555-4031-545

Meridian SuperNode

Commercial Systems

Recovery Procedures

MSL14 Standard 11.01 November 2000

NORTEL NETWORKS™

Meridian SuperNode

Commercial Systems

Recovery Procedures

Publication number: 555-4031-545
Product release: MSL14
Document release: Standard 11.01
Date: November 2000

Printed in the United States of Americia

Publication history

To comply with Nortel Networks Technical Documentation Standards, the Publication history contains updates for the current release and two prior releases.

November 2000

Version 11.01, Standard release for MSL14. This document represents the final release of this document for MSL14 product release.

May 2000

Version 10.01, Standard release for MSL12. This version represents the standard release of this document and includes some minor pagination and graphics differences from the previous version.

November 1999

Version 09.01, Standard. This document represents the final release of this document for the MSL11 product release.

Contents

About this document

When to use this document

This publication cantains procedures for restoring Meridian SL-100 (MSL-100) system to service. These procedures are used by switch maintenance personnel.

How to check the version and issue of this document

The version and issue of the document are indicated by numbers, for example, 01.01.

The first two digits indicate the version. The version number increases each time the document is updated to support a new software release. For example, the first release of a document is 01.01. In the next software release cycle, the first release of the same document is 02.01.

The second two digits indicate the issue. The issue number increases each time the document is revised but rereleased in the same software release cycle. For example, the second release of a document in the same software release cycle is 01.02.

This document is written for all MSL-100 Family offices. More than one version of this document may exist. To determine whether you have the latest version of this document and how documentation for your product is organized, check the release information in *Master Index of Publications.*.

References in this document

The following documents are referred to in this document:

- *Magnetic Tape Reference Manual,* 297-1001-118
- *Alarm Clearing Procedures*
- *Trouble Locating and Clearing Procedures*
- *Routine Maintenance Procedures*
- *Card Replacement Procedures*

- *Log Report reference Manual*
- *DMS-100 Family Commands Reference Manual*, 297-1001-822.

What precautionary messages mean

The types of precautionary messages used in Nortel Networks documents include attention boxes and danger, warning, and caution messages.

An attention box identifies information that is necessary for the proper performance of a procedure or task or the correct interpretation of information or data. Danger, warning, and caution messages indicate possible risks.

Examples of the precautionary messages follow.

ATTENTION - Information needed to perform a task

ATTENTION

If the unused DS-3 ports are not deprovisioned before a DS-1/VT Mapper is installed, the DS-1 traffic will not be carried through the DS-1/VT Mapper, even though the DS-1/VT Mapper is properly provisioned.

DANGER - Possibility of personal injury

DANGER

Risk of electrocution

Do not open the front panel of the inverter unless fuses F1, F2, and F3 have been removed. The inverter contains high-voltage lines. Until the fuses are removed, the high-voltage lines are active, and you risk being electrocuted.

WARNING - Possibility of equipment damage

WARNING

Damage to the backplane connector pins

Align the card before seating it, to avoid bending the backplane connector pins. Use light thumb pressure to align the card with the connectors. Next, use the levers on the card to seat the card into the connectors.

CAUTION - Possibility of service interruption or degradation

CAUTION
Possible loss of service
Before continuing, confirm that you are removing the card from the inactive unit of the peripheral module. Subscriber service will be lost if you remove a card from the active unit.

How commands, parameters, and responses are represented

Commands, parameters, and responses in this document conform to the following conventions.

Input prompt (>)

An input prompt (>) indicates that the information that follows is a command:

```
>BSY
```

Commands and fixed parameters

Commands and fixed parameters that are entered at a MAP terminal are shown in uppercase letters:

```
>BSY CTRL
```

Variables

Variables are shown in lowercase letters:

```
>BSY  CTRL  ctrl_no
```

The letters or numbers that the variable represents must be entered. Each variable is explained in a list that follows the command string.

Responses

Responses correspond to the MAP display and are shown in a different type:

```
FP 3 Busy CTRL 0: Command request has been submitted.

FP 3 Busy CTRL 0: Command passed.
```

1 System level recovery procedures

Introduction to system level recovery procedures

This chapter contains procedures for performing system level recovery tasks for the Meridian SL-100 (MSL-100) switch.

- For additional DMS information and commands see DMS-100 Family Commands Reference Manual, 297-1001-822.
- For each recovery task, you will find a procedure containing
- explanatory and context-setting information

  a summary flowchart
- step-action instructions

Explanatory and context-setting information

The first page of each procedure contains the following headings:

- Application (when to use the procedure)
- Action (how to use the flowchart and step-action instructions)

Summary flowchart

The flowchart is only a summary of the main actions, decision points, and possible paths you may take. Do not use the summary flowchart to perform the procedure. Instead, use it to preview what you will be doing and to prepare for it. For example, if you see that these instructions involve another office, you will know to advise that office before you begin the step-action instructions.

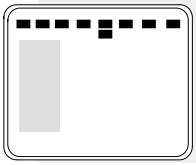
Step-action instructions

The step-action instructions tell you how to perform the recovery task. Normally you will perform the steps in order, but you may be directed to return to a previous step and repeat a sequence. The successful completion of a step may depend on previous steps; therefore, always perform the steps in the order specified.

The step-action instructions provide the command syntax and system information you use or see while performing the procedure. For help on DMS commands, see *DMS-100 Family Commands Reference Manual*, 297-1001-822.

PM RCC2 Critical

Alarm display



CM	MS	IOD	Net	**PM**	CCS	Lns	Trks	Ext	Appl
.	.	.	.	**nRCC2**	.	.	.	.	.
				C					

Application

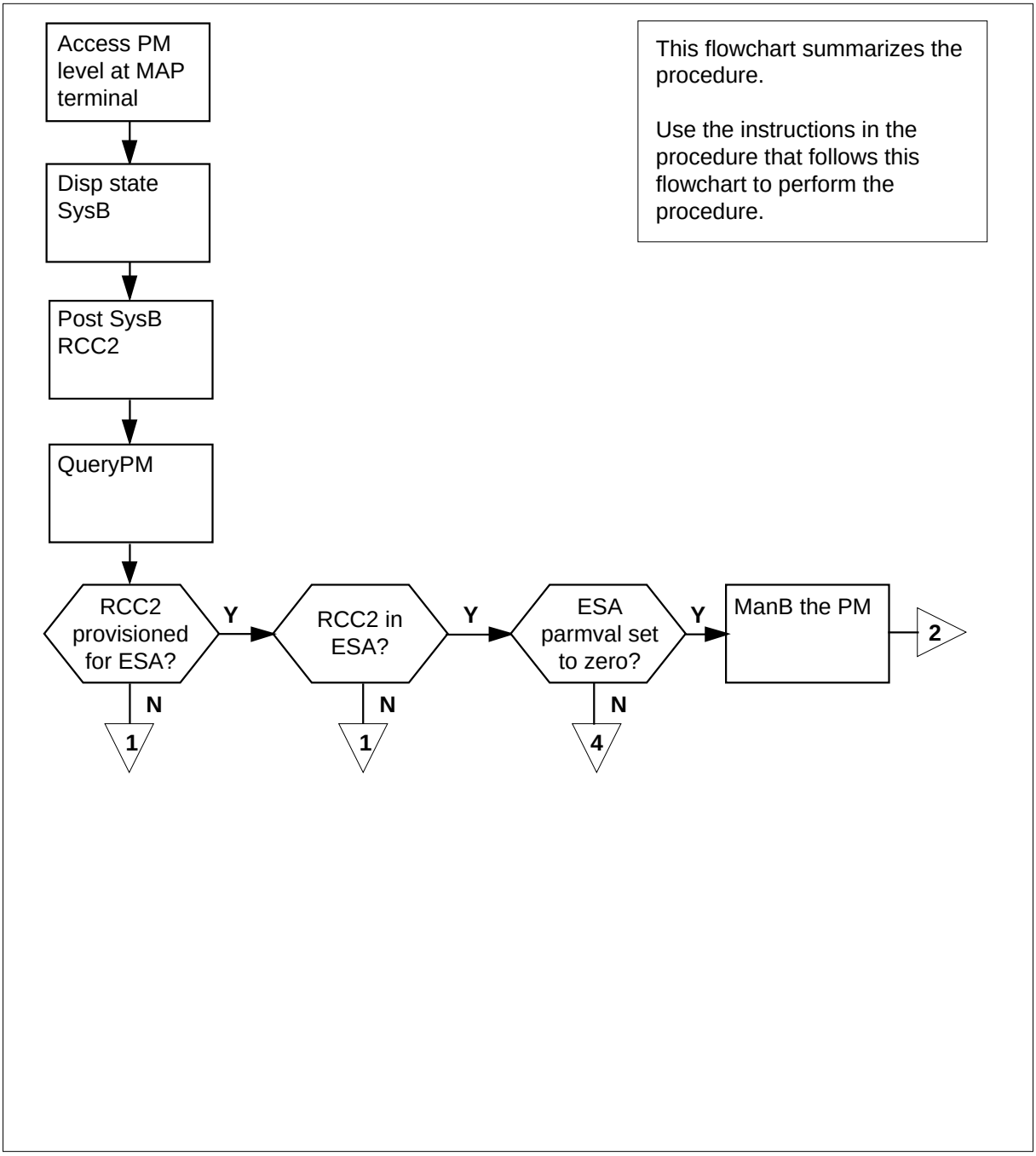
Use this procedure to restore call processing on an RCC2.

Action

The following flowchart provides an overview of the procedure. Use the instructions in the step-action procedure that follows the flowchart to perform the recovery task.

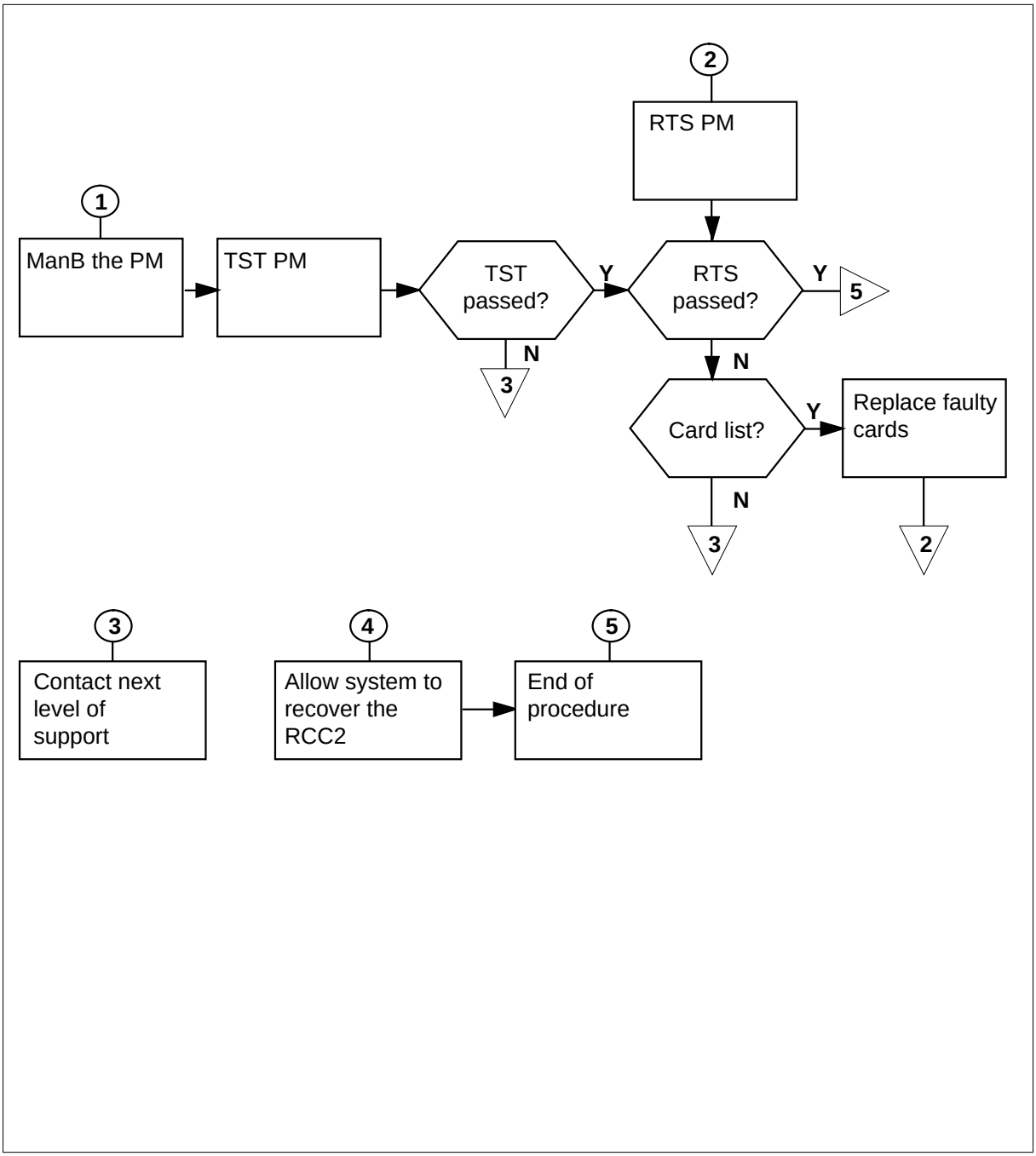
PM RCC2 Critical (continued)

Summary of recovering an RCC2



PM RCC2 Critical (continued)

Summary of recovering an RCC2



PM RCC2 Critical (continued)

Recovering a PM RCC2

At the host office

1 Proceed only if you were either directed to this procedure from an *Alarm Clearing Procedure* procedure or were directed to this procedure by your maintenance support group.

At the MAP terminal

2 If an alarm is still audible silence it by typing

>MAPCI;MTC;SIL

and pressing the Enter key.

3 Access the PM level of the MAP display and identify the faulty RCC2 by typing

>PM;DISP STATE SYSB RCC2

and pressing the Enter key.

4 Post the RCC2 with the alarm condition by typing

>POST RCC2 SYSB

and pressing the Enter key.

5 Determine the fault condition by typing

>QUERYPM FLT

and pressing the Enter key.

Example of a MAP response:

```
Unit 0
System busy reason:  Link Audit
Unit 1
System busy reason:  Link Audit
```

6 Determine if the RCC2 is equipped with ESA by typing

>QUERYPM

and pressing the Enter key.

Example of a MAP response:

```
PM Type: RCC2  PM No.: 0  PM Int. No.: 1  Node_No.: 203
PMs Equipped: 309  Loadname: CRI05AW EEPRom Load: MX77NG03
ESA equipped: YES IntraSwitching is ON
WARM SWACT is supported and available.
RCC2 0 is included in the REX schedule.
Last REX date was FRI. 1995/03/10 at 12:25:07; PASSED.
Node Status: {OK, FALSE}
Unit 0   Act, Status: {SysB, TRUE}
Unit 1 Inact, Status: {SysB, TRUE}
Site Flr RPos  Bay_id   Shf  Description    Slot    EqPEC
RSC0  01  A00  RCE 00   18   RCC2 : 000            6X12AA
```

If RCC2 is	Do
equipped with ESA	step 7

If RCC2 is	Do
not equipped with ESA	step 16

7 Determine if the ESA exit time is set for manual recovery from ESA. Access table OFCENG by typing

>**TABLE OFCENG**

and pressing the Enter key.

8 Check the RSC-S ESA exit time by typing

>POS RSC_XPMESAEXIT

and pressing the Enter key.

Example of a MAP response:

PARMNAME	PARMVAL
RSC_XPMESAEXIT	0

If PARMVAL is	Do
set to zero	step 9
greater than zero	Allow the system to recover the RCC2. Go to step 37.

9 Quit table OFCENG and remain at the POST level of the MAP display by typing

>QUIT

and pressing the Enter key.

10 Examine PM181 log reports generated by this RCC2 by typing

>LOGUTIL;OPEN PM 181;BACK ALL

and pressing the Enter key.

Example of a PM181 log report:

```
PM181  MAR14  14:33:54  7534  INFO  RSC0  RCC2  0  UNIT 0
 Node:SysB, Unit 0 Act:SysB, Unit 1 Inact:SysB
 PM in ESA, Communication restored, ready to be RTSed
```

Note: This log is only generated when the value for XPMESAEXIT in table OFCENG is equal to 0.

11 Quit Logutil and remain at the POST level of the MAP display by typing

>QUIT

and pressing the Enter key.

PM RCC2 Critical (continued)

12 Before manually restoring the RCC2 from ESA, check to see if links to the RCC2 are stable. Find the link numbers for this RCC2 by typing

>TRNSL C

and pressing the Enter key.

Example of a MAP response:

(Host XPM P-side link number)

```
Link  0: LTC 1     0;Cap MS;Status:OK   P;MsgCond:CLS, Restrict
Link  1: LTC 1     2;Cap MS;Status:OK   P;MsgCond:CLS, Unrestricted
Link  2: LTC 1     4;Cap  S;Status:OK
Link  3: LTC 1     5;Cap  S;Status:OK
```

13 Access the CARRIER level of the MAP by typing

>TRKS;CARRIER

and pressing the Enter key.

14 Post the host XPM P-side links interfacing the RCC2 in ESA and check link conditions for slips and framing errors by typing

>POST pm_type pm_no link_no

and pressing the Enter key.

where

pm_type
is a line group controller (LGC) or line trunk controller (LTC)

pm_no
is the number of the LGC/LTC (0 to 255)

link_no
is the number of the link associated with the host XPM identified in step 12

Note: Repeat the POST command for each link interfacing the RCC2 in ESA mode.

Example of a MAP response:

(Host XPM P-side link number)

```
N  CLASS  SITE LTC CK D ALRM SLIP FRME  BER   ES  SES STATE
0  REMOTE HOST   1  0 C         0    0 <-7.    0    0 INSV
```

If link conditions show	Do
a high number of SLIP and FRME errors	Leave the RCC2 in ESA. Go to step 36.
a low number of SLIP and FRME errors	step 15

15 Access the PM level of the MAP terminal and post the RCC2 by typing

>PM;POST RCC2 rcc2_no

and pressing the Enter key.

where

rcc2_no
is the number of the RCC2 identified in step 4

16 Manually busy (ManB) the PM by typing

>BSY PM

and pressing the Enter key.

17 Test the RCC2 by typing

>TST PM

and pressing the Enter key.

If system response is	Do
TEST PASSED	step 18
TEST FAILED with reason, C-side links unavailable	step 24
TEST FAILED and a card list is generated	step 34

18 Return the PM to service by typing

>RTS PM

and pressing the Enter key.

MAP response example of an RCC2:

```
RCC2 rcc2_no UNIT unit_no IN ESA MODE.
THIS ACTION WILL CAUSE ESA EXIT with n ACTIVE CALLS
A COLD EXIT WILL BE ATTEMPTED.
ALL CALLS WILL BE ABORTED.
PLEASE CONFIRM (“YES” OR “NO”)
```

or

```
RCC2 rcc2_no UNIT unit_no IN ESA MODE.
THIS ACTION WILL CAUSE ESA EXIT with n ACTIVE CALLS
A WARM EXIT WILL BE ATTEMPTED.
SOME CALLS MAY BE ABORTED.
PLEASE CONFIRM (“YES” OR “NO”)
```

If system response is	Do
RTS PASSED	step 37
RTS FAILED	step 20

PM RCC2 Critical (continued)

Note: A PM171 log is generated upon ESA EXIT, detailing the call processing operational measurements (OM) during ESA.

19 The peripheral loader card (NT7X05) allows local loading of RCC2 data, which reduces recovery time. Check if the NT7X05 card is provisioned by typing:

>QUERYPM FILES

and pressing the Enter key.

Example of a MAP display:

```
  CM   MS   IOD   Net    PM    CCS    LNS    Trks    Ext    APPL
   .    .     .    .    1RCC2   .      .       .      .      .
                          *C*
RCC2           SysB     ManB     OffL     CBsy     ISTb     InSv
0 Quit     PM     2        0        2        0        2       25
2 Post     RCC2   1        0        0        0        0        1
3 ListSet
4          RCC2     0 ISTb  Links_OOS:  CSide  0,  PSide   0
5 TRNSL_   Unit 0:  Inact SysB
6 TST_     Unit 1:  Inact SysB
7 BSY_
8 RTS_     QUERYPM files
9 OffL     Unit 0:
10 LoadPM_     NT7X05 load File: CRI05Aw
11 Disp_       NT7X05 Image File:
12 Next_       CMR Load:  CMR03A
13 SwAct   Unit 1:
14 QueryPM     NT7X05 load File: CRI05Aw
15             NT7X05 Image File:
16 IRLINK      CMR Load:  CMR03A
17 Perform
18
```

Note: If the NT7X05 card is not provisioned the MAP response is:`NT7X05 not datafilled, QueryPm files invalid`

If the NT7X05 card is	Do
provisioned	step 20
not provisioned	step 21

20 Load the RCC2 from the local loadfile by typing

>LOADPM PM LOCAL LOADFILE

and pressing the Enter key.

If the load	Do
passed	step 22
failed	step 36

21 Load the RCC2 from the CC by typing

>LOADPM PM

and pressing the Enter key.

If the load	Do
passed	step 22
failed	step 36

22 Return the PM to service by typing

>RTS PM

and pressing the Enter key.

If system response is	Do
RTS passed	step 23
RTS failed	step 36

23 Check for dial tone according to local operating company procedures.

If dial tone is	Do
not restored	step 36
restored	step 37

24 Identify C-side links to the host PM, either an LGC or an LTC, that are system busy (SysB) by typing

>TRNSL C

and pressing the Enter key.

Example of a MAP response:

```
LINK    0:  LTC 1   0;CAP MS;SysB;MSGCOND:CLS,Restricted
LINK    1:  LTC 1   1;CAP   S;STATUS:OK
LINK    2:  LTC 1   2;CAP MS;SysB;MSGCOND:CLS,Unrestricted
LINK    4:  LTC 1   4;CAP   S;STATUS:OK
```

25 Post the host PM identified in step 24 by typing

>POST host_pm host_pm_no

and pressing the Enter key.

where

host_pm
is either an LGC or an LTC

host_pm_no
is the number of the LGC or LTC

PM RCC2 Critical (continued)

Example of a MAP display:

```
   CM   MS   IOD   Net    PM    CCS    LNS    Trks    Ext    APPL
   .    .     .    .    1RCC2   .      .       .      .      .
                          *C*
LTC               SysB     ManB     OffL     CBsy     ISTb      InSv
 0 Quit    PM        3        0        1        0        4        12
 2 Post_   LTC       0        0        2        0        2         9
 3 ListSet
 4         LTC    1 ISTb  Links_OOS:  CSide  0, PSide   2
 5 Trnsl_  Unit0:   Inact   InSv
 6 Tst_    Unit1:     Act   InSv
 7 Bsy_
 8 RTS_
 9 OffL
10 LoadPM_
11 Disp_
12 Next
13 SwAct
14 QueryPM
15
16
17 Perform
18
```

26 Identify the faulty P-side links by typing

>TRNSL P

and pressing the Enter key.

Example of a MAP response:

```
LINK 0:   RCC2 1    0;CAP MS;STATUS;    SysB;MSGCOND:CLS,Restricted
LINK 1:   RCC2 1    1;CAP  S;STATUS:    OK
LINK 2:   RCC2 1    2;CAP MS;STATUS     SysB;MSGCOND:CLS,Unrestricted
LINK 4:   RCC2 1    3;CAP  S;STATUS:    OK
LINK 5:   RCC2 1    4;CAP  S;STATUS:    OK
LINK 6:   RCC2 1    5;CAP  S;STATUS:    OK
LINK 7:   RCC2 1    6;CAP  S;STATUS:    OK
```

27 Busy the faulty link by typing

>BSY LINK link_no

and pressing the Enter key.

where

link_no
is the number of the faulty P-side link identified in step 26

28 Test the faulty link by typing

>TST LINK link_no

and pressing the Enter key.

where

link_no
is the number of the link manually busied in step 27

Note: This step must be performed for each ManB link.

If system response is	Do
TEST PASSED	step 29
TEST FAILED	step 36

29 Return the link(s) to service by typing

>RTS LINK link_no

and pressing the Enter key.

where

link_no
is the number of the link tested in step 28

Note: This step must be performed for each ManB link.

If system response is	Do
RTS FAILED	step 36
RTS PASSED	step 30

30 Post the RCC2 by typing

>POST RCC2 rcc2_no

and pressing the Enter key.

where

rcc2_no
is the number of the ManB RCC2

31 Return the RCC2 to service by typing

>RTS PM

and pressing the Enter key.

If system response is	Do
RTS PASSED on both units	step 27
RTS FAILED on both units	step 36
RTS FAILED on one unit	step 32

32 Test the ManB RCC2 unit by typing

>TST UNIT unit_no

and pressing the Enter key.

where

PM RCC2 Critical (end)

unit_no
is the number of the ManB RCC2 unit (0 or 1) that failed to RTS

If system response is	Do
TST PASSED	step 33
TST FAILED	step 36

33 Return the tested RCC2 unit to service by typing

>RTS UNIT unit_no

and pressing the Enter key.

where

unit_no
is the number of the RCC2 unit tested in step 32

If system response is	Do
RTS PASSED	step 37
RTS FAILED	step 36

34 Observe the card list shown in the MAP display, resulting from step 17.

Example of a MAP response:

```
SITE  FLR      RPOS      BAY_ID    SHF   DESCRIPTION  SLOT     EQPEC
RSCS0  01       A00      RCE   00  32    RCC2 :  000  : 03      MX77
RSCS0  01       A00      RCE   00  32    RCC2 :  000  : 08      6X69
RSCS0  01       A00      RCE   00  32    RCC2 :  000  : 11      MX73
RSCS0  01       A00      RCE   00  32    RCC2 :  000  : 07      7X05
RSCS0  01       A00      RCE   00  32    RCC2 :  000  : 06      6X92
```

If all cards on the list were	Do
replaced	step 36
not replaced	step 37

35 Go to the card replacement procedure in *Card Replacement Procedures* for the next card on the card list if other faulty cards are indicated. When you finish the card replacement procedures, go to step 17 of this procedure.

36 Obtain further assistance in clearing this alarm by contacting personnel responsible for higher level support.

37 You have successfully completed this procedure. If other alarms are displayed, reference the appropriate alarm clearing procedures for the indicated alarms in the *Alarm Clearing Procedures*.

Recovering Meridian SCAI

Application

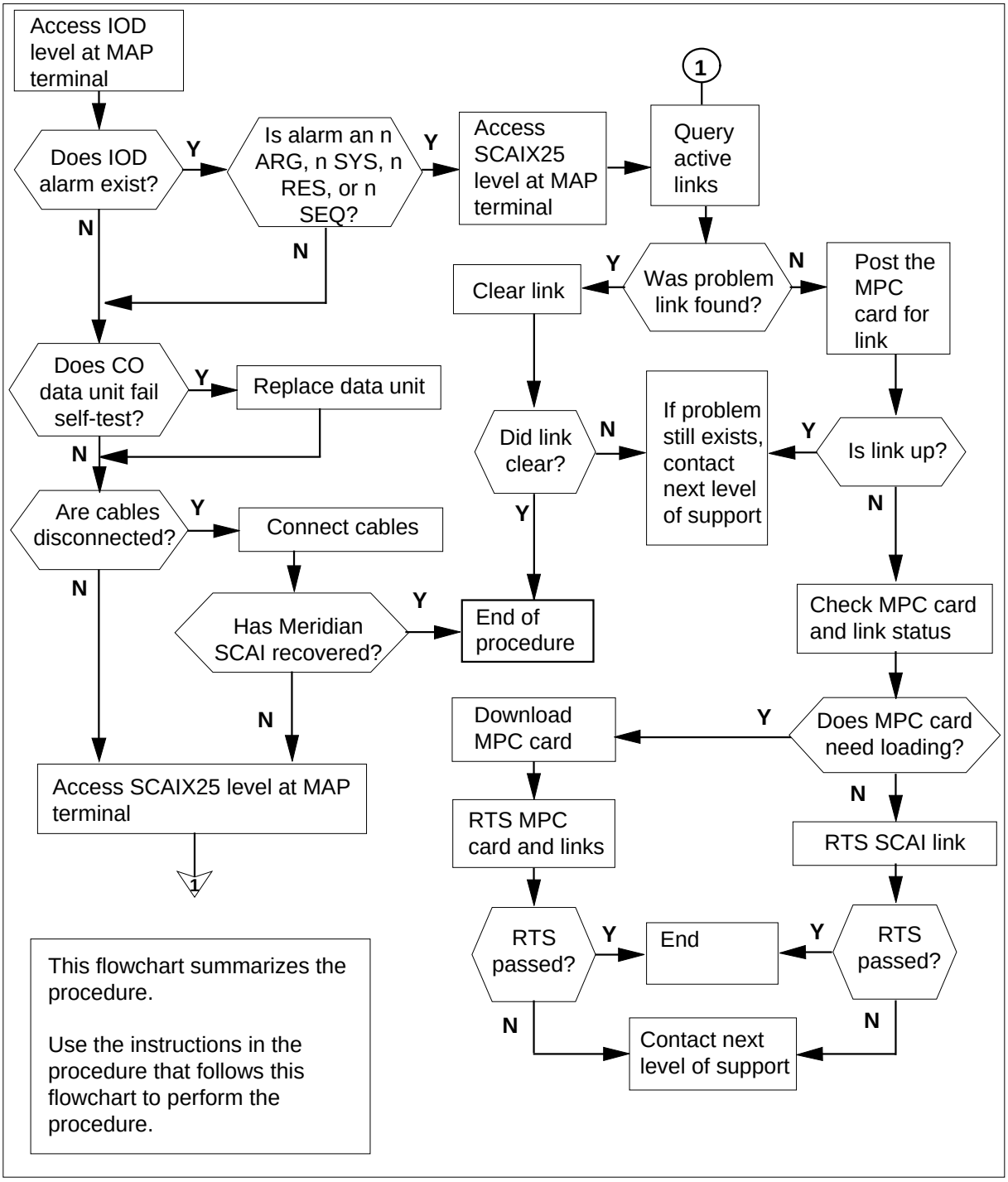
Use this procedure to restore Meridian SCAI to service.

Action

The following flowchart provides an overview of the procedure. Use the instructions in the step-action procedure that follows the flowchart to perform the recovery task.

Summary of Recovering Meridian SCAI

Recovering Meridian SCAI (continued)



Recovering Meridian SCAI (continued)

Recovering Meridian SCAI

At the MAP terminal:

1 Access the IOD menu by typing

>MAPCI;MTC;IOD

and pressing the Enter key.

2 Check for an IOD alarm by looking for an alarm code under the IOD subsystem header.

Note: No Meridian SCAI specific alarms exist. The alarms mentioned here are specific to the MPC card and its functions.

Example of a MAP display:

```
CC  MS  IOD   Net  PM  CCS  Lns  Trks  Ext
 .   .   .     .   .   .    .    .     .
```

If	Do
a dot (.) appears under the IOD subsystem header	step 4
an alarm code appears under the IOD subsystem header	step 3

3 Identify the alarm code under the IOD subsystem header.

Example of a MAP display:

```
   CC  MS   IOD   Net  PM  CCS  Lns  Trks  Ext
    .   .   n ARG   .    .   .    .    .     .
```

If	Do
an n ARG, n SYS, n RES, or n SEQ alarm code appears	step 9
any other alarm code appears	clear the alarm and go to step 4.

4 Verify the operation of the data unit by performing a self-test on the NT4X25 data unit.

Lift the flip-flop lid of the data unit and toggle the self-test/normal option switch to the self-test position and then back to the normal position.

A short beep is heard. After a short delay, all LEDs on the face of the data unit illuminate for approximately 4 seconds.

If the directory number (DN) LEDs flash, a self-test failure is indicated.

A short beep is heard. All LEDs (except the power LED) turn off.

If the data unit	Do
fails the self-test	step 5

Recovering Meridian SCAI (continued)

If the data unit	Do
passes the self-test	step 6

5 Replace the data unit with a new data unit.

6 Check for disconnected cables between the multi-protocol controller (MPC) circuit pack and the data unit, and between the data unit and the jackbox.

The 32-pin connector of the NT0X26LY cable should be connected to either port 2 or 3 of the MPC circuit pack.

The 25-pin connector of the NT0X26LY cable should be connected to the data unit or modem.

The data unit or modem should be connected to the jackbox by a cable with RJ11 connectors. If the connect light on the data unit is flashing, either the cable is disconnected or the data unit is bad.

If disconnected cables	Do
are found	step 7
are not found	step 9

7 Connect the disconnected cables.

8 You have completed the switch part of this recovery procedure. If Meridian SCAI has not recovered, proceed to step 9.

At the MAP terminal:

9 The problem is not located in the switch.

Access the SCAIX25 MAP terminal level by typing

>MAPCI;MTC;IOD;SCAIX25

and pressing the Enter key.

10 Post the link that was reported to have the problem by typing

>POST mpc# link#

and pressing the Enter key.

where

mpc#
is the number of the MPC where the link is associated

link#
is the number of the link where the problem is encountered

11 Query the active links by typing

>QUERY session#

and pressing the Enter key.

where

session#
is the active session number to be queried (range of values is 0 through 59)

If the problem link	Do
is found	step 24
is not found	step 12

12 Post the MPC card for that link to ensure that the link is up by typing

>IOD;IOC x;CARD y

and pressing the Enter key.

where

IOC x
is the IOC shelf number where the MPC resides

CARD y
is the number of the MPC card

If the link	Do
is not up	step 13
is up but trouble still exists	step 26
is up and fault has cleared	step 27

13 Check the status of the MPC and its link.

If the MAP display of the posted MPC	Do
resembles the display below	step 15
does not resemble the display below	step 17

14 *Example of a MAP display:*

```
Card 7      Unit  10
   User     SYSTEM BOARD LINK0 LINK1 LINK2 LINK3
   Status   Ready COMACT  UNEQ  N/A   UNEQ  OFFL
```

15 Busy the link by typing

>BSY mpc# link#

and pressing the Enter key.

where

mpc#
is the number of the MPC card

link#
is the number of the link

Recovering Meridian SCAI (continued)

16 Return the busied link to service by typing

>RTS mpc# link#

and pressing the Enter key.

where

mpc#
is the number of the MPC card

link#
is the number of the link

If RTS	Do
passed	step 27
failed	step 26

17 Continue to check the status of the MPC and its link.

If the MAP display of the posted MPC	Do
resembles the display below	step 19
does not resemble the display below	step 26

18 *Example of a MAP display:*

```
Card 7      Unit  10
   User     SYSTEM BOARD LINK0 LINK1 LINK2 LINK3
   Status   SysB  NOLOAD  UNEQ  N/A   UNEQ  OFFL
```

19 Download the MPC card by typing

>DOWNLD mpc#

and pressing the Enter key.

where

mpc#
is the number of the MPC card

Example of a MAP display:

```
Card 7  Unit    10
   User SYSTEM BOARD LINK0 LINK1 LINK2 LINK3
   Status   SysB  LOADED  UNEQ  N/A   UNEQ  OFFL
```

20 Busy the MPC card by typing

>BUSY mpc#

and pressing the Enter key.

where

mpc#
is the number of the MPC card

21 Return the MPC card to service by typing

>RTS mpc#

and pressing the Enter key.

where

mpc#
is the number of the MPC card

If RTS	Do
passed	step 22
failed	step 26

22 Busy each link associated with the MPC card by typing

>BSY mpc# link#

and pressing the Enter key.

where

mpc#
is the number of the MPC card

link#
is the number of the link

23 Return each link to service by typing

>RTS mpc# link#

and pressing the Enter key.

where

mpc#
is the number of the MPC card

link#
is the number of the link

If RTS	Do
passed	step 27
failed	step 26

Recovering Meridian SCAI (end)

24

CAUTION
Clearing the link will close communications currently using that link.
The Meridian SCAI session is brought down by issuing the CLEAR command from the SCAIX25 MAP terminal level. The link remains up.

Clear the link by typing

>CLEAR session#

and pressing the Enter key.

where

session#
is the session# on the link to be cleared

Example of a MAP terminal response:

```
Active session:  Do you really want to clear
 (Yes or No)?
```

25 Respond to the prompt by typing

>YES

and pressing the Enter key.

If the link	Do
cleared	step 27
did not clear	step 26

26 For further assistance, contact the personnel responsible for the next level of support.

27 You have successfully cleared the SCAI link. If Meridian SCAI has not recovered, contact field personnel and inform them that a problem exists with customer premises equipment.

Meridian SuperNode

Commercial Systems

Recovery Procedures

Publication number: 555-4031-545
Product release: MSL14
Document release: Standard 11.01
Date: November 2000
Printed in the United States of Americia

NORTEL NETWORKS™