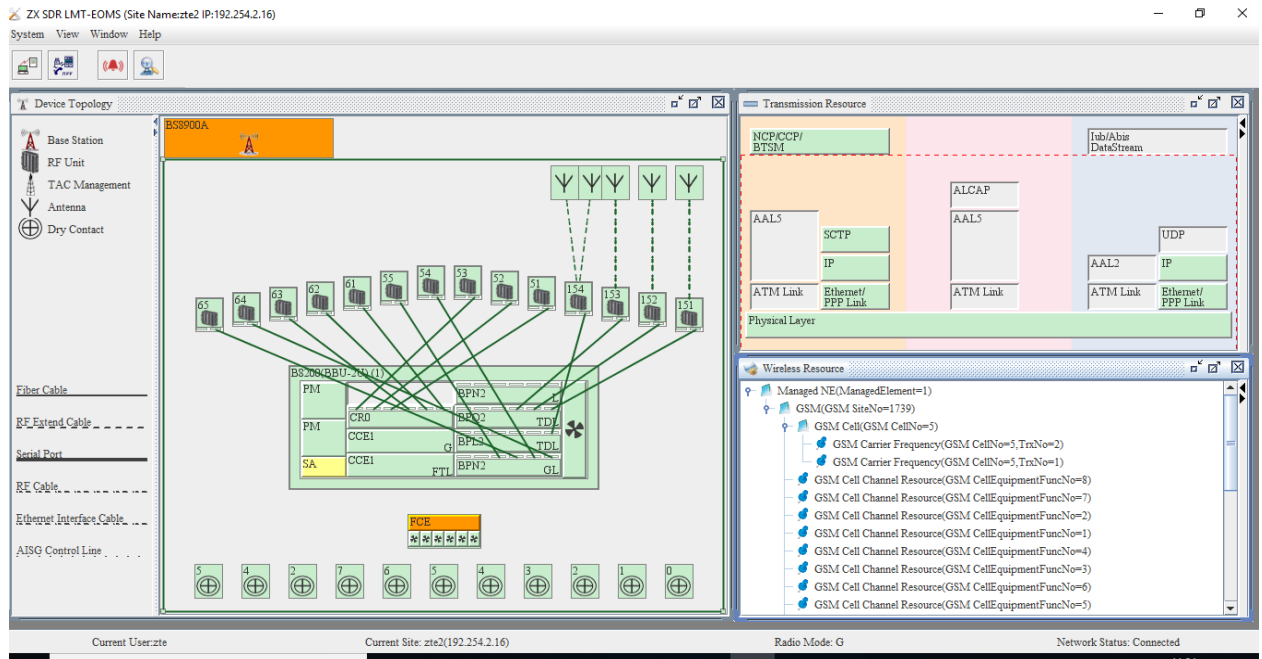
- A) Login in 2G BBU/ E-Nodeb as per RAN MOP via ZX SDR LMT OEMS connect using LAN cable



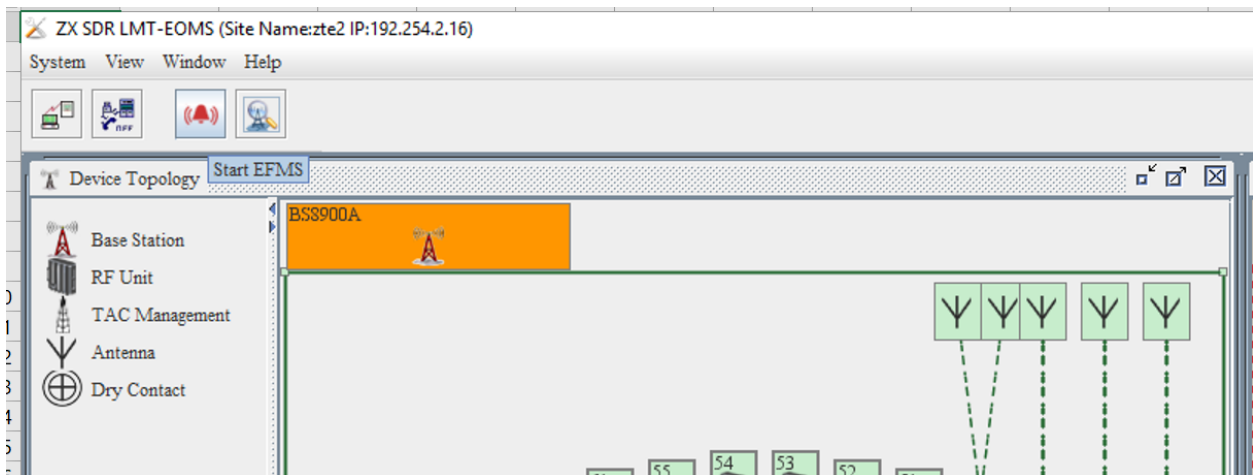
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a) Start EFMS to view alarm window



EMS View:-

No.	Ro.	ACK State	Severity	NE	Location	System Type	Alarm Code	Raised Time
1		Unacknowledged	Minor	MBTS96(901296)	Equipment Resource(M...	Platform Alarm(20420)	FCE fan failure(198092069)	2020-02-09 10:29:13 h
2		Unacknowledged	Minor	MBTS96(901296)	Equipment Resource(M...	Platform Alarm(20420)	FCE fan failure(198092069)	2020-02-09 10:29:13 h

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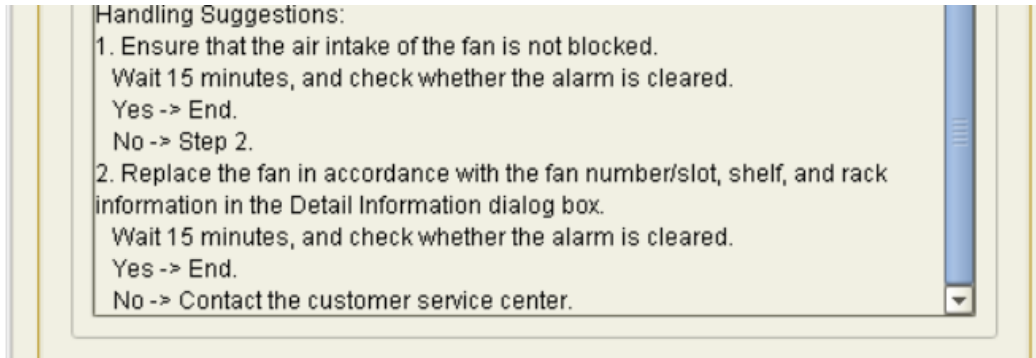
b) Double click on the alarm to check the alarm description.(EMS View):-

ACK State	Unacknowledged
Severity	Minor
NE	MBTS96(901296)
Location	Equipment Resource(MO SDR)=1,Rack(MO SDR)=1,Shelf(MO SDR)=1,Board(MO SDR)=18
System Type	Platform Alarm(20420)
Alarm Code	FCE fan failure(198092069)
Raised Time	2020-02-09 10:29:13
NE Type	ME(MO SDR)
Alarm Type	Equipment Alarm
Specific Problem	1. The fan is blocked. 2. The fan is faulty.
Remark	G BSCId: 307; Fan ID: 4; Board serial number: 284646300394; G siteId:1296,L eNBId:901296,TDL eNBId:801296
ADMC Alarm	No
Repeated Count	
Alarm Object Type	SDR
Alarm Object DN	SubNetwork=106,MEID=901296,Equipment=1,Rack=1,SubRack=1
Board Type	FCE
Alarm Object ID	901296
Site Name(Office)	MBTS96
Site ID(Office)	901296
Alarm Object Name	MBTS96
Probable Cause	Cooling Fan Failure(107)
Product	GSM,LTE TDD,LTE FDD

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

Reason Detail:	1. The fan is blocked. 2. The fan is faulty.
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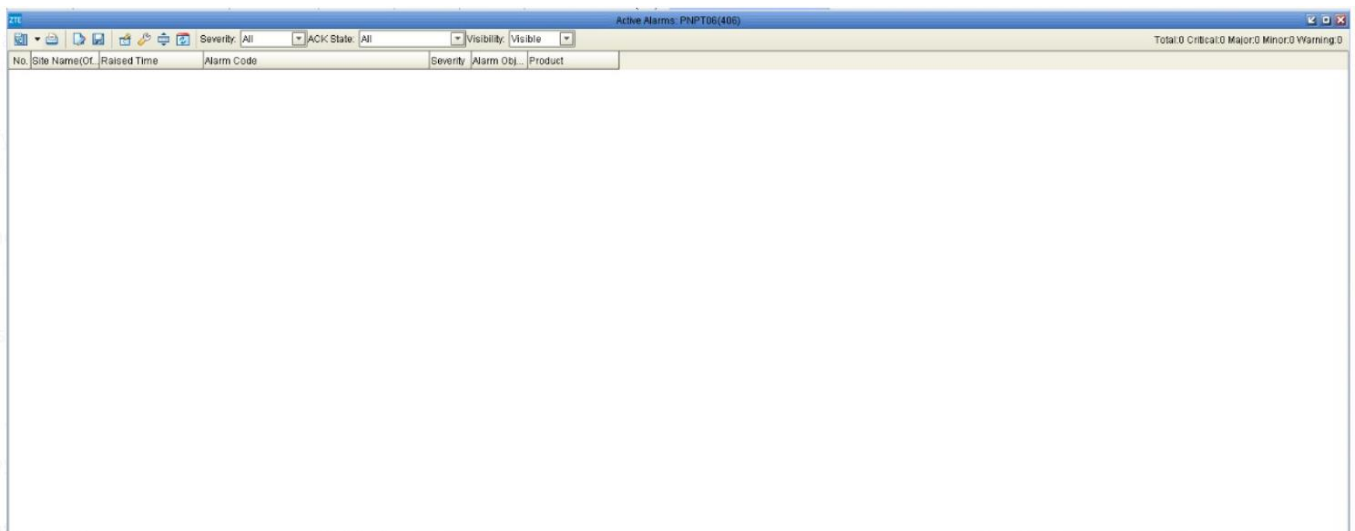


d) Replace hardware as per fault location.



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

In Below Snapshot no any alarm visible , as its cleared.



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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				