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(54) **METHOD AND APPARATUS FOR DETERMINING FAULT ROOT CAUSE AND RELATED DEVICE**

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(71) Applicant: **Huawei Technologies Co., Ltd.**,  
Shenzhen (CN)  
(72) Inventors: **Zhiyong Tian**, Wuhan (CN); **Qing Xie**,  
Dongguan (CN); **Jiyu Wang**, Dongguan  
(CN)

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(57) **ABSTRACT**

A method for determining a fault root cause includes obtaining first fault information, where the first fault information includes M alarms, and M is an integer greater than or equal to 1; determining, from N pieces of known fault information based on the M alarms, at least one piece of known fault information that matches the first fault information, where each of the N pieces of known fault information includes a plurality of alarms; and determining, based on a fault root cause of the at least one piece of known fault information, information related to a root cause of the first fault information. The root cause of the first fault information is determined by using the known fault information that matches the first fault information.

