

3.4 Network Performance Status Check

These tasks are related to activities involving device reachability, device interface and WAN link status.

3.4.1 TASK | Stablenet – Interface Status

TASK DETAILS:

This task verifies the interface status of every device in the network. It can be performed using the Default measurement tree.

TASK PROPERTIES:

Main Product: SIS TEL ATN NMS, SIS TEL ATN VCX, SIS TEL ATN DATA SOLUTION, SIS TEL ATN GRAVAÇÃO AND SIS TEL ATN VSAT

Frequency: Monthly

Level: Base

Expected Duration: 60min

#Technicians: 01

Equipment Out of Service: None

Unavailability Period: None

Way to Work: NA

Task Classification: NA

APPLICABLE HOST-TYPES:

All network devices

CONFIGURATION ITEM:

N/A

PRE-REQUISITES:

In case of unavailability of any of the below mentioned Pre-Requisites, contact Frequentis Support.

ID	Pre-Requisites
1	Verify Infosim StableNet GUI access
2	Verify Infosim StableNet access
3	Verify Infosim StableNet login
4	Verify access to the "Default Measurement Tree" alarm tree

PREVENTIVE ACTIONS:

Check the Defaut Measurement Tree – Interfaces alarm.

CORRECTIVE ACTIONS:

After identifying the alarmed interface(s), send a technician to check the status LED of the interface.

1 - Check if the cable is correctly connected to the interface. If the cable is disconnected, reconnect it. Check the connection.

2 - If there is still no connection, verify if the conectors of the cable are OK. Use a Network Cable Tester.

3 – If the issue persists, check the configuration of the interface on the Switch/Router.

- Verify the interface is up/down;
- Check the Interface configuration;
- Check switch logs if any configuration was recently changed;

For any action performed, wait for 5 minutes and check with the NMS StableNet.

Obs: For more details, see the item 7.2.4 “Interface” of the document **16B StableNet-Back-Office-Manual** pages 118 and 119.

TROUBLESHOOTING:

No troubleshooting

INTERFACES:

Information is collected via SNMP from each device and transmitted via VLAN50 on the ATN-Br network.

MONITORING:

The "Default Measurement Tree" can be used for a view of the alerts.

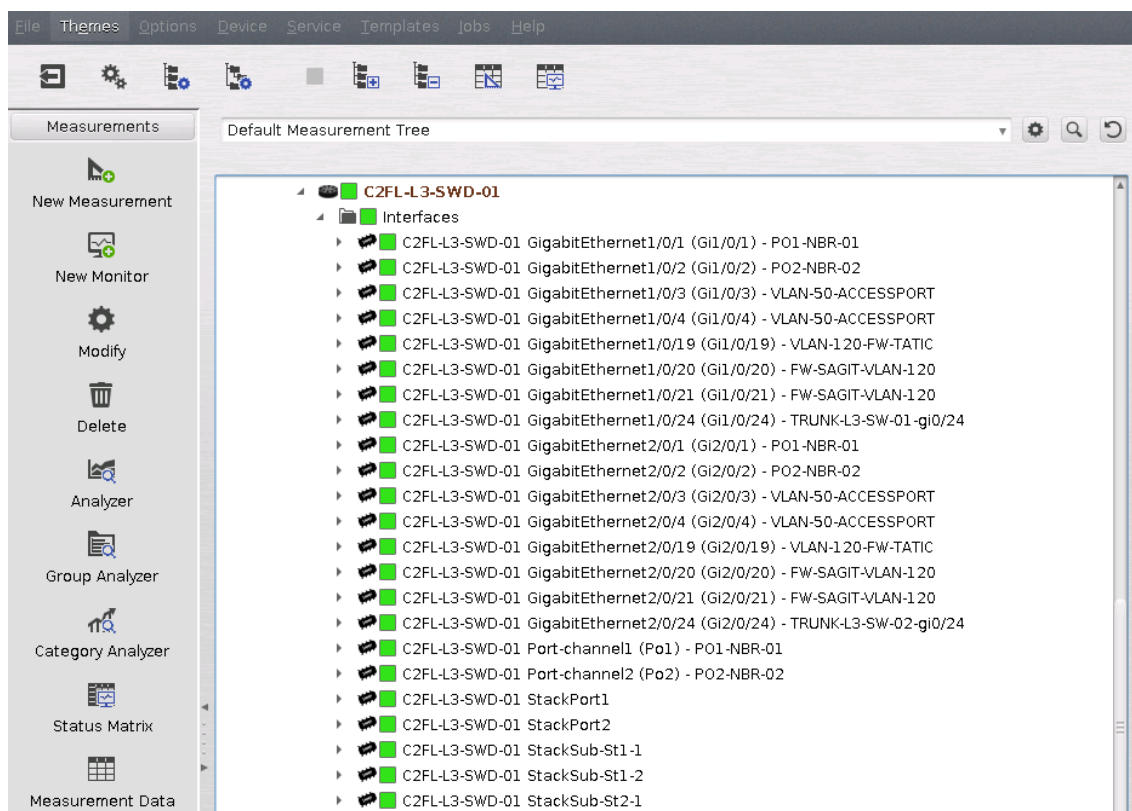


Fig. 20: StableNet – "Default Measurement Tree – Interface Status"

SECURITY:

No security steps are applicable for this task.

RELEASE:

StableNet 8.1.4a and above.

SUMMARY OF TASK VERIFICATION AND ACTIONS:

ITEM	DESCRIPTION
Failure Type	Connectivity
Failure	Reachability Failure
Effect	Device Unavailability
Cause	Interface Failure / Device Failure
Solution	Change Interface / Replace Device

3.4.2 TASK | Stablenet – Device Reachability

TASK DETAILS:

This task verifies the reachability of every device of the network. It can be performed using the Default measurement tree, which checks the connectivity of all devices via **VLAN50** only.

Also, the weather map of the devices will display the status of every device.

TASK PROPERTIES:

Main Product: SIS TEL ATN NMS, SIS TEL ATN VCX, SIS TEL ATN DATA SOLUTION, SIS TEL ATN GRAVAÇÃO AND SIS TEL ATN VSAT

Frequency: Weekly

Level: Base

Expected Duration: 30min

#Technicians: 01

Equipment Out of Service: None

Unavailability Period: None

Way to Work: NA

Task Classification: NA

APPLICABLE HOST-TYPES:

All devices of the network.

CONFIGURATION ITEM:

N/A.

PRE-REQUISITES:

In case of unavailability of any of the below-mentioned Pre-Requisites, contact Frequentis Support.

ID	Pre-Requisites
1	Verify Infosim StableNet GUI access
2	Verify Infosim StableNet access
3	Verify Infosim StableNet login
4	Verify access to the "Default Measurement Tree" alarm tree

PREVENTIVE ACTIONS:

Check the Defaut Measurement Tree – device alarm.

CORRECTIVE ACTIONS:

Before ask local technician to check the device, there are some steps which can be done remotely in order to check the connection. The Default Measurement Tree only shows if the connectivity from **VLAN50** is lost, but in several devices, there is connectivity in other VLANs.

- 1 – Check If the rest of the site network of all devices are still reachable;
- 2 – Log in to a local device and check the connectivity of the unreachable devices in the LAN segment;
- 3 – Check the switch/router where the effected device is connected to.
 - Verify the interface is up/down;
 - Check the Interface configuration;
 - Check switch logs if any configuration was recently changed;

If all the steps above are OK, contact a local technician and follow the steps below.

4 – Is the device turned on?

5 – Check the cable. Is it connected and is the interface LED blinking? If the cable is disconnected, reconnect it. Check if there is connection. If not, try to change the interface to see if there is an issue with the specific interface as regarded in 3.4.1.

6 – If there is still no connection, verify if the connectors of the cable are OK. Use a Network Cable Tester.

For any action performed, wait for 5 minutes and check with the NMS StableNet.

Obs: For more details, see the item 7.2.1 “Health” pages 116 and 117 from the document **16B StableNet-Back-Office-Manual** and item 10.5.1 “Device List” pages 133 and 134 from the document **StableNet-User-Manual**.

TROUBLESHOOTING:

No troubleshooting

INTERFACES:

Information is collected via SNMP from each device and transmitted via VLAN50 on the ATN-Br network.

MONITORING:

The "Default Measurement Tree" can be used for monitoring.

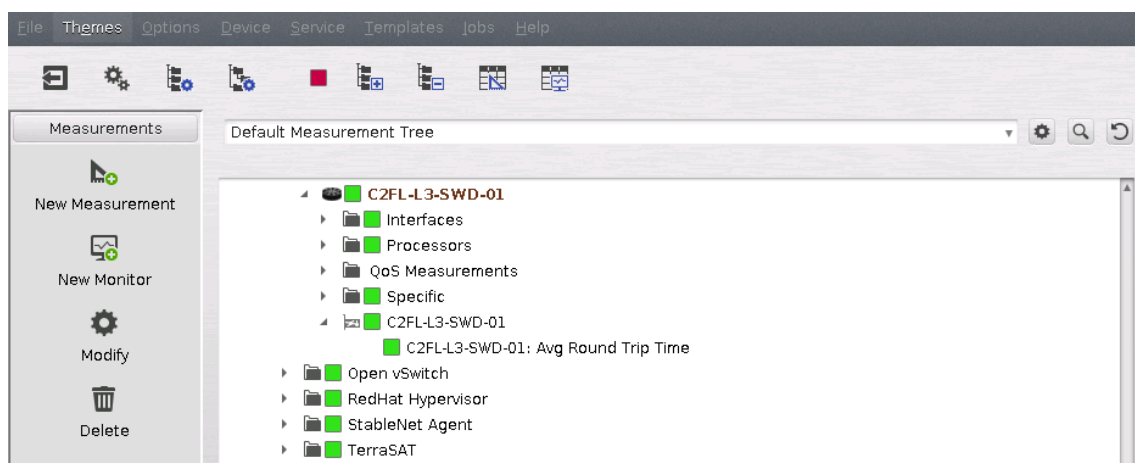


Fig. 21: StableNet – "Default Measurement Trees – Avg Round Trip Time"

The Weather Map of the devices can also be used as a tool for a more complete view.



Fig. 22: StableNet – Weather Map CINDACTA X – VCX-IPs”

Any device with an alarm will be shown in its site tree. All site trees can be expanded for a more detailed view.

SECURITY:

No security steps are applicable for this task.

RELEASE:

StableNet 8.1.4a and above.

SUMMARY OF TASK VERIFICATION AND ACTIONS:

ITEM	DESCRIPTION
Failure Type	Connectivity
Failure	Reachability Failure
Effect	Device Unavailability
Cause	Device Failure
Solution	Replace Device

3.4.3 TASK | Stablenet – Site Path Status

TASK DETAILS:

This task verifies the path status of each site. It can be performed using the Default measurement tree. Also, the weather map of the links will display the status of all links available at each site (MPLS, PPP, and VSAT), and it is a more practical way of monitoring.

TASK PROPERTIES:

Main Product: SIS TEL ATN NMS

Frequency: Daily

Level: Base

Expected Duration: 10min

#Technicians: 01

Equipment Out of Service: None

Unavailability Period: None

Way to Work: NA

Task Classification: NA

APPLICABLE HOST-TYPES:

NBR

CONFIGURATION ITEM:

VCX-IP

PRE-REQUISITES:

In case of unavailability of any of the below mentioned Pre-Requisites contact Frequentis Support.

ID	Pre-Requisites
1	Verify NetBroker GUI access
2	Verify StableNet access
3	Verify Infosim StableNet login
4	Verify access to the "Default Measurement Tree – Netbroker Path Status" alarm tree

PREVENTIVE ACTIONS:

Check the Defaut Measurement Tree alarm.

INTERFACES:

Information is collected via SNMP from the NetBroker or Cisco devices and transmitted via VLAN50 on the ATN-Br network.

MONITORING:

On Stablenet, check the site path status using the Weather Map of the links, as shown below. From it, one can see the path status and check for any alarm.

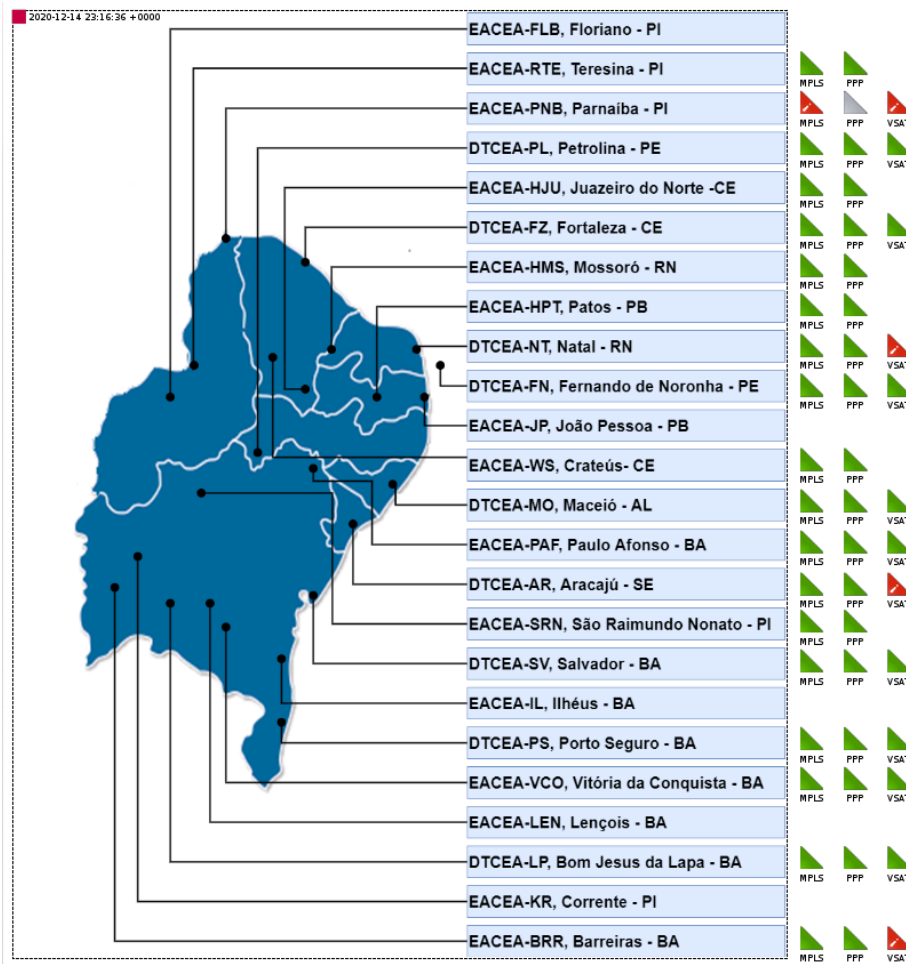


Fig. 23: StableNet – Weather Map Links – “Cindacta 3 – Links – General View”

Another possibility is to check it in the Default Measurement Tree. For sites where there is Data Solution/NetBroker, the information is found in the “Default Measurement Tree – NetBroker Path Status”.

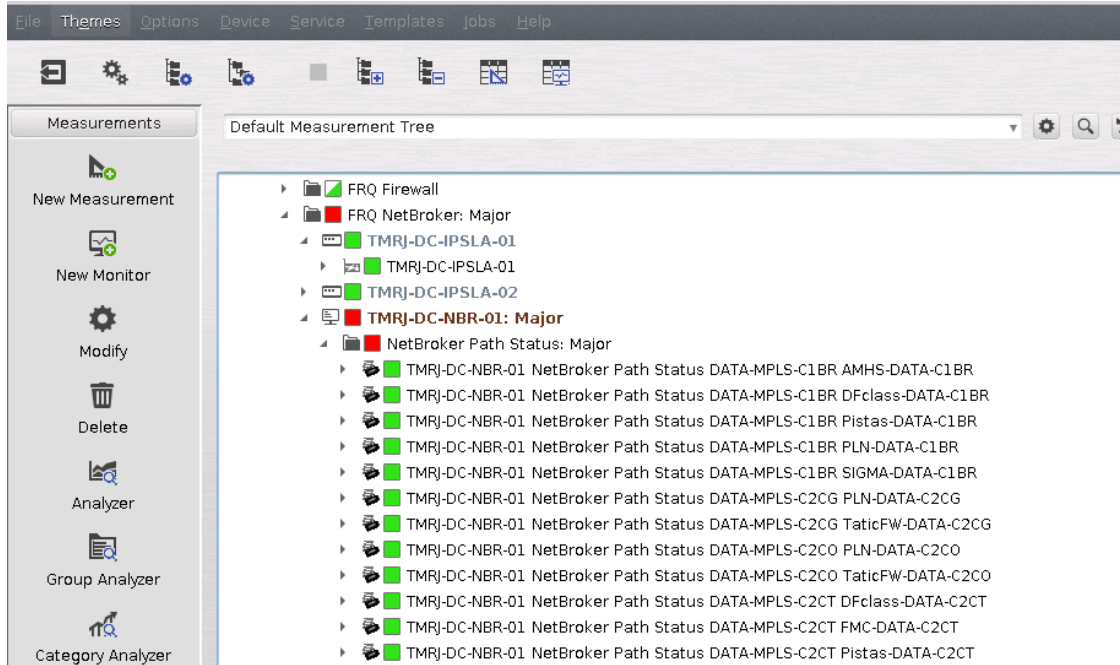


Fig. 24: StableNet – Default Measurement Tree – Netbroker Path Status”

For sites without Data Solution/NetBroker, the information is found in the “Default Measurement Tree – IP SLA”.

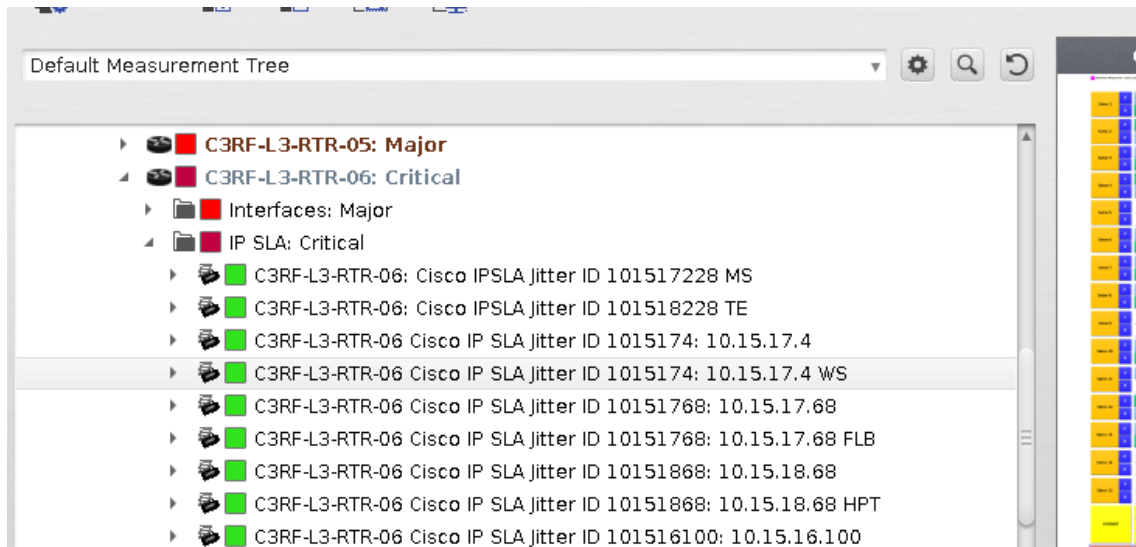


Fig. 25: StableNet – Default Measurement Tree – IP SLA”

CORRECTIVE ACTIONS:

Check if the site IP SLA status of all WANs are OK as described in the task **3.3.3**. After checking in the NBR GUI, if one of the WAN are down, contact the network provider, and report the problem.

For any action performed, wait for 5 minutes and check with the NMS StableNet.

Obs: In some cases, it might be necessary to do another verification in order to find out the root cause and it should be performed by a qualified professional in the ATN-Br network.

SECURITY:

No security steps are applicable for this task.

RELEASE:

StableNet 8.1.4a and above.

SUMMARY OF TASK VERIFICATION AND ACTIONS:

ITEM	DESCRIPTION
Failure Type	Connectivity
Failure	Preferred WAN Failure Detected
Effect	Alternate WAN Used
Cause	RTP Packet Losses
Solution	Re-establish the Service in the Preferred WAN

3.4.4 TASK | Stablenet – VCX ICCB Reachability

TASK DETAILS:

This task verifies the reachability of each ICCB of every VCX-IP. It can be performed using the Default measurement tree.

TASK PROPERTIES:

Main Product: SIS TEL ATN VCX

Frequency: Monthly

Level: Base

Expected Duration: 30min

#Technicians: 01

Equipment Out of Service: None

Unavailability Period: None

Way to Work: NA

Task Classification: NA

APPLICABLE HOST-TYPES:

All XXXX-L3-VCX-XX hosts

CONFIGURATION ITEM:

N/A

PRE-REQUISITES:

In case of unavailability of any of the below mentioned Pre-Requisites, contact Frequentis Support.

ID	Pre-Requisites
1	Verify Infosim StableNet GUI access
2	Verify Infosim StableNet access
3	Verify Infosim StableNet login
4	Verify access to the "Default Measurement Tree" alarm tree

PREVENTIVE ACTIONS:

Check the Defaut Measurement Tree – FRQ VCX-IP alarm.

CORRECTIVE ACTIONS:

Before ask local technician to check the device, follow the steps below to check the connectivity of the ICCB.

1 – Are there any services affected?

1 – Do a ping test to the ip address of the ICCB.

- Does it ping?

2 – Log in to a local device (MFI Switch) and check the connectivity of the ICCB in the LAN segment.

3 – Check the switch/router where the effected ICCB is connected to.

- Verify the interface is up/down;
- Check the Interface configuration;
- Check switch logs if any configuration was recently changed;

If all the steps above are OK, follow the below instructions.

After identifying the alarmed ICCB module, send a technician to check the cable connections. If the cables are OK, ask the technician to remove the ICCB card. Before removing the card, please check **IMS000546_EN_V3_0_Safety_Guidelines** document (Chapter 3 - Electrostatic Discharge (ESD) section 3.2 page 29) and **CIPE26EN53105_60_MMan** (Chapter 5 – Troubleshooting, section 5.2 Failure, item 5.2.2 - Replace the CPU Motherboard iCCB 0X.00 pages 209 and 210). Re-insert the ICCB card into the shelf again. Wait until the card normalizes. Check the connection. If there is still no connection to the ICCB, check the configuration of the interface in the switches.

For any action performed, wait for 5 minutes and check with the NMS StableNet.

Obs: In some cases, it might be necessary to do another verification in order to find out the root cause and it should be performed by a qualified professional in the ATN-Br network.

TROUBLESHOOTING:

No troubleshooting

INTERFACES:

Information is collected via SNMP from each device and transmitted via VLAN50 on the ATN-Br network.

MONITORING:

The "Default Measurement Tree" can be used for a view of the alerts.

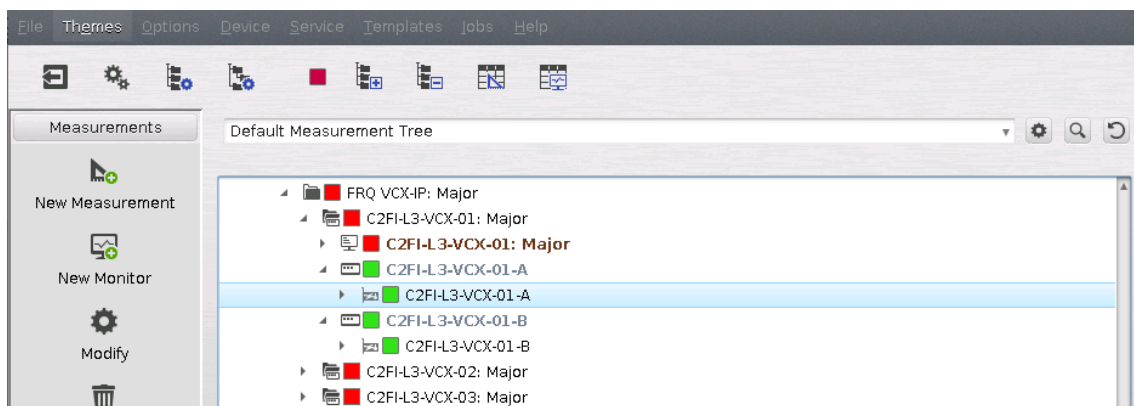


Fig. 26: StableNet – Default Measurement Tree – FRQ-VCX-IP”

SECURITY:

No security steps are applicable for this task.

RELEASE:

StableNet 8.1.4a and above.

SUMMARY OF TASK VERIFICATION AND ACTIONS:

ITEM	DESCRIPTION
Failure Type	Electronic
Failure	VCX-IP ICCB failure
Effect	Loss of VCX-IP ICCB Redundancy
Cause	ICCB module failure
Solution	Replace VCX-IP ICCB module

3.4.5 TASK | Stablenet – Link Degradation

TASK DETAILS:

This task verifies the link degradation through the QoS Probes in the Netbroker. These probes measure jitter, delay, and packet loss and will display an alarm if any of these parameters are outside the predefined values. It is important to be checked to see if the link is suffering any degradation over any period.

TASK PROPERTIES:

Main Product: SIS TEL ATN DATA SOLUTION

Frequency: Monthly

Level: Base

Expected Duration: 30min

#Technicians: 01

Equipment Out of Service: None

Unavailability Period: None

Way to Work: NA

Task Classification: NA

APPLICABLE HOST-TYPES:

All sites with IPSLA probes.

CONFIGURATION ITEM:

N/A.

PRE-REQUISITES:

In case of unavailability of any of the below mentioned Pre-Requisites, contact Frequentis Support.

ID	Pre-Requisites
1	Verify Infosim StableNet GUI access
2	Verify Infosim StableNet access
3	Verify Infosim StableNet login
4	Verify access to the "Default Measurement Tree – Netbroker QoS Probes" alarm tree

PREVENTIVE ACTIONS:

Check the Defaut Measurement Tree – NetBroker QoS Probes alarm.

CORRECTIVE ACTIONS:

Check if the site IP SLA status of all WANs are OK as described in the task **3.3.3**. After checking in the NBR GUI, if one of the WAN are losing packets, contact the network provider, and report the problem.

For any action performed, wait for 5 minutes and check with the NMS StableNet.

Obs: For more details, see item 10.2.4 “Flow Optimizer Status” page 137 from the document **CIPE61EN50002.24**.

TROUBLESHOOTING:

No troubleshooting.

INTERFACES:

Information is collected via SNMP from the NetBroker and transmitted via VLAN50 on the ATN-Br network.

MONITORING:

Using Infosim StableNet "Default Measurement Tree" and looking into the "NetBroker QoS Probes" section for monitoring.

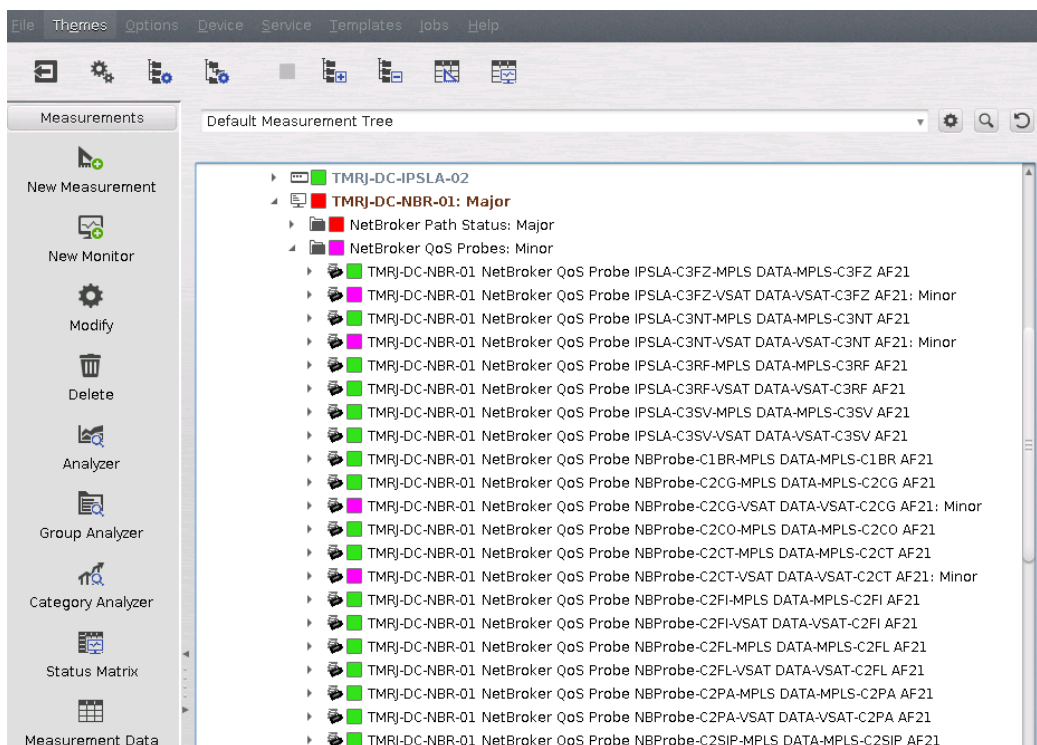


Fig. 27: StableNet – "Default Measurement Tree – NetBroker QoS Probes"

SECURITY:

No security steps are applicable for this task

RELEASE:

StableNet 8.1.4a and above.

SUMMARY OF TASK VERIFICATION AND ACTIONS:

ITEM	DESCRIPTION
Failure Type	Connectivity
Failure	WAN Degradation
Effect	Possibility of Packet Loss / Re-routing of Application
Cause	Network Device Failure / Network Provider Problem
Solution	Solve Network Device Failure / Contact Network Provider

3.4.6 TASK | Stablenet – National MPLS Overlay Status

TASK DETAILS:

This task verifies the status of The National MPLS overlay between centres. It can be performed using the Default measurement tree.

TASK PROPERTIES:

Main Product: SIS TEL ATN NMS

Frequency: Daily

Level: Parque

Expected Duration: 10min

#Technicians: 01

Equipment Out of Service: None

Unavailability Period: None

Way to Work: NA

Task Classification: NA

APPLICABLE HOST-TYPES:

All Centre MPLS Routers

CONFIGURATION ITEM:

N/A

PRE-REQUISITES:

In case of unavailability of any of the below mentioned Pre-Requisites, contact Frequentis Support.

ID	Pre-Requisites
1	Verify Infosim StableNet GUI access
2	Verify Infosim StableNet access
3	Verify Infosim StableNet login
4	Verify access to the "Default Measurement Tree" alarm tree

PREVENTIVE ACTIONS:

Check the Defaut Measurement Tree – MPLS Overlay alarm. There is also weather Map, where the Status of the MPLS overlay between centers can be checked. See the picture in the “Monitoring” section of this task.

CORRECTIVE ACTIONS:

On the NBR GUI, check if the site MPLS IP SLA status of the site. For more details, check the task **3.3.3**. After checking in the NBR GUI, if any MPLS IP SLA is down, contact the network provider, and report the problem.

For any action performed, wait for 5 minutes and check with the NMS StableNet.

TROUBLESHOOTING:

No troubleshooting

INTERFACES:

Information is collected via SNMP from the VCX-IP and transmitted via VLAN50 on the ATN-Br network.

MONITORING:

The status of the MPLS overlay tunnel between centers, can be seen in the Weather Map on Stablenet.

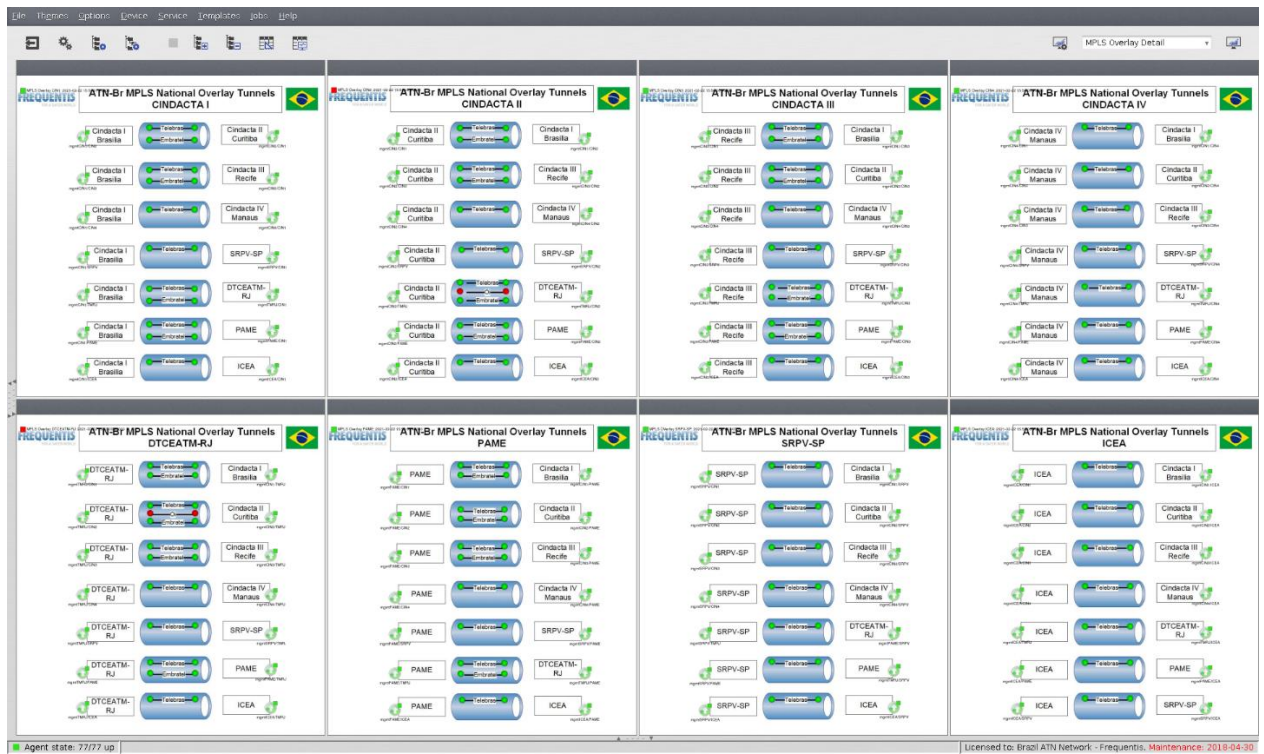


Fig. 28: Stablenet – Weather Map “MPLS Overlay Detail” – “TMRJ” and “Cindacta III” – General View”

The "Default Measurement Tree" also can be used for monitoring alerts. One of the tunnels will always be up and, the other will be down. It happens because the Management VLAN is in active mode only on one router at a time. On the other router, the Management VLAN will be in standby mode. It is the expected status.

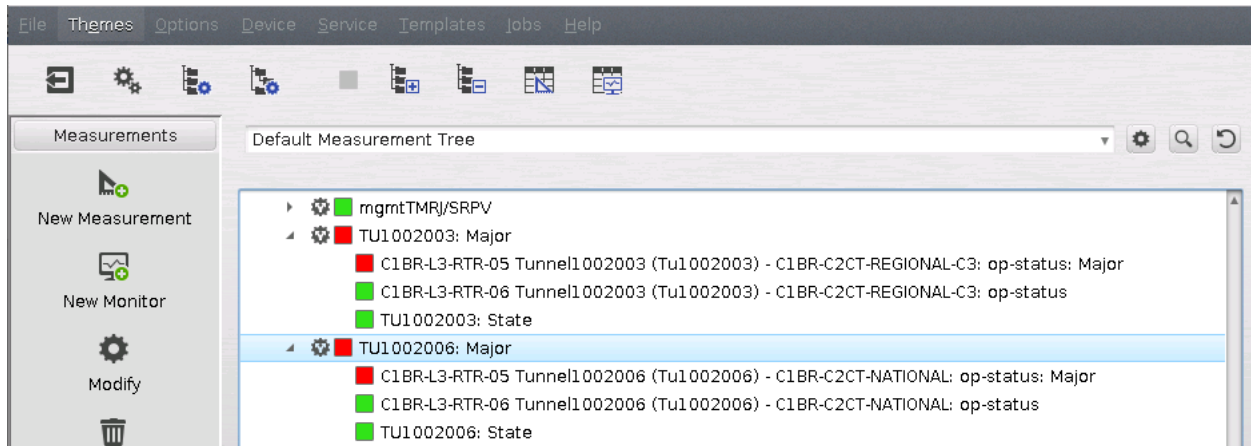


Fig. 29: StableNet – Defaul Measurement Tree – “NetBroker QoS Probes”

SECURITY:

No security steps are applicable for this task.

RELEASE:

StableNet 8.1.4a and above.

SUMMARY OF TASK VERIFICATION AND ACTIONS:

ITEM	DESCRIPTION
Failure Type	Connectivity
Failure	MPLS Tunnel failure
Effect	Loss of Centre communication
Cause	Network Device Failure / Network Provider problem
Solution	Solve network device Failure / Contact Network Provider

3.5 Application Performance Checks

These tasks are related to activities involving performance checks verifications.

3.5.1 TASK | Stablenet/FMS – XRAC Service Status

TASK DETAILS:

This task verifies the status of each XRAC service. It can be performed using the Default measurement tree or FMS. If the XRAC service is not working, the frequency will be unavailable at the centre.

TASK PROPERTIES:

Main Product: SIS TEL ATN VCX

Frequency: Daily

Level: Base

Expected Duration: 20min

#Technicians: 01

Equipment Out of Service: None

Unavailability Period: None

Way to Work: NA

Task Classification: NA

APPLICABLE HOST-TYPES:

All XXXX-L3-VCX-XX hosts

CONFIGURATION ITEM:

N/A

PRE-REQUISITES:

In case of unavailability of any of the below mentioned Pre-Requisites, contact Frequentis Support.

ID	Pre-Requisites
1	Verify NetBroker GUI access
2	Verify StableNet access
3	Verify Infosim StableNet login
4	Verify access to the "Default Measurement Tree" alarm tree
5	Verify FMS access

PREVENTIVE ACTIONS:

Check the Defaut Measurement Tree – FRQ VCX-IP alarm.

CORRECTIVE ACTIONS:

If “Service Alarm XRAC – Access” with alarms are identified, check if the links are OK as described in task **3.4.3**. If so, check the XRAR service for any alarms as shown in the task **3.5.2**. For more details about te alarm, please check the document **CIPE99EN40004_20_ICD** (chapter 7 section 7.1.5.21).

TROUBLESHOOTING:

No troubleshooting

INTERFACES:

Information is collected via SNMP from the VCX-IP and transmitted via VLAN50 on the ATN-Br network.

MONITORING:

The "Default Measurement Tree" can be used for monitoring alerts.

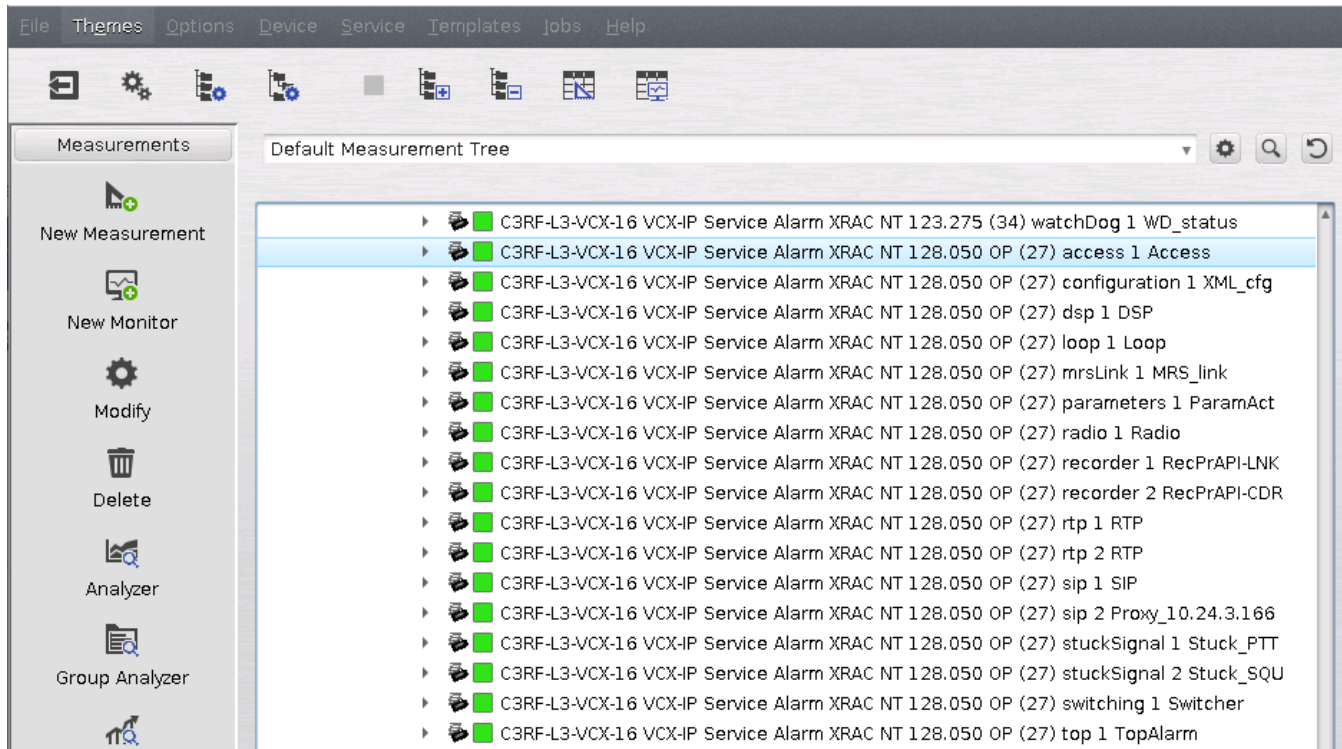


Fig. 30: StableNet – Default Measurement Tree – “XRAC Service Status”

In the FMS, choose the element and right-click and choose the option "Open Elements Status Window".

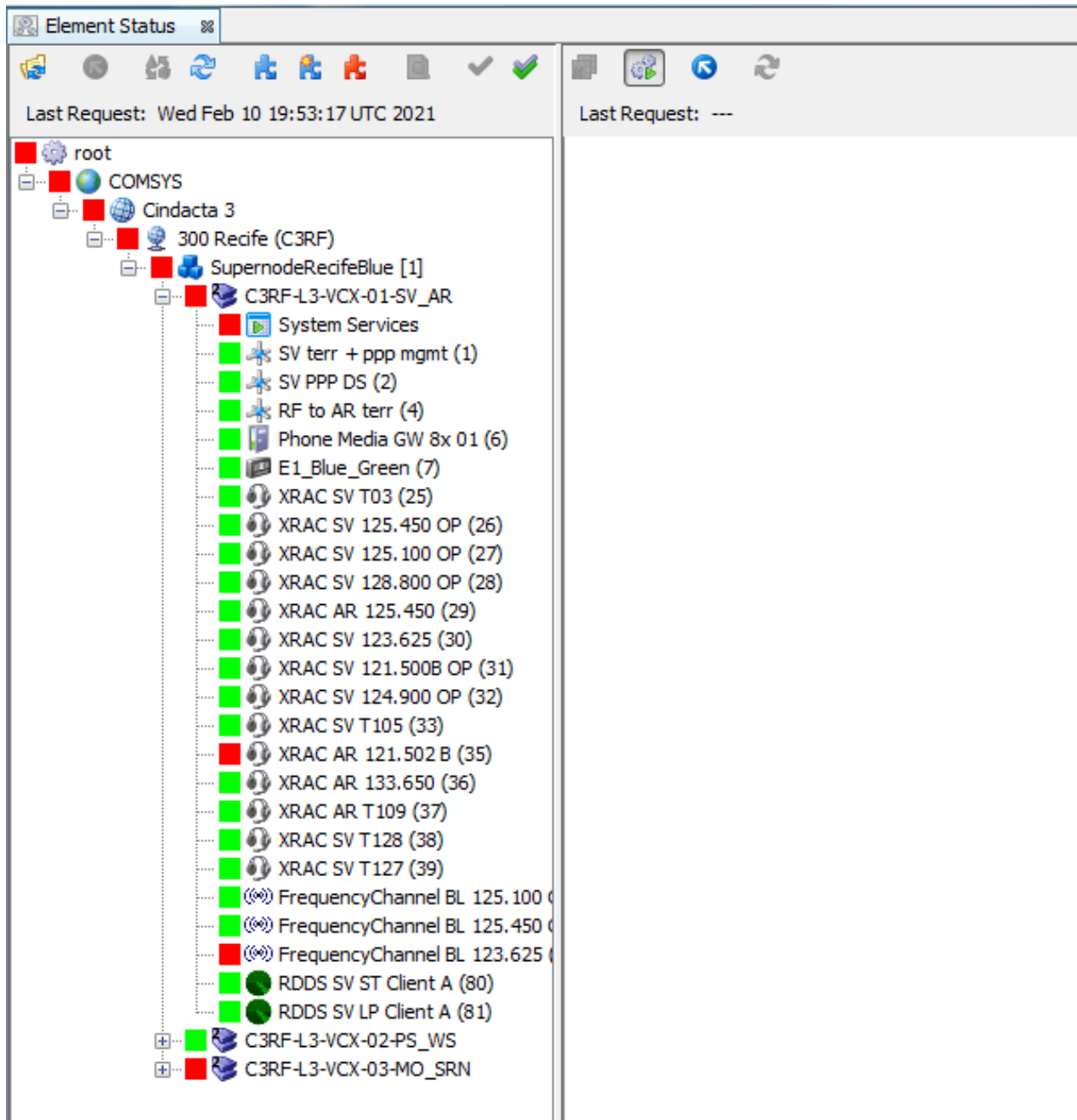


Fig. 31: FMS – Element Status

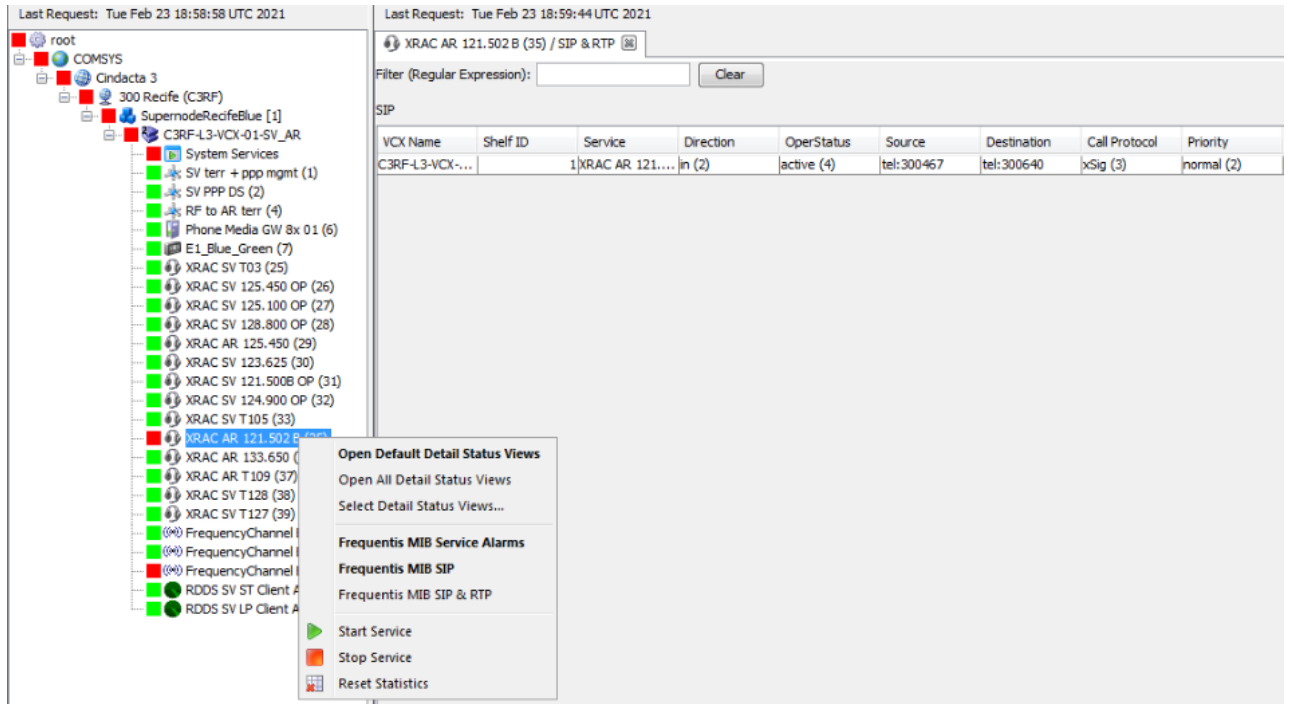


Fig. 32: FMS – Element Status – "Frequentis MIB SIP & RTP"

SECURITY:

No security steps are applicable for this task

RELEASE:

StableNet 8.1.4a and above.

SUMMARY OF TASK VERIFICATION AND ACTIONS:

ITEM	DESCRIPTION
Failure Type	Connectivity
Failure	XRAC Service failure
Effect	Frequency unavailability
Cause	WAN Failure / XRAR Failure
Solution	Contact network provider / Solve XRAR Failure

3.5.2 TASK | Stablenet/FMS – XRAR Service Status

TASK DETAILS:

This task verifies the status of each XRAR service. It can be performed using the Default measurement tree or FMS. Alarms on XRAR services can indicate problems with radios or configuration mismatches. If the XRAR service is not working, the frequency will not be available in the center.

TASK PROPERTIES:

Main Product: SIS TEL ATN VCX

Frequency: Daily

Level: Base

Expected Duration: 20min

#Technicians: 01

Equipment Out of Service: None

Unavailability Period: None

Way to Work: NA

Task Classification: NA

APPLICABLE HOST-TYPES:

All XXXX-L3-VCX-XX hosts

CONFIGURATION ITEM:

N/A

PRE-REQUISITES:

In case of unavailability of any of the below mentioned Pre-Requisites, contact Frequentis Support.

ID	Pre-Requisites
1	Verify NetBroker GUI access
2	Verify StableNet access
3	Verify Infosim StableNet login
4	Verify access to the "Default Measurement Tree" alarm tree
5	Verify FMS access

PREVENTIVE ACTIONS:

Check the Defaut Measurement Tree – FRQ VCX-IP alarm.

CORRECTIVE ACTIONS:

If XRAR service alarms are identified, check the radio accessibility on FMS. Check if all of them are connected and if there is any loop errors.

If not, try to reach the radio over the network using its IP address. For this, you can ping them.

If the radio is reachable, check the SIP parameters of the radios and also in the FMS(XRAR service) if they matches.

If the radio is not reachable, ask a local technician to check if the radio are turned on and verify if the cables are correctly connected. For more details about the alarm, please check the document **CIPE99EN40004_20_ICD** (chapter 7 section 7.1.5.22 and 7.1.5.23 and chapter 7.13).

Obs: In some cases, it might be necessary to do another verification in order to find out the root cause and it should be performed by a qualified professional in the ATN-Br network.

TROUBLESHOOTING:

No troubleshooting

INTERFACES:

Information is collected via SNMP from the VCX-IP and transmitted via VLAN50 on the ATN-Br network.

MONITORING:

The "Default Measurement Tree" can be used for monitoring alerts.

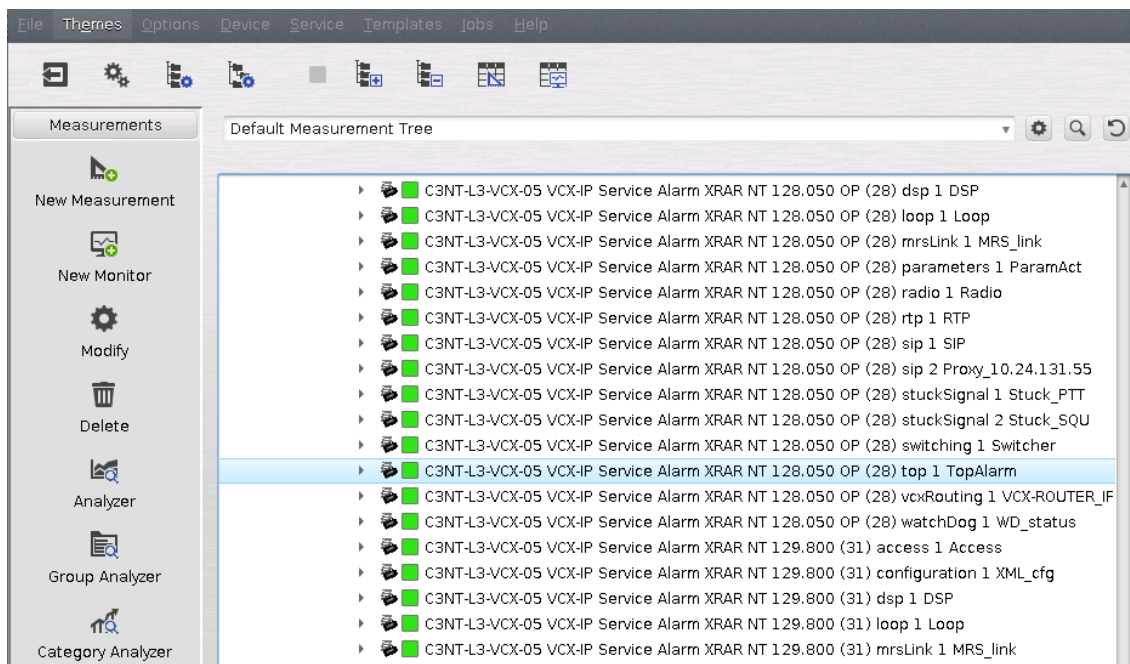


Fig. 33: StableNet – Default Measurement Tree – “XRAR Service Status”

It is also essential to verify the connection between radios and VCX-IP on FMS. To check this connection, right-click on the XRAR service and select the option “Frequentis MIB XRAR Table”. All radios must appear connected, with no loop errors, and only the active transmitter must be selected.

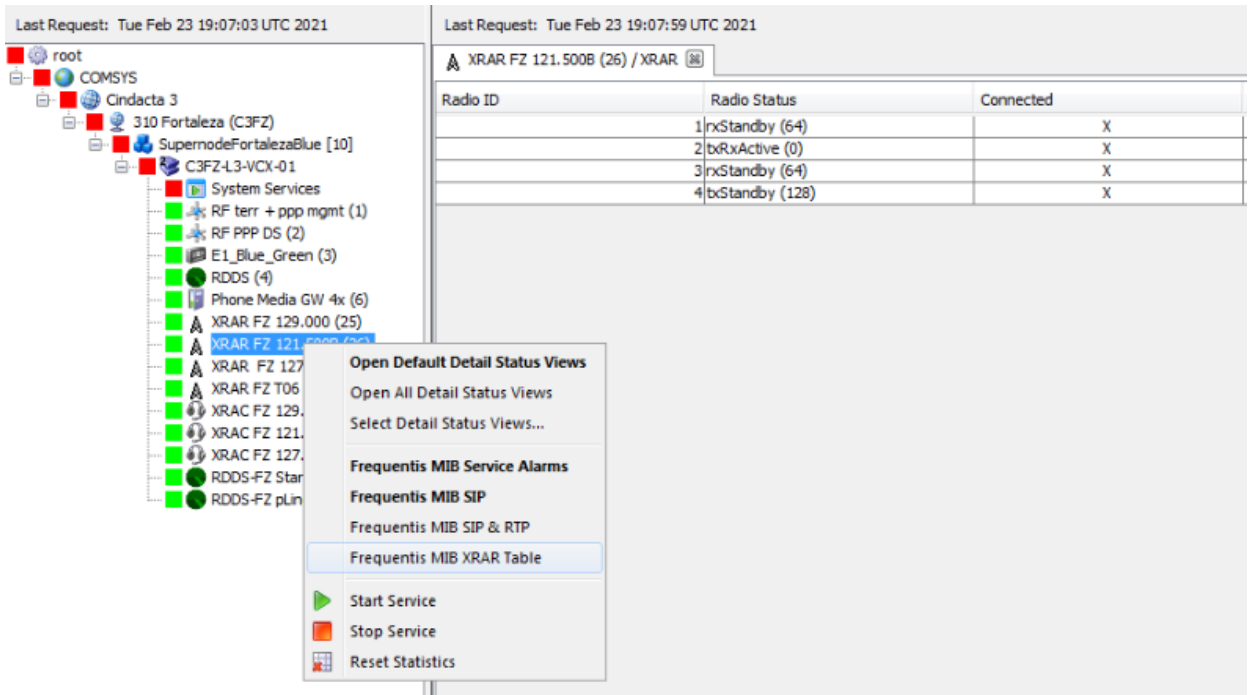


Fig. 34: FMS – Element Status Window – “XRAR Service Status”

Any configuration mismatch can be checked by comparing the “Radio URI” information configured in the XRAR service and the radio itself. All configuration must match.

SECURITY:

No security steps are applicable for this task

RELEASE:

StableNet 8.1.4a and above.

SUMMARY OF TASK VERIFICATION AND ACTIONS:

ITEM	DESCRIPTION
Failure Type	Connectivity
Failure	XRAR Service Failure
Effect	Frequency Unavailability
Cause	Radio Failure / Configuration Mismatch
Solution	Replace Radio / Correct Configuration

3.5.3 TASK | Checking the Network Selection of a Radio and/or Radar Service

TASK DETAILS:

Each Radio(Frequency) and Radar service is configured with an order of preference for WAN, which by default is configured as follows: 1 - MPLS, 2 - E1 and 3 - VSAT. The availability of the media will depend on the website.

Whenever a disconnection occurs due to, for example, a WAN failure, the service (Frequency / Radar) will be disconnected and reconnected to the next available WAN as configured and will remain connected to that WAN until another disconnection occurs for whatever reason. If the operation verifies that the Frequency/Radar service is not connected in the first option(MPLS) and wants to force the service to reconnect in the first WAN, the service can be stopped and restarted again. A maintenance window must be aligned as it is suitable for any intervention in the system.

One of the benefits of this verification task is to verify the stability of the primary network, which in this case is always MPLS, can be tracked over time.

TASK PROPERTIES:

Main Product: SIS TEL ATN VCX

Frequency: Weekly

Level: Base

Expected Duration: 04 hours

#Technicians: 01

Equipment Out of Service: The service being restarted will be out for some seconds

Unavailability Period: 2 to 6 seconds

Way to Work: NA

Task Classification: NA

APPLICABLE HOST-TYPES:

VCX-IP

CONFIGURATION ITEM:

VCX-IP

PRE-REQUISITES:

FMS Open Element Status Window proper rights

PREVENTIVE ACTIONS:

Check the selected WAN of every radio leg frequency or radar p-line via the FMS Open Element Status Window -> XRAC/RDDSClien -> Frequentis MIB SIP outgoing session.

VCX Name	Shelf ID	Service	Direction	OperStatus	Source	Destination	Call Protocol	Priority	Subject	Type	Payload Type	Purpose
C3RF-L3-VCX-...		2XRAC PS 128....	out (3)	active (4)	sip:300458@1...	sip:320410@1...	euroCae676 (...)	normal (2)	radio	Radio-TxRx	g729(18)	MPLS
C3RF-L3-VCX-...		2XRAC PS 128....	in (2)	active (4)	sip:GWR.12A@...	sip:300458@1...	euroCae676 (...)	normal (2)	radio	Radio-TxRx	alaw (8)	
C3RF-L3-VCX-...		2XRAC PS 128....	in (2)	active (4)	sip:GWR.12@1...	sip:300458@1...	euroCae676 (...)	normal (2)	radio	Radio-TxRx	alaw (8)	
C3RF-L3-VCX-...		2XRAC PS 128....	in (2)	active (4)	tel:300533	tel:300458	xSig (3)	normal (2)	Radio	Radio-Rxonly	alaw (8)	

Fig. 35: StableNet – "XRAC Network Service Status "

VCX Name	Shelf ID	Service	Direction	OperStatus	Source	Destination	Call Protocol	Priority	Subject	Type	Payload Type	Purpose
C3RF-L3-VCX-...		2RDDS PS Clen...	out (3)	active (4)	tel:2300304	tel:2320300	xSig (3)	normal (2)	data	data	transparentDa...	WAN Network (Tel)-terrestrial

Fig. 36: FMS – Element Satus Window – "RDDS Network Service Status"

CORRECTIVE ACTIONS:

These action should only be performed if it is really necessary to change the WAN selected for the service. This action will cause a quick stop of the service and will affect only the service (Frequency or Radar). A maintenance window must be aligned as it is suitable for any intervention in the system.

- 1 – Open Element Status Window; -> XRAC/RDDSCient -> Frequentis MIB SIP outgoing session;
- 2 – Choose the service (XRAC/RDDS) and right-click “Stop Service” and “Yes”;

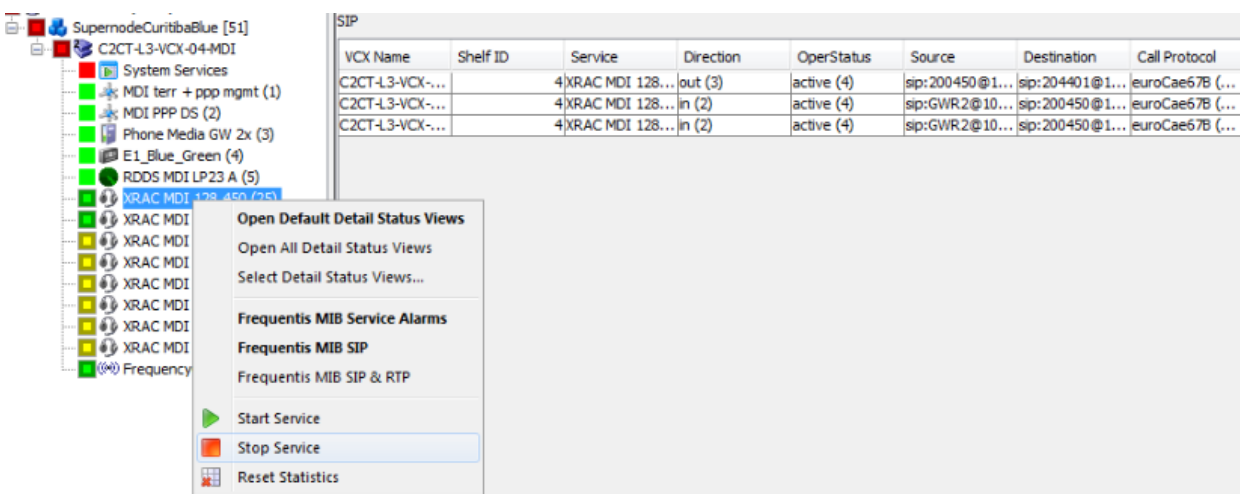


Fig. 37: FMS – Element Status Window – “Stopping the XRAC Service”

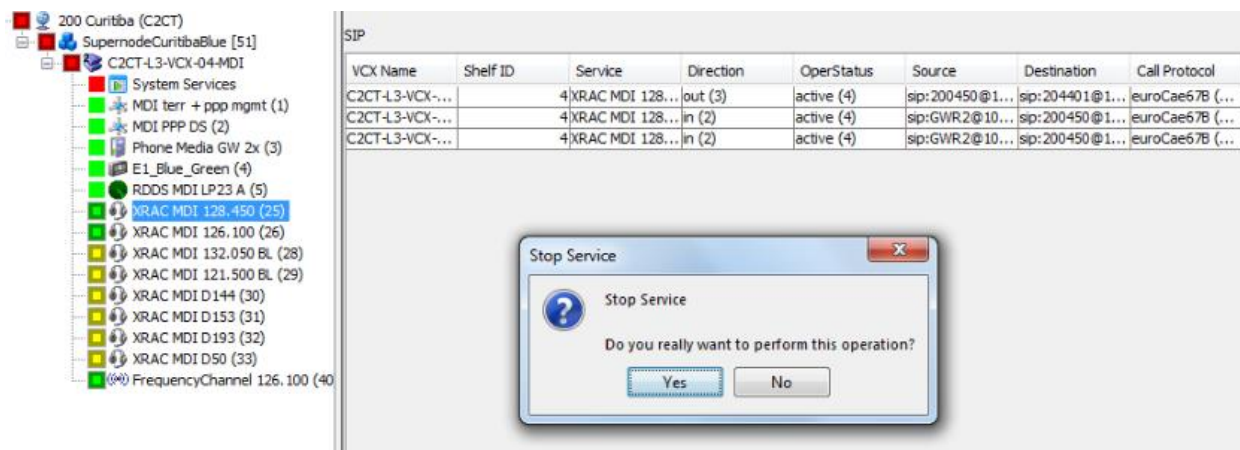


Fig. 38: FMS – “Stopping the XRAC Service”

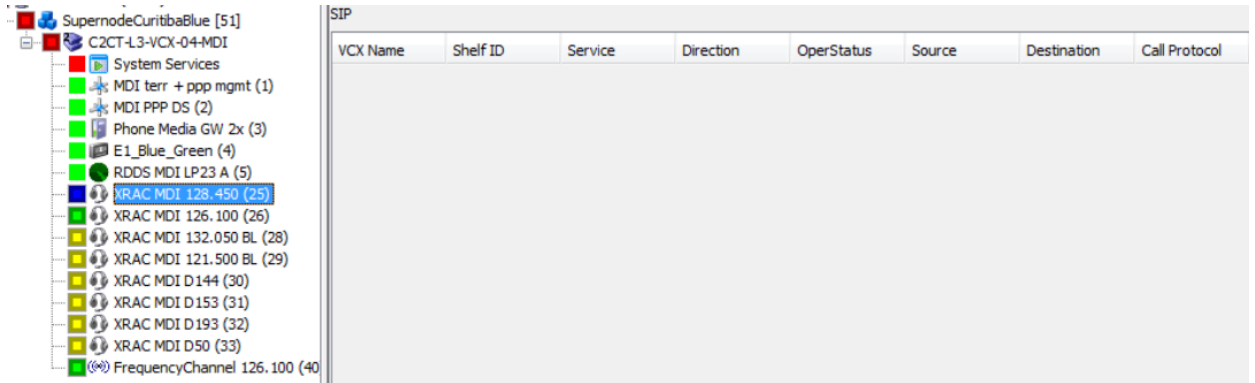


Fig. 39: FMS – “XRAC Service Stopped”

3 – In the same service, right-click “Start Service” and “Yes”;

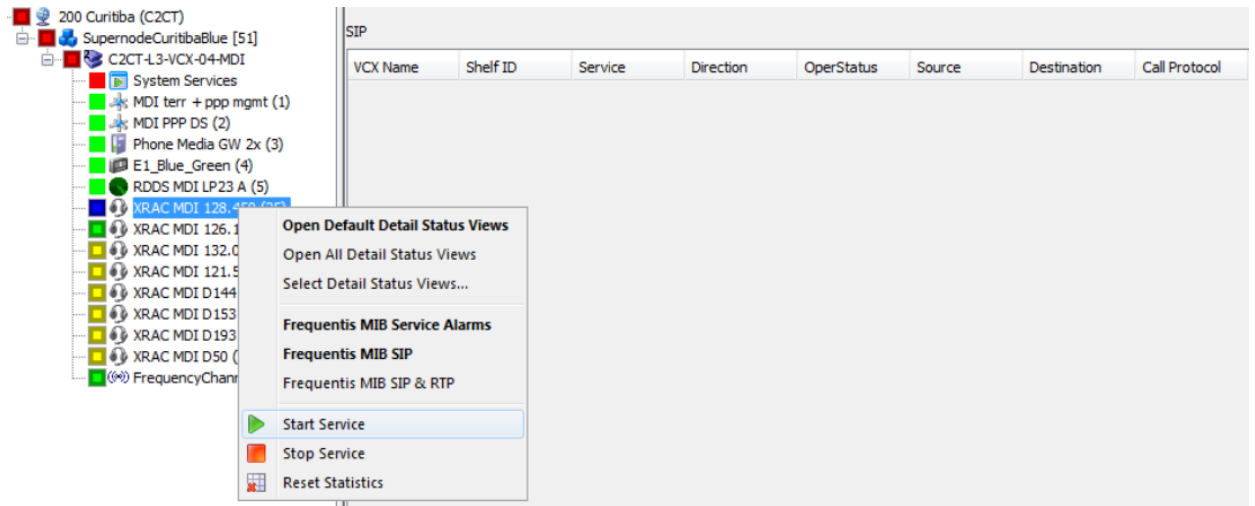


Fig. 40: FMS – Element Status Window – “Starting XRAC Service”

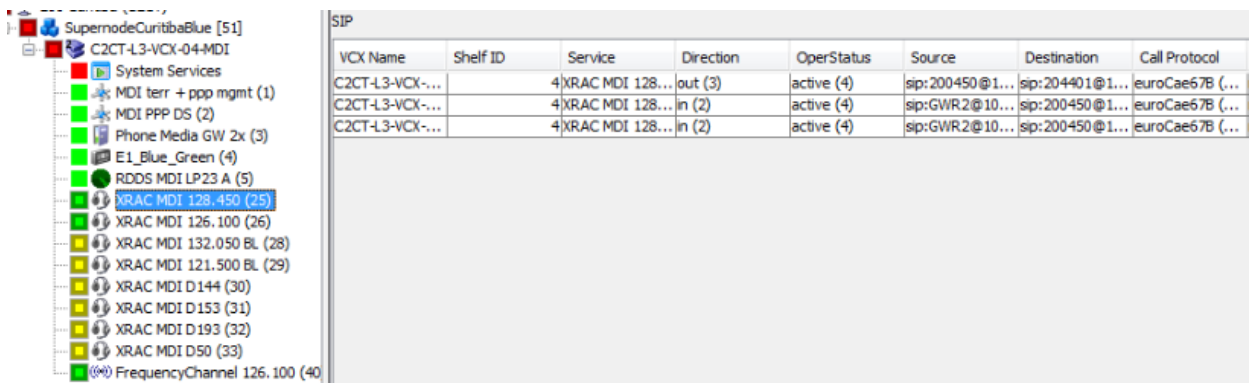


Fig. 41: FMS – Element Status Window – “XRAC Service Restarted”

RELEASE:

VCX-IP Release 3.1 and above.

SUMMARY OF TASK VERIFICATION AND ACTIONS:

ITEM	DESCRIPTION
Failure Type	Connectivity
Failure	Preferred WAN failure detected
Effect	Alternate WAN used
Cause	RTP packet losses
Solution	Re-establish the service in the preferred WAN