Alcatel-Lucent 5620

SERVICE AWARE MANAGER | RELEASE 9.0 R2

OPTICAL ALARM REFERENCE

3HE 06513 AAAB TQZZA Edition 01

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Preface

The Preface provides general information about the 5620 Service Aware Manager documentation suite.

Note — You can use the Search function of Acrobat Reader (File→Search) to find a term in a PDF of this document. To refine your search, use appropriate search options (for example, search for whole words only or enable case-sensitive searching). You can also search for a term in multiple PDFs at once. For more information, see the Help for Acrobat Reader.

5620 SAM documentation suite

The 5620 SAM documentation suite describes the 5620 SAM and the associated network management of its supported devices. Contact your Alcatel-Lucent support representative for information about specific network or facility considerations.

Table 1 lists the documents in the 5620 SAM documentation suite.

Table 1 5620 SAM customer documentation suite

Guide	Description
5620 SAM core documentation	
5620 SAM Planning Guide	The *5620 SAM Planning Guide* provides information about 5620 SAM scalability and recommended hardware configurations.

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Guide	Description
5620 SAM | 5650 CPAM Installation and Upgrade Guide	The *5620 SAM | 5650 CPAM Installation and Upgrade Guide* provides OS considerations, configuration information, and procedures for the following: • installing, upgrading, and uninstalling 5620 SAM and 5650 CPAM software in standalone and redundant deployments • 5620 SAM system migration to a different system • conversion from a standalone to a redundant 5620 SAM system
5620 SAM User Guide	The *5620 SAM User Guide* provides information about using the 5620 SAM to manage the service-aware IP/MPLS network, including GUI basics, commissioning, service configuration, and policy management. The *5620 SAM User Guide* uses a task-based format. Each chapter contains: • a workflow that describes the steps for configuring and using the functionality • detailed procedures that list the configurable parameters on the associated forms 5620 SAM management information specific to LTE network elements is covered in the *5620 SAM LTE ePC User Guide* and *5620 SAM LTE RAN User Guide*. 5620 SAM management information specific to 1830 PSS network elements is covered in the *5620 SAM Optical User Guide*.
5620 SAM Parameter Guide	The *5620 SAM Parameter Guide* provides: • parameter descriptions that include value ranges and default values • parameter options and option descriptions • parameter and option dependencies • parameter mappings to the 5620 SAM-O XML equivalent property names There are dynamic links between the procedures in the *5620 SAM User Guide* and the parameter descriptions in the *5620 SAM Parameter Guide*. See Procedure 2 for more information. Parameters specific to LTE network elements are covered in the *5620 SAM LTE Parameter Reference*. Parameters specific to 1830 PSS network elements are covered in the *5620 SAM Optical Parameter Reference*.
5620 SAM Statistics Management Guide	The *5620 SAM Statistics Management Guide* provides information about how to configure performance and accounting statistics collection and how to view counters using the 5620 SAM. Network examples are included.
5620 SAM Scripts and Templates Developer Guide	The *5620 SAM Scripts and Templates Developer Guide* provides information that allows you to develop, manage, and execute CLI-based or XML-based scripts or templates. The guide is intended for developers, skilled administrators, and operators who are expected to be familiar with the following: • CLI scripting, XML, and the Velocity engine • basic scripting or programming • 5620 SAM functions

5620 SAM Troubleshooting Guide	The *5620 SAM Troubleshooting Guide* provides task-based procedures and user documentation to:
	• help resolve issues in the managed and management networks
	• identify the root cause and plan corrective action for:
	  • alarm conditions on a network object or customer service
	  • problems on customer services with no associated alarms
	• list problem scenarios, possible solutions, and tools to help check:
	  • network management LANs
	  • network management platforms and operating systems
	  • 5620 SAM client GUIs and client OSS applications
	  • 5620 SAM servers
	  • 5620 SAM databases

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Guide	Description
5620 SAM Maintenance Guide	The *5620 SAM Maintenance Guide* provides procedures for: • generating baseline information for 5620 SAM applications • performing daily, weekly, monthly, and as-required maintenance activities for 5620 SAM-managed networks
5620 SAM Integration Guide	The *5620 SAM Integration Guide* provides procedures to allow the 5620 SAM to integrate with additional components.
5620 SAM System Architecture Guide	The *5620 SAM System Architecture Guide* is intended for technology officers and network planners to increase their knowledge of the 5620 SAM software structure and components. It describes the system structure, software components, and interfaces of the 5620 SAM. In addition, 5620 SAM fault tolerance, security, and network management capabilities are discussed from an architectural perspective.
5620 SAM Supervision Module User Guide	The *5620 SAM Supervision Module User Guide* provides information about how to configure and use the web-based 5620 SAM Supervision Module for fault management and at-a-glance network element monitoring.
5620 SAM Network Element Compatibility Guide	The *5620 SAM Network Element Compatibility Guide* provides release-specific information about the compatibility of managed device features in 5620 SAM releases.
5620 SAM Release Description	The *5620 SAM Release Description* provides information about the new features associated with a 5620 SAM software release.
5620 SAM Glossary	The *5620 SAM Glossary* defines terms and acronyms used in all of the 5620 SAM documentation, including 5620 SAM LTE documentation.
5620 SAM XML OSS Interface Developer Guide	The *5620 SAM XML OSS Interface Developer Guide* provides information that allows you to: • use the 5620 SAM XML OSS interface to access network management information • learn about the information model associated with the managed network • develop OSS applications using the packaged methods, classes, data types, and objects necessary to manage 5620 SAM functions
5620 SAM LTE documentation	
5620 SAM LTE ePC User Guide	The *5620 SAM LTE ePC User Guide* describes how to discover, configure, and manage LTE ePC devices using the 5620 SAM. The guide is intended for LTE ePC network planners, administrators, and operators. Alcatel-Lucent recommends that you review the entire *5620 SAM LTE ePC User Guide* before you attempt to use the 5620 SAM in your LTE network.
5620 SAM LTE RAN User Guide	The *5620 SAM LTE RAN User Guide* describes how to discover, configure, and manage the eNodeB using the 5620 SAM. The guide is intended for LTE RAN network planners, administrators, and operators. Alcatel-Lucent recommends that you review the entire *5620 SAM LTE RAN User Guide* before you attempt to use the 5620 SAM in your LTE network.
5620 SAM LTE Parameter Reference	The *5620 SAM LTE Parameter Reference* provides a list of all LTE ePC and LTE RAN parameters supported in the 5620 SAM.
5620 SAM LTE Alarm Reference	The *5620 SAM LTE Alarm Reference* provides a list of LTE ePC and LTE RAN alarms that can be reported in the 5620 SAM GUI.
5620 SAM 3GPP OSS Interface Developer Guide	The *5620 SAM 3GPP OSS Interface Developer Guide* describes the components and architecture of the 3GPP OSS interface to the 5620 SAM. It includes procedures and samples to assist OSS application developers to use the 3GPP interface to manage LTE devices.
5620 SAM 3GPP OSS Interface Compliance Statements	The *5620 SAM 3GPP OSS Interface Compliance Statements* document describes the compliance of the 5620 SAM 3GPP OSS interface with the 3GPP standard.
5620 SAM LTE RAN Release Description	The *5620 SAM LTE RAN Release Description* provides information about the LTE RAN features associated with the release.

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Guide	Description
5620 SAM optical documentation	
5620 SAM Optical User Guide	The *5620 SAM Optical User Guide* describes how to discover, configure, and manage optical devices using the 5620 SAM. The guide is intended for optical network planners, administrators, and operators. Alcatel-Lucent recommends that you review the entire *5620 SAM Optical User Guide* before you attempt to use the 5620 SAM in your network.
5620 SAM Optical Parameter Reference	The *5620 SAM Optical Parameter Reference* provides a list of all optical device parameters supported in the 5620 SAM.
5620 SAM Optical Alarm Reference	The *5620 SAM Optical Alarm Reference* provides a list of optical device alarms that can be reported in the 5620 SAM GUI.

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Procedure 1 To find the 5620 SAM user documentation

The user documentation is available from the following sources:

- the User_Documentation directory on the product DVD-ROM
- Help→5620 SAM User Documentation in the 5620 SAM client GUI main menu

Note — Users of Mozilla browsers may receive an error message when using the User Documentation Index page (index.html) to open the PDF files in the 5620 SAM documentation suite. The offline storage and default cache values used by the browsers are the cause of the error message.

Alcatel-Lucent recommends changing the offline storage (Mozilla Firefox) or cache (Mozilla 1.7) values to 100 Mbytes to eliminate the error message.

Procedure 2 To view parameter descriptions from the *5620 SAM User Guide*

You can click on a parameter name in a *5620 SAM User Guide* procedure to open the matching parameter description in the *5620 SAM Parameter Guide*. Ensure the following conditions are true beforehand:

- the *5620 SAM Parameter Guide* and *5620 SAM User Guide* are located in the same directory
- Adobe Reader Release 5.0 or later is installed

1 To view a parameter description when both the *5620 SAM User Guide* and the *5620 SAM Parameter Guide* are open in Adobe Acrobat, click on the parameter name in the *5620 SAM User Guide*.

The parameter description is displayed in the *5620 SAM Parameter Guide*.

2 To view a parameter description when only the *5620 SAM User Guide* is open in Adobe Acrobat:

i Click on a parameter name in a procedure in the *5620 SAM User Guide*. The *5620 SAM User Guide* closes and the *5620 SAM Parameter Guide* opens to display the parameter description.

ii Double-click on the Previous View button in Adobe Acrobat (or press Alt + ←) to re-open the *5620 SAM User Guide*. The *5620 SAM User Guide* opens and displays the parameter from step i.

Prerequisites

Readers of the 5620 SAM documentation suite are assumed to be familiar with the following:

- 5620 SAM software structure and components
- 5620 SAM GUI operations and tools
- typical 5620 SAM management tasks and procedures
- device and network management concepts

Conventions

Table 2 lists the conventions that are used throughout the documentation.

Table 2 Documentation conventions

Convention	Description	Example
Key name	Press a keyboard key	Delete
Italics	Identifies a variable	*hostname*

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Convention	Description	Example
Key+Key	Type the appropriate consecutive keystroke sequence	CTRL+G
Key–Key	Type the appropriate simultaneous keystroke sequence	CTRL–G
*	An asterisk is a wildcard character, which means “any character” in a search argument.	log_file*.txt
↵	Press the Return key	↵
—	An em dash indicates there is no information.	—
→	Indicates that a cascading submenu results from selecting a menu item	Policies→Alarm Policies

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Procedures with options or substeps

When there are options in a procedure, they are identified by letters. When there are substeps in a procedure, they are identified by Roman numerals.

Example of options in a procedure

At step 1, you can choose option a or b. At step 2, you must do what the step indicates.

1 This step offers two options. You must choose one of the following.

- **a** This is one option.
- **b** This is another option.

2 You must perform this step.

Example of substeps in a procedure

At step 1, you must perform a series of substeps within a step. At step 2, you must do what the step indicates.

1 This step has a series of substeps that you must perform to complete the step. You must perform the following substeps.

- **i** This is the first substep.
- **ii** This is the second substep.
- **iii** This is the third substep.

2 You must perform this step.

Measurement conventions

Measurements in this document are expressed in metric units and follow the Système international d’unités (SI) standard for abbreviation of metric units. If imperial measurements are included, they appear in brackets following the metric unit.

Table 3 lists the measurement symbols used in this document.

Table 3 Bits and bytes conventions

Measurement	Symbol
bit	b
byte	byte
kilobits per second	kb/s

Important information

The following conventions are used to indicate important information:

Warning — Warning indicates that the described activity or situation may, or will, cause equipment damage or serious performance problems.

Caution — Caution indicates that the described activity or situation may, or will, cause service interruption.

Note — Notes provide information that is, or may be, of special interest.

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1830 PSS alarms overview

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1830 PSS alarms overview

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1 — Managing 5620 SAM 1830 PSS alarms

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1.2 Additional 5620 SAM 1830 PSS alarm management resources *1-3*

1.1 Managing 5620 SAM 1830 PSS alarms overview

This chapter provides an overview of 5620 SAM alarm management for the 1830 PSS devices.

Alarms for network objects

The 5620 SAM converts SNMP traps from NEs to events and alarms. You can then use the 5620 SAM to correlate the events and alarms to the managed object, configured services and policies. A correlated event or alarm can cause fault conditions on multiple network objects and services. For example, an alarm raised for a port failure causes alarms on all services that use that port. You can view the alarm notification from the 5620 SAM topology maps, service configuration forms, and customer information form that lists the affected objects.

The 5620 SAM alarm-based fault management system provides the following functionality

- correlation of alarms with equipment- and service-affecting faults
- updates to the managed object operational status in near-real-time
- alarm policy control that allows a network administrator to specify how to process alarms, and how to create and store the alarm logs
- point-and-click alarm management using the 5620 SAM GUI dynamic alarm list and object properties forms
- ability to log the actions to correct the associated fault by adding notes to the alarm
- alarm history for performing trend analysis

Service problems with no associated alarms

The proper delivery of services requires a number of operations that must occur correctly at different levels within the service model. For example, an operation such as the association of packets to a service, VC labels to a service, and each service to a service tunnel must be performed successfully for the service to pass traffic according to SLAs.

Even when tunnels are operating correctly and are correctly bound to services, for example, incorrect FIB information can cause connectivity issues. You can use configurable in-band or out-of-band packet-based OAM tools to verify that a service is operational and that the FIB information is correct. Each OAM diagnostic can test each of the individual packet operations. You must test the packet operation in both directions.

For in-band, packet-based testing, the OAM packets closely resemble customer packets to effectively test the forwarding path for the customer. However, you can distinguish the OAM packets from customer packets, so they remain within the managed network and are not forwarded to the customer. For out-of-band testing, OAM packets are sent across some portion of the transport network. For example, OAM packets are sent across LSPs to test reachability.

Service affecting and non-service affecting alarms

1830 PSS alarms are defined as being service or non-service affecting. Service affecting alarms refer to alarms that impact or interfere with network service. Non-service affecting alarms refer to alarms that do not impact or interfere with network service. The classification of the alarms as service or non-service affecting will be displayed in the Additional Text column of the 5620 SAM GUI alarm window.

The 5620 SAM allows you to configure alarm behavior using alarm policies. For detailed information about configuring alarm behavior, see the Alarm management chapter in the *5620 SAM User Guide*.

1.2 Additional 5620 SAM 1830 PSS alarm management resources

Table 1-1 lists where to find more information about how to manage alarms, how to use alarms for troubleshooting and the location of alarm descriptions.

Table 1-1 5620 SAM 1830 PSS Alarm management resources

For information about	See
• 1830 PSS domain alarm descriptions • 1830 PSS service domain alarm descriptions	Table 2-1
1830 PSS alarm management using the 5620 SAM	*5620 SAM User Guide*
Troubleshooting 1830 PSS alarms	*5620 SAM 1830 PSS User Guide*
• alarm status, severity, and aggregation • alarm thresholds • alarm suppression • correlated alarms • automatic purging of alarms • fault management using alarms	*5620 SAM User Guide*
• troubleshooting using network alarms • 5620 SAM non-1830 PSS alarm description tables	*5620 SAM Troubleshooting Guide*

2 — 1830 PSS alarm description tables

2.1 5620 SAM 1830 PSS alarm description tables *2-2*

2.2 1830 PSS domain alarms *2-2*

2.1 5620 SAM 1830 PSS alarm description tables

This chapter describes the 1830 PSS alarms in the optical domain that the 5620 SAM can raise.

Chapter 1 lists where to find more information about how to manage alarms and how to use alarms for troubleshooting.

For information about 1830 PSS alarms in other domains, see the *5620 SAM Troubleshooting Guide*.

2.2 1830 PSS domain alarms

Table 2-1 lists and describes the 5620 SAM 1830 PSS domain alarms. The alarms are ordered alphabetically. A Type or Probable cause value includes a numeric identifier.

Table 2-1 Domain: optical

Alarm	Attributes	Description
Name: AISLine (2902) Type: communicationAlarm (96) Probable cause: LossofSignal (1089)	Severity: Info Object Type (class): OpticalPortSpecifics Domain: optical Implicitly cleared (self-clearing): No	The alarm is raised when the sonet alarm indication occurs.
Name: ExcessiveBER (2903) Type: communicationAlarm (96) Probable cause: LossofSignal (1089)	Severity: Critical Object Type (class): OpticalPortSpecifics Domain: optical Implicitly cleared (self-clearing): No	The alarm is raised when the sonet signal fails.
Name: RFILine (2904) Type: communicationAlarm (96) Probable cause: LossofSignal (1089)	Severity: Info Object Type (class): OpticalPortSpecifics Domain: optical Implicitly cleared (self-clearing): No	The alarm is raised when the sonet remote line fails.
Name: SignalDegrade (2091) Type: communicationAlarm (96) Probable cause: LossofSignal (1089)	Severity: Major Object Type (class): OpticalPortSpecifics Domain: optical Implicitly cleared (self-clearing): No	The alarm is raised when the sonet singnal degrades.
Name: SonetLossofSingal (2905) Type: communicationAlarm (96) Probable cause: LossofSignal (1089)	Severity: Critical Object Type (class): OpticalPortSpecifics Domain: optical Implicitly cleared (self-clearing): No	The alarm is raised when sonet/sdh loss of signal occurs.

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Alarm	Attributes	Description
Name: SystemModeChange (1923) Type: equipmentAlarm (3) Probable cause: systemModeChange (923)	Severity: Major Object Type (class): OpticalNeProperties Domain: optical Implicitly cleared (self-clearing): No	The alarm is raised when an NE undergoes a system mode change, for ex. from SONET to SDH mode. The alarm information includes the Site ID, old system mode value and new system mode value.
Name: TransportServiceDown (2906) Type: serviceDown (88) Probable cause: PortOperationStateDown (1112)	Severity: Critical Object Type (class): TransportService Domain: optical Implicitly cleared (self-clearing): Yes	The alarm is raised when the Operational State of a XC is down.

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Customer documentation and product support

Customer documentation

http://www.alcatel-lucent.com/myaccess

Product manuals and documentation updates are available at alcatel-lucent.com. If you are a new user and require access to this service, please contact your Alcatel-Lucent sales representative.

Technical Support

http://support.alcatel-lucent.com

Documentation feedback

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