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Ericsson Internal		Method of Procedure		1 (6)
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BMAS-20:007385 Uen		A	2020-04-03	

MOP for HARD_BAD Alarm Clearance On Huawei nodes

Table of contents:

A. Introduction

This document outlines the step-by-step process involved in MOP for HARD_BAD alarm clearance to restore traffic during outage.

B. PRE-CHECK

1. *Field support should be available with spare and remote access.*
2. *Need to check latest node backup availability in server.*
3. *Take the current configuration manually as a precautionary measure.*
4. *Check for the mandatory fields in Standard CR Template for if any of the mandatory fields is not duly filled, CR should not be taken for execution.*

5. *Check the data received from authorized Transmission engineer for correctness & all essential data.*

6. *If Circle Head/ CR form does not approve the CR is not duly filled, CR should not be taken for execution.*

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7. Every Outage involve activity should be performed in Night Shift Only.

8. Need backup of Node where the activity is performed before any activity.

9. If any Critical/SA alarms, don't perform activity on the node and ask circle to clear the Alarm.

10. In case of latency, don't perform activity on the node

FOR HARD_BAD alarm clearance Activity: -

This is service impacting activity and node backup should be available of same SW version before carrying out the activity.

We must perform this activity in SA CR window with all required approval during partial outage or non-outage.

❖ *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.*
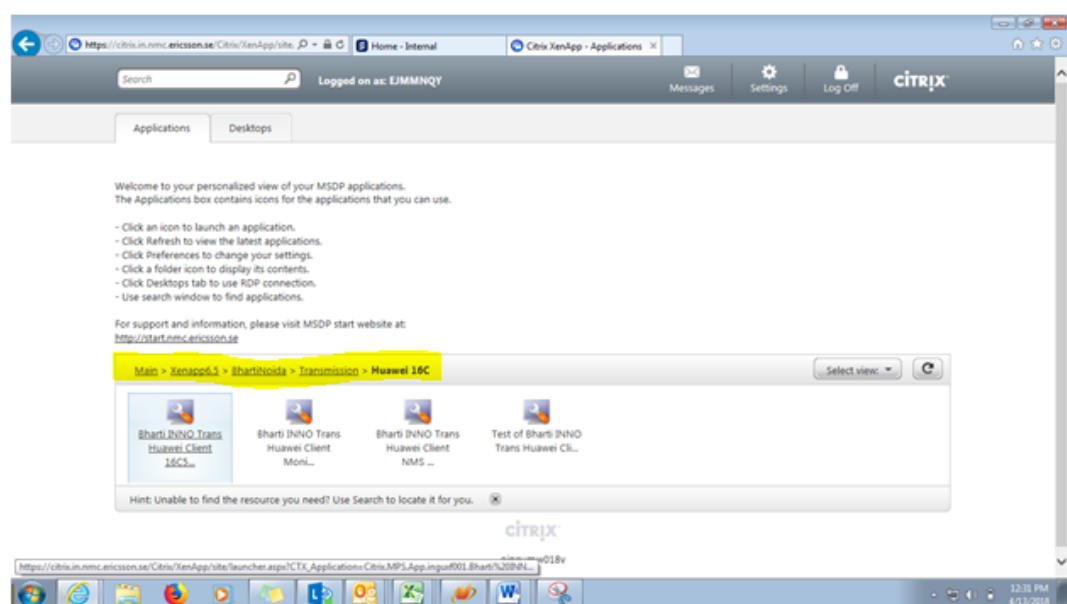
C. Procedure:

STEPS FOR HARD_BAD Alarm clearance

1. Login MSDP through below mentioned link.
https://citrix.in.nmc.ericsson.se/

2. Provide CITRIX username and password.

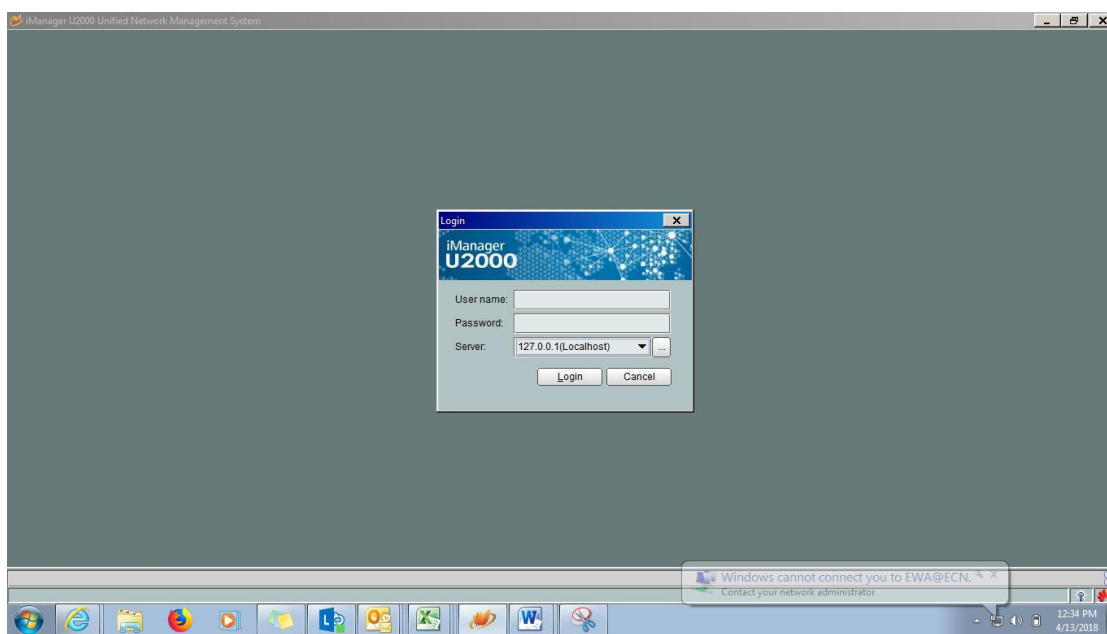| Confidentiality Class	External Confidentiality Label	Document Type		Page
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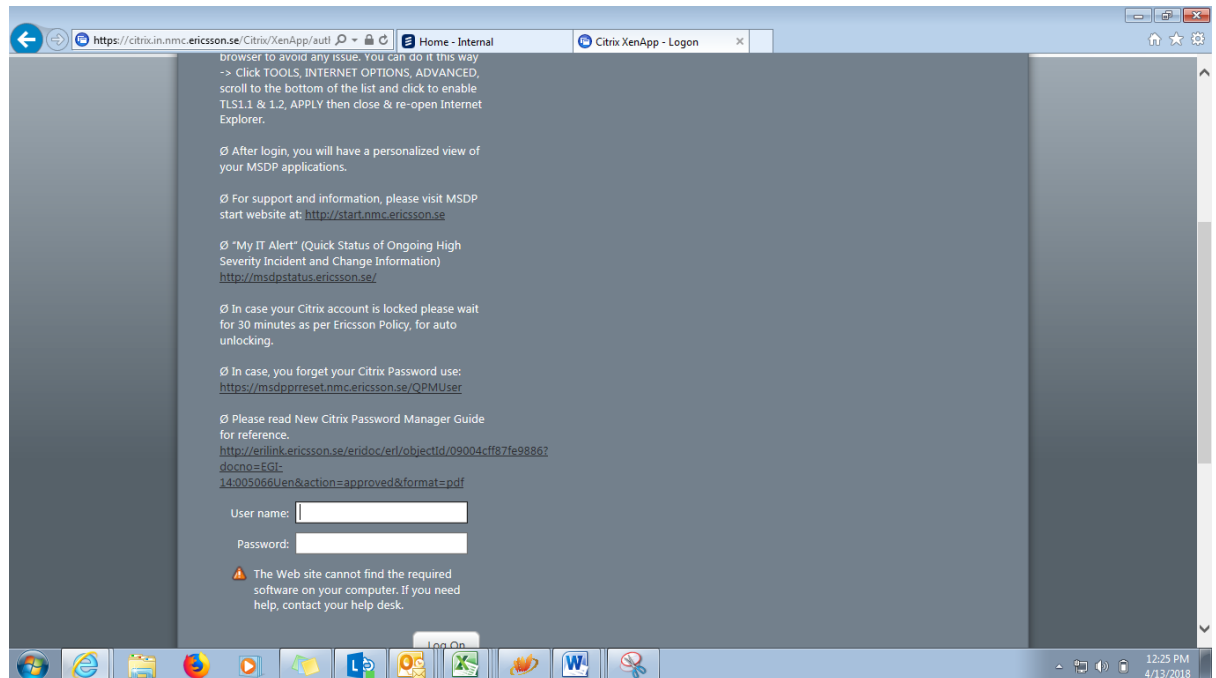
### 3. Click on "Xenapp6.5 >> BhartiNoida >> Transmission >> Huawei 16C/17C/18C >> Bharti INNO Trans Huawei client.

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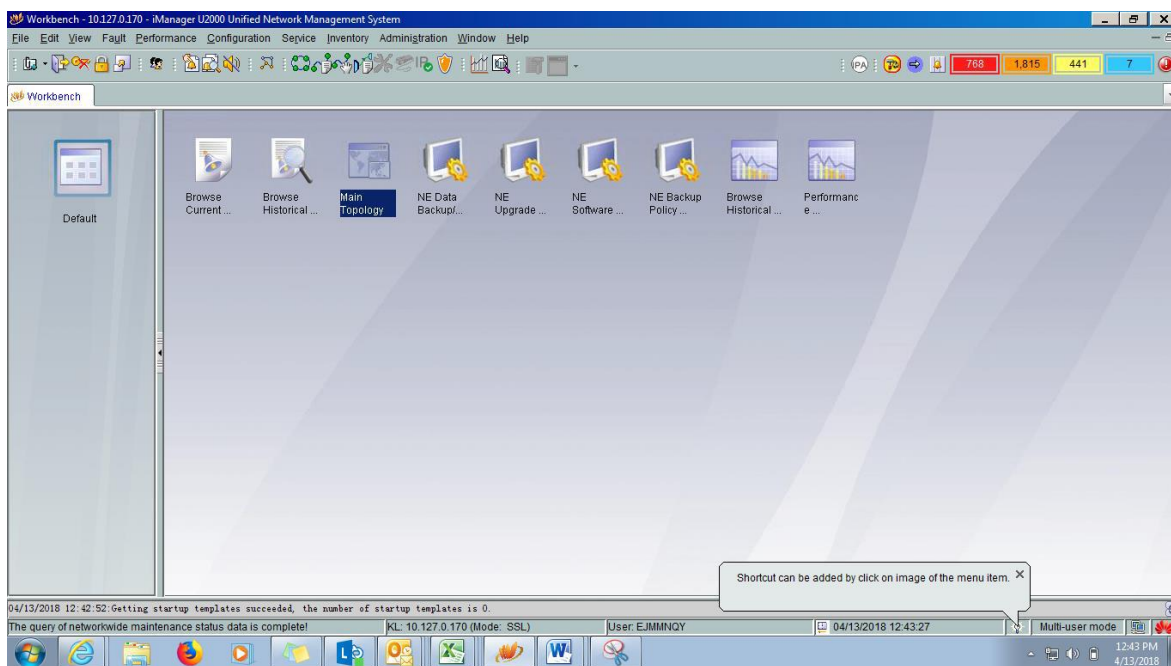
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6. Right Click on the server and click on "FIND" to find the node.
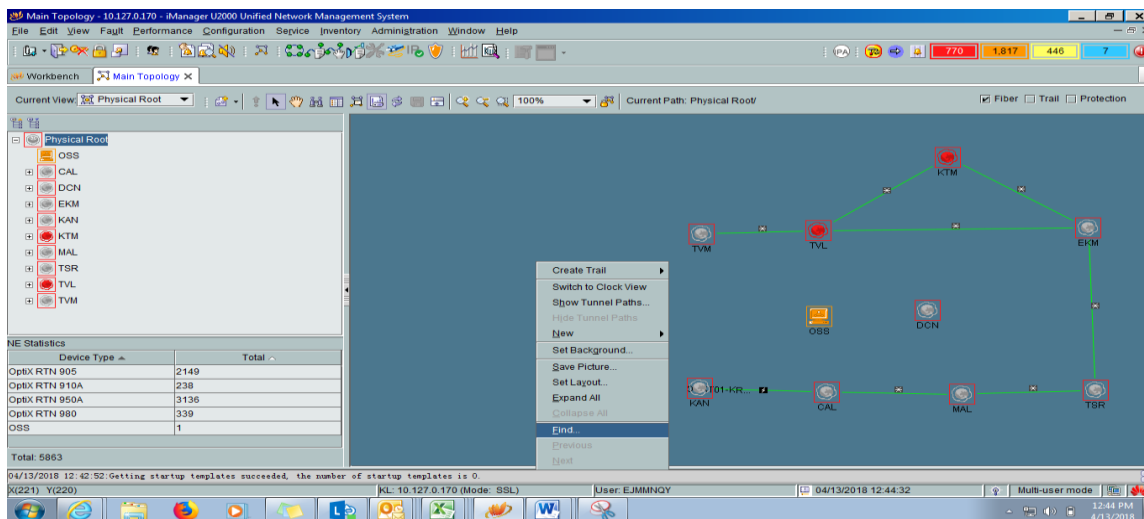
Principle:

The Hard_ BAD alarm indicates an hardware error this alarm is reported when there are hardware related issues or the board is not able to communicate/carry traffic.

Impact and Restriction

When this alarm is occurred, this may hamper traffic running on impacted board.

Traffic impact: Traffic May be completely or partially down when alarm is present.

Name	Meaning
Parameter 1, Parameter 2, Parameter 3	Indicate the internal fault detected by the board.

1. Detailed Steps: -

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Possible Causes:

Cause 1: The board that reports the HARD_BAD alarm and the backplane are not connected properly.

Cause 2: The board that reports the HARD_BAD alarm or system control, switching, and timing board is faulty.

Cause 3: The slot housing the board that reports the HARD_BAD alarm is faulty.

Procedure:

Cause 1: The board that reports the HARD_BAD alarm and the backplane are not connected properly.

    a. Apply warm reset and check the status.

    b. Reseat the board i.e. JOJI operation and check the status.

    c. Check whether the alarm is cleared. If the alarm persists, go to 2.

Cause 2: The board that reports the HARD_BAD alarm or system control, switching, and timing board is faulty.

a. Replace the board that reports the HARD_BAD alarm.

D. Post Activity Health Check:

Please check alarm will be cleared and services also restored.

E. Fallback:

If the issue not resolved than need to shift the services and IF board to another Free slot and configure the services manually.