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Rahul Sharma & Ankur Sharma				
Approved	Checked	Date	Rev	Reference
		21-01-2020	Ver1.0	

MOP of Loss of Active/Standby Communication Link (199005122) for ZTE Site

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Rahul Sharma & Ankur Sharma				
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Activity Description

This activity is for E2E troubleshooting and alarm clearance of Temperature sensor abnormal(198092071)

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

Alarm Name	Loss of Active/standby communication link(199005122)
Alarm Description	Communications Subsystem Failure(306)/Connectivity Lost
Possible Causes – arrange in logical order	The link between this board and master main control board is faulty

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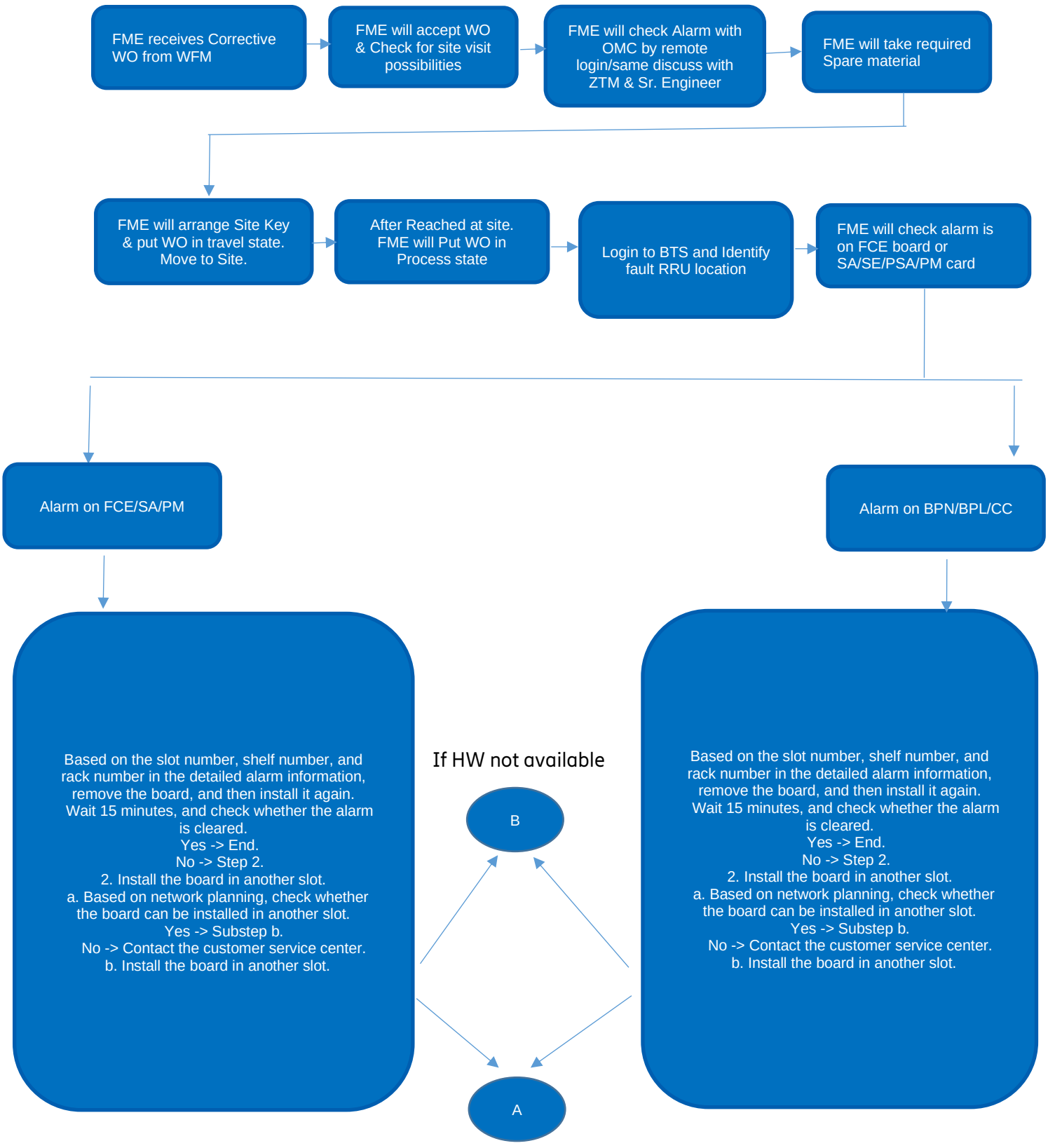
Flow Chart



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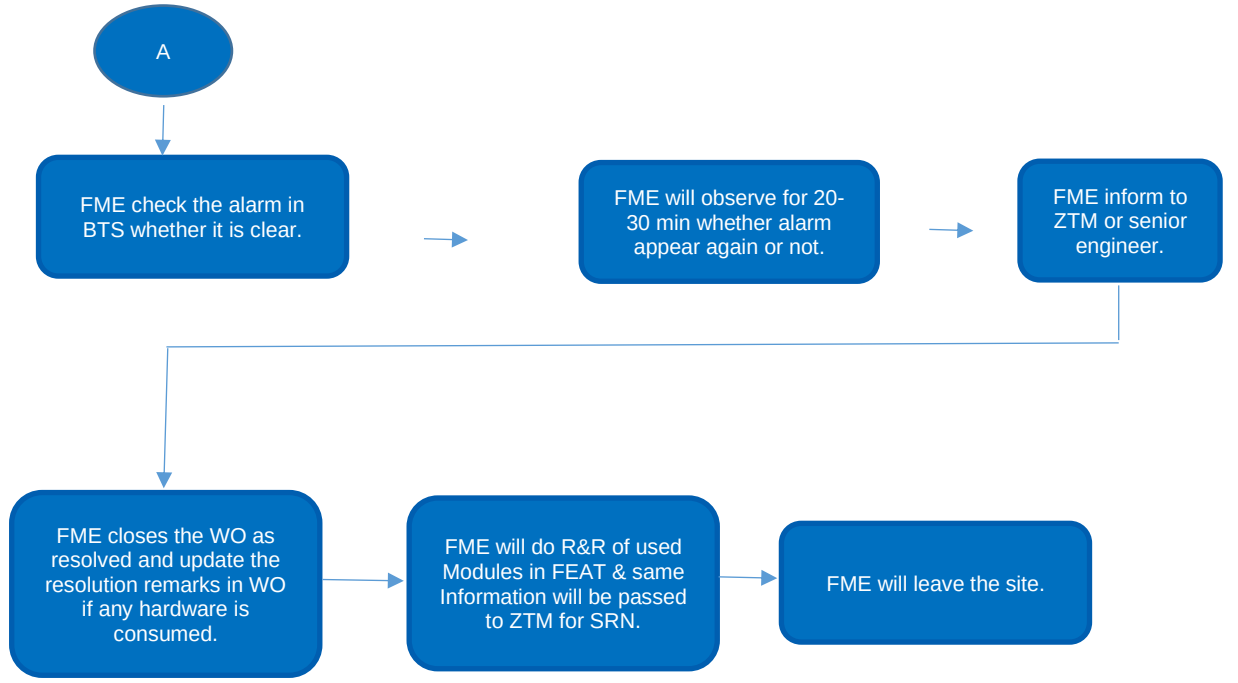

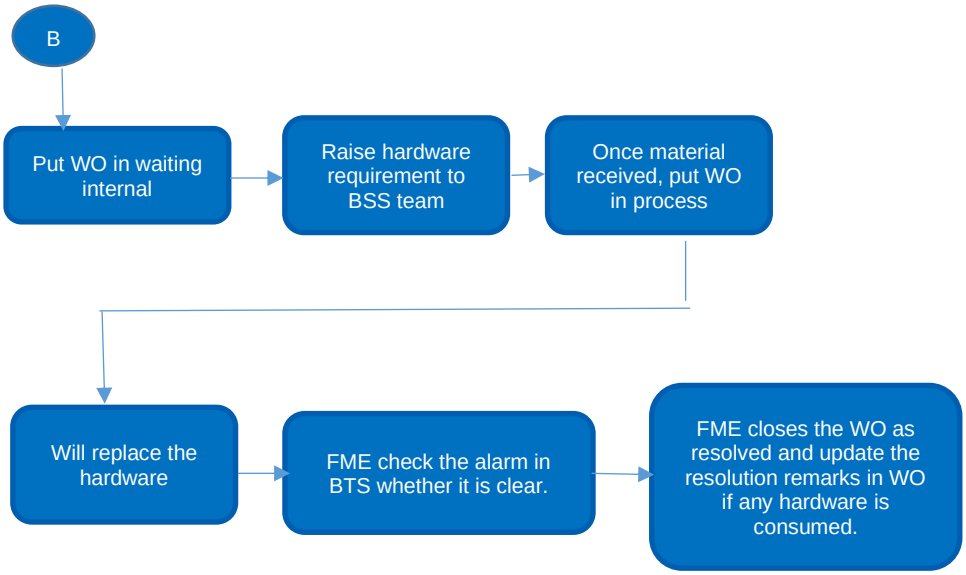

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Activity Summary

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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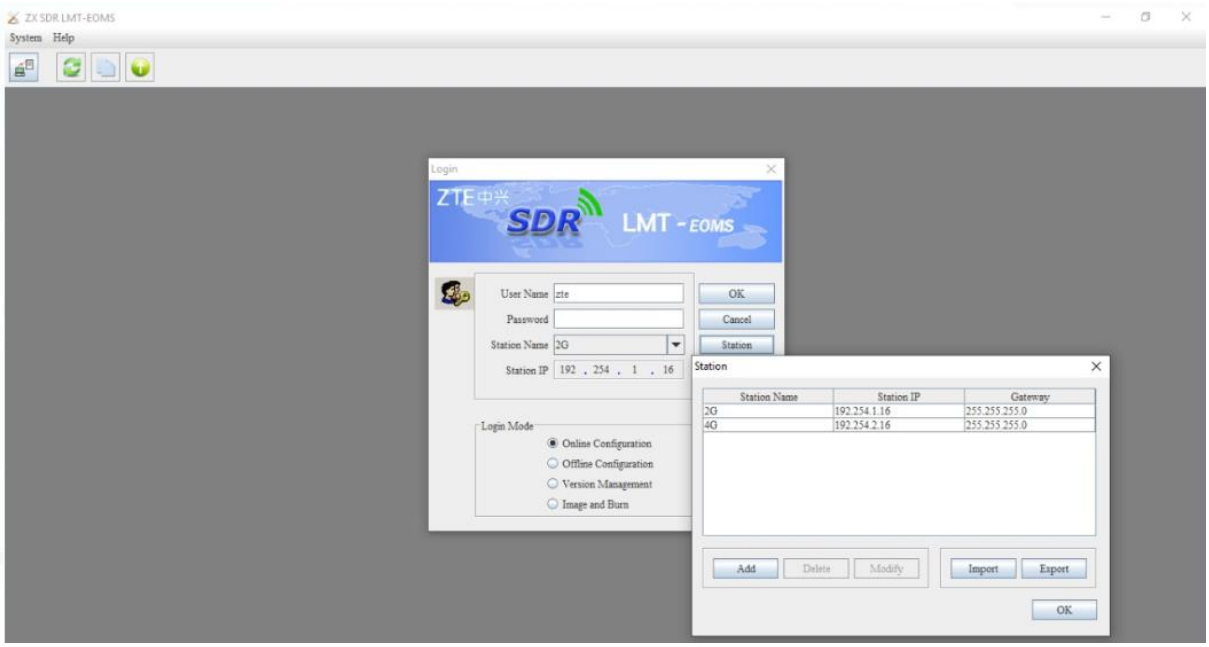
Activity Details

Pre requisites:

1) SVD WO for Temperature sensor abnormal(198092071)alarm.
2) Alarm on OneFM/Netnumen/WFM.

Case : Temperature sensor abnormal(198092071)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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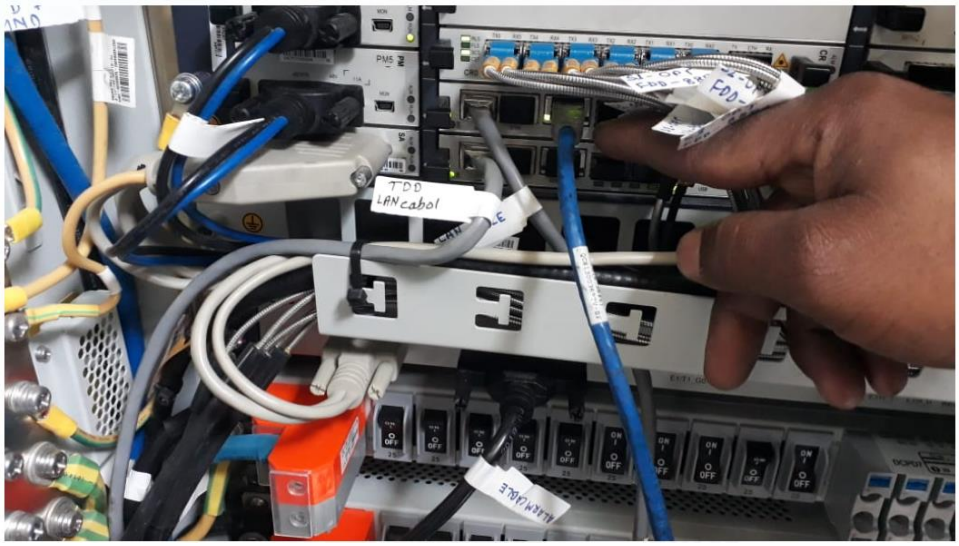

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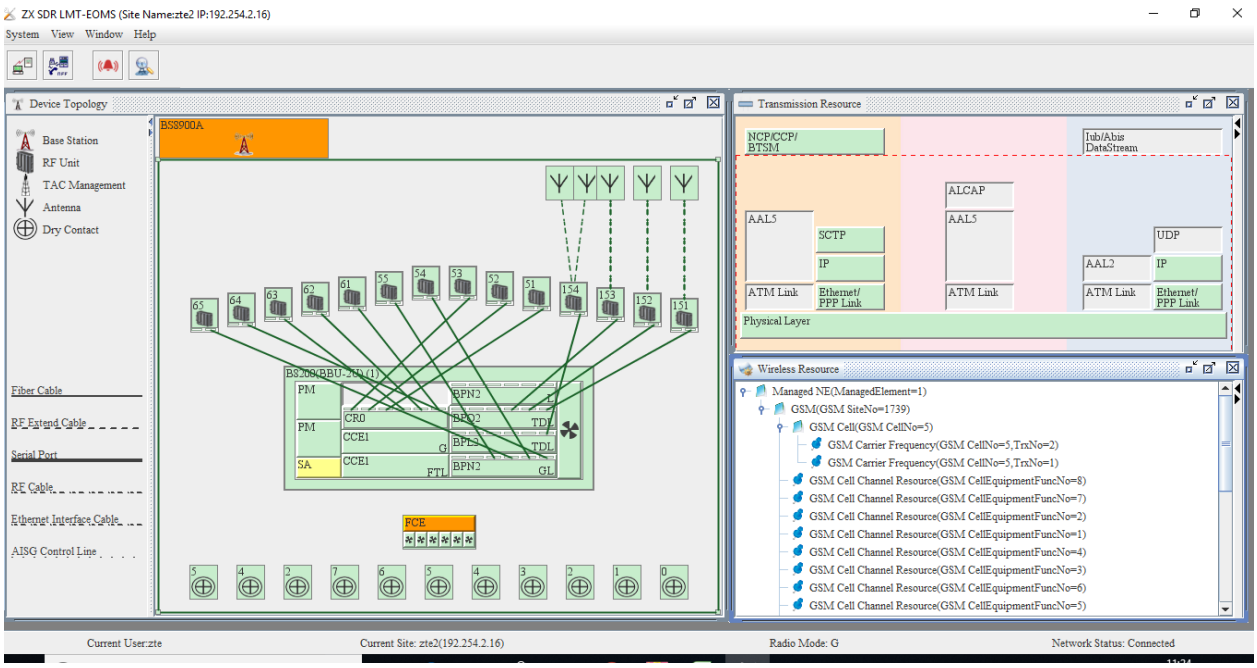
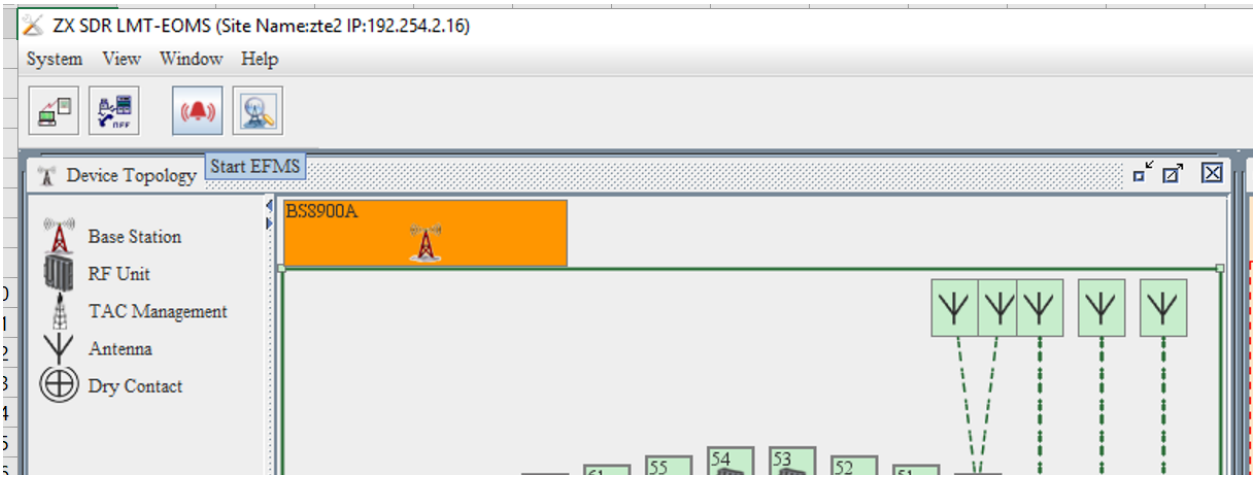


a) Start EFMS to view alarm window



EMS View:-

No.	Ro...	ACK State	Severity	NE	Location	System Type	Alarm Code	Raised Time	NE Type	A
1		Unacknowledged	Major	YMNR61(906611)	Equipment Resource(M...	Platform Alarm(20420)	Board communication link interrupted(198097060)	2020-02-06 16:37:10	ME(MO SDR)	E

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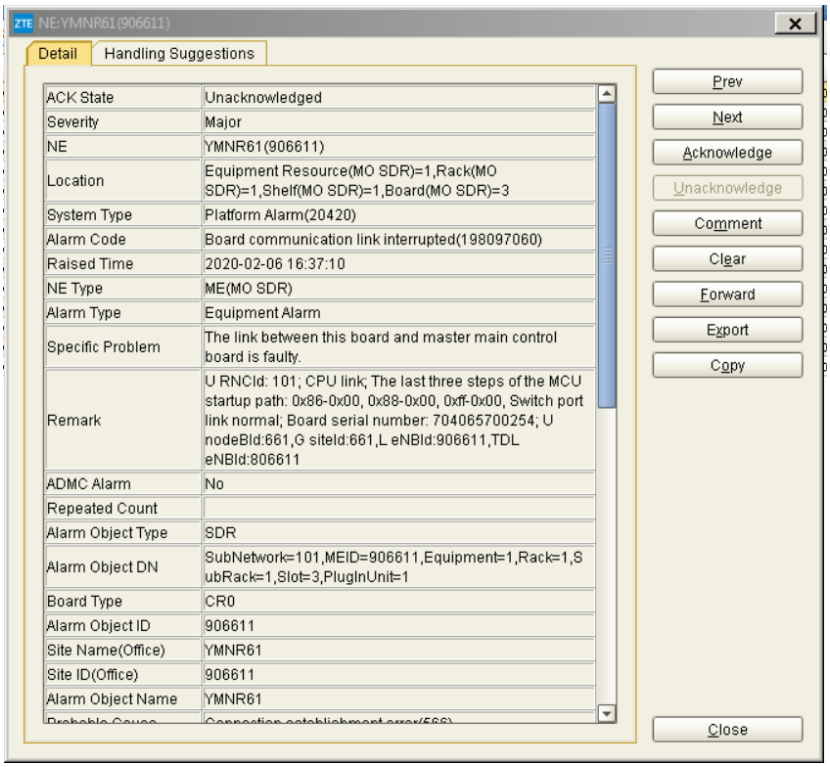
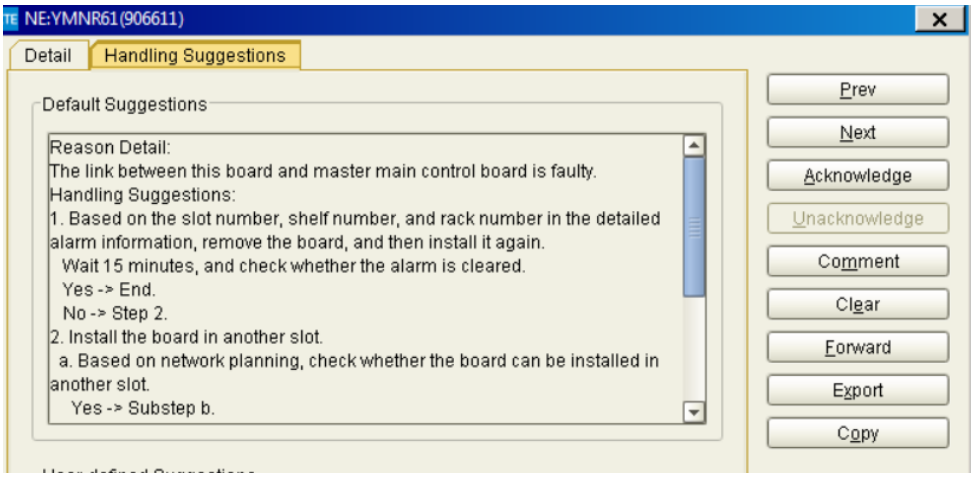
b) Double click on the alarm to check the alarm description.(EMS View):-



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



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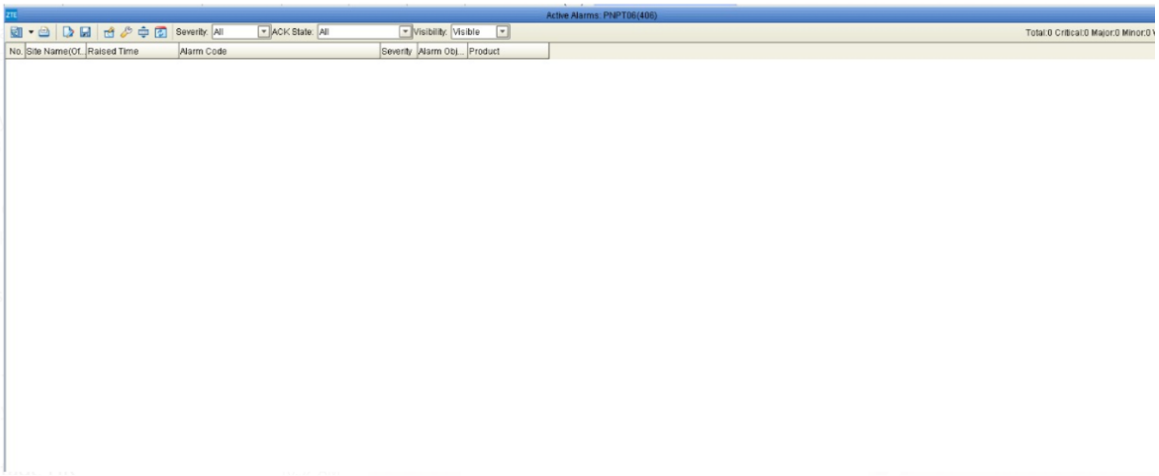
d) Replace hardware as per fault location/Add New hardware W.r.t Board

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				