

Ethernet Hard Down

A Hard Down fault is when an Ethernet connection goes down and there is no connection, either upstream or downstream (maybe both). We work hard with a number of different parties in the case of a hard down to make sure that your end user is back up and running as quickly as possible.

You can monitor all of the Ethernet circuits you manage using Highlight. Please consult the range of videos available on the Gamma Academy for further information about how to set up and use this service. You can also set up alerts and tailor these to your specific needs.

The clock for the Service Level Agreement only starts from when you've answered the questions below, and until then, we'll classify the circuit as an "alert".

Questions which you need to answer before we can move on and log the fault are:

- Is there power to the BT NTE?
- What LED's are lit on the BT NTE?
- Is there power to the Gamma Managed router?
- What LED's are lit on the Gamma Managed router?
- Is the Gamma Managed router cabled according to the handover documentation?
- Can you provide onsite contact details (name and number) and availability in case this has to go to an Engineer visit?

Use our [Fibre \(EAD\) Hard Down](#) step by step process to help you understand these questions, or use our [EFM Hard Down](#) step by step process if you have an EFM circuit.

Fibre (EAD) Hard Down

If your end user is using a Fibre (EAD) circuit, they'll be using different Network Termination Equipment (NTE) than an EFM circuit.



This is what EAD NTE looks like - it is a long white box with a few different sockets for different things. On the left we've got two power supply units plugged in. The "Access" ports are where the EU connects their CPE and the "Network" port is where BT's fibre comes into the building.

This page is going to be split into the same sections that we will e-mail you. It is critical that these questions are answered correctly first time, as we want to get your circuit back up and running.

Is there power to the BT NTE?



Check that both power cables are plugged in correctly, and that the alarm lights for the PSUs are solid green.

What LED's are lit on the BT NTE?



Network Alarms

LED	Description	Colour	Meaning
Tx Port A	Network Fibre - port A status	Off	In combination with a Green/Red Rx LED, it may indicate loopback at one end as part of test traffic feature.
		Off	In combination with a Red Ex LED, it may indicate a non-approved SFP module has been inserted.
		Yellow	10/100 Mbps
		Green	1000 Mbps
Rx Port A	Network Fibre - port A status	Off	Link Down.
		Green	Operating OK
		Red	In combination with a Yellow/Green Tx LED indicates a low received optical power level at the SPF, this will be accompanied by a critical alarm LED.
Active	Network Fibre A	Off	Link Down.
		Green	Active Link
		Yellow	Standby Link (resilient circuits only)

Access Alarms

LED	Description	Colour	Meaning
Rate	Customer RJ45 Port	Off	10Mbps
		Yellow	100Mbps
		Green	1000Mbps (although not actually available on RJ25)
Lk	Customer RJ45 Port	Off	Nothing connected or CPE not seen.
		Green	Active link
		FlashesGreen	Active link passing data
Tx	Customer optical port	Green	Acceptable SFP fitted
RX	Customer optical port	Green	Active link
		FlashesGreen	Active link passing data
		Red	Link fail

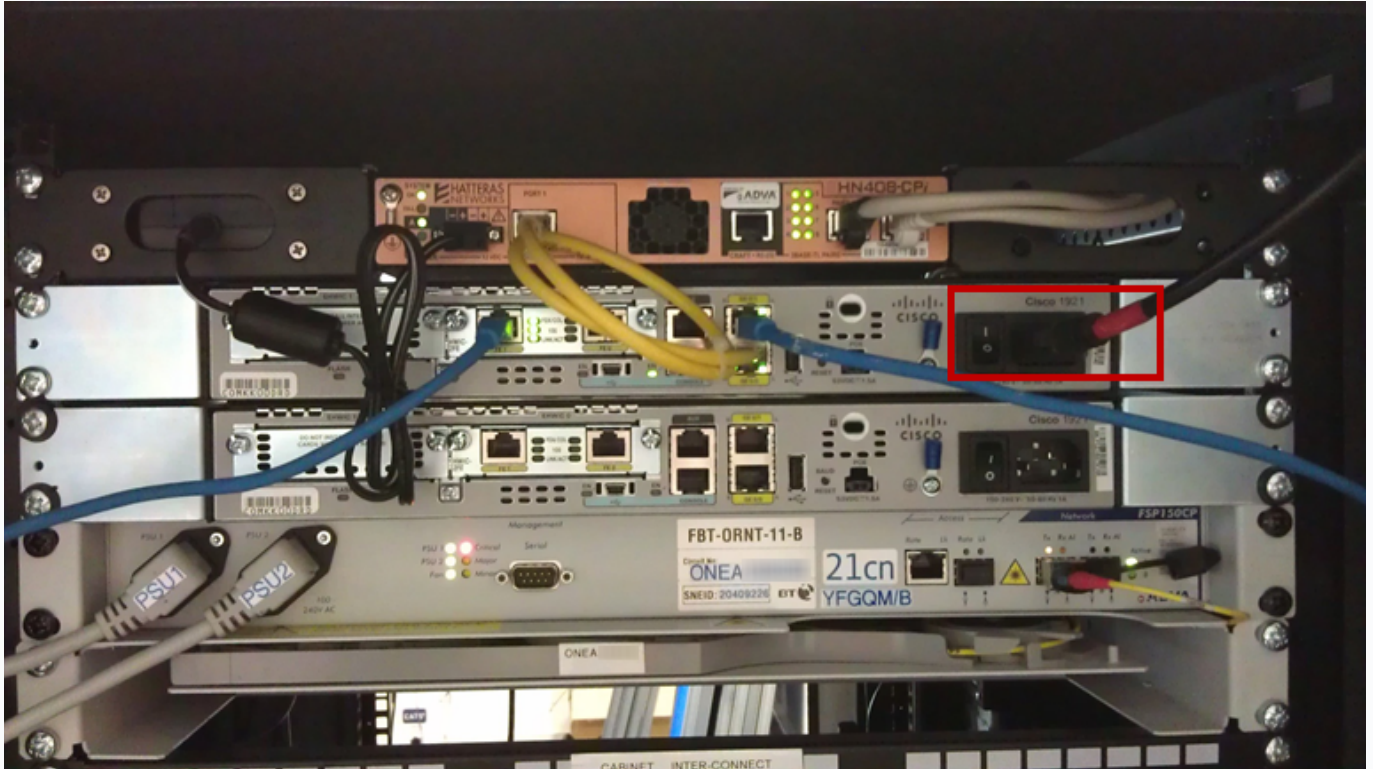
General Alarms

LED	Description	Colour	Meaning
PSU 1	PSU 1 alarm indicator	Off	No Power
		Green	PSU OK
		Red	PSU Fail
PSU 2	PSU 2 alarm indicator	Off	No Power
		Green	PSU OK
		Red	PSU Fail
Fan	Status of Fan	Green	Fan OK
		Red	Fan Fail
Critical	Critical alarm indicator	Off	No critical alarms exist
		Red	Critical alarms exist
Major	Major Alarm Indicator	Off	No major alarms
		Yellow	Major alarms exist
Minor	Minor Alarm Indicator	Off	No minor alarms

		Yellow	Minor alarms exist
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Is there power to the Gamma Managed router?

This image is a representational image. Your setup may look different to this, and the router may look slightly different. This is intended as a guide on what you're looking for.

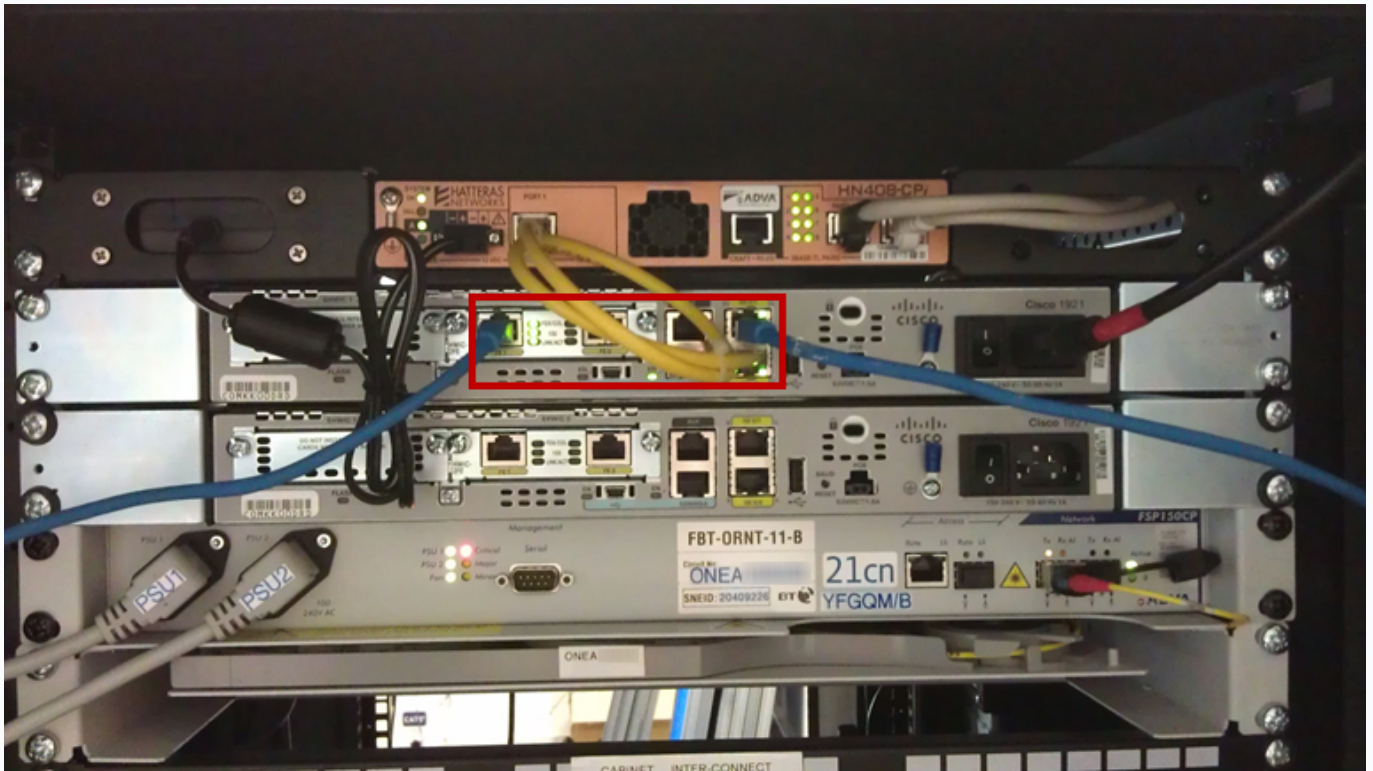


On this example, you can see that the power cable is plugged into the router, it is switched on and that there are lights on the router, indicating that there is power.

On the router below the one with power, you can see that there is no power cable there. If there is power going to the unit, the "Status" light will be lit green.

What LED's are lit on the Gamma Managed router?

This image is a representational image. Your setup may look different to this, and the router may look slightly different. This is intended as a guide on what you're looking for.



We also need to know if there are lights that represent GE 0/0 and GE 0/1.

Is the Gamma Managed router cabled according to the handover documentation?

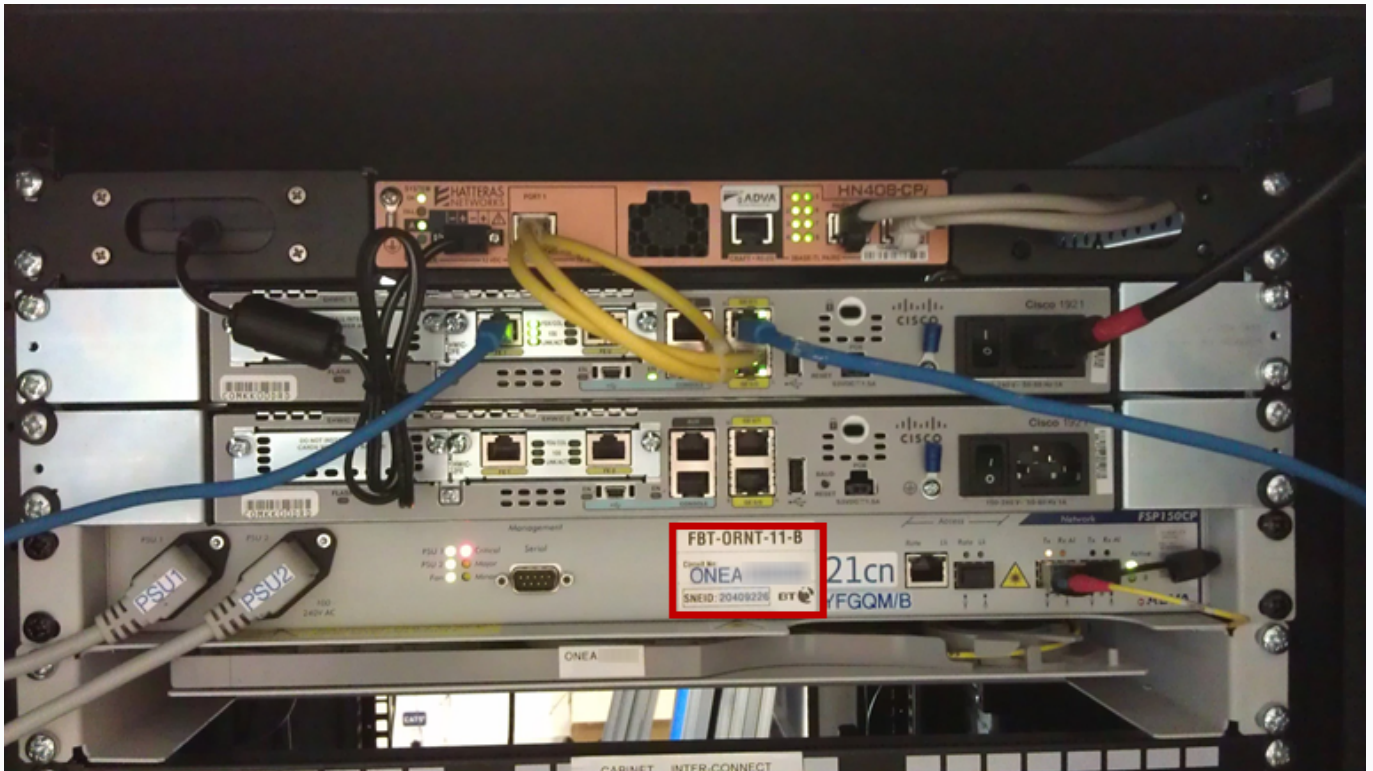
When the service had been installed, you'll have been given a handover document. Within this document, it'll tell you what your specific router cable setup would be. You should check this document and the router to ensure that the cables are in the places that the document says they should be.

Can you provide onsite contact details (name and number) and availability in case this has to go to an Engineer visit?

We need this information so that if an engineer is sent out, the engineer knows who to contact and ask for when arriving on site. We'll also need to availability of the on-site contact and when they'll be on site, so that we can arrange for the engineer to turn up on site when the nominated contact is there.

What is the ONEA number on the NTE?

This image is a representational image. Your setup may look different to this, and the NTE may not actually be placed here.



Just so that we can make sure that the NTE is correct, could you also let us know what the ONEA reference is on the NTE.

EFM Hard Down

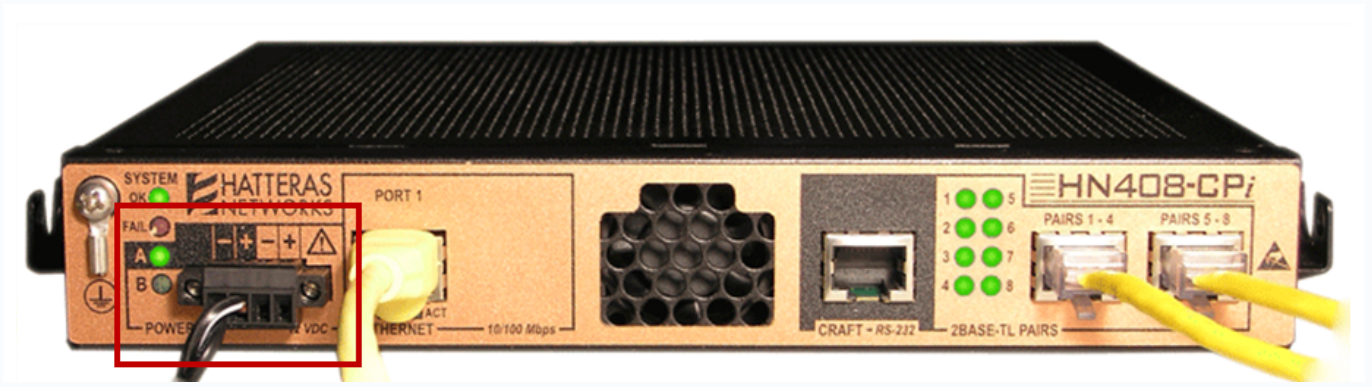
If your end user is using an EFM circuit, they'll be using Network Termination Equipment (NTE) than a Fibre circuit. You should have cables going into the Power unit, the Ethernet port and the pairs ports. The port that has "Craft" underneath it is disabled.



This is what an EFM NTE looks like - it is smaller than a Fibre NTE, with a copper plated back.

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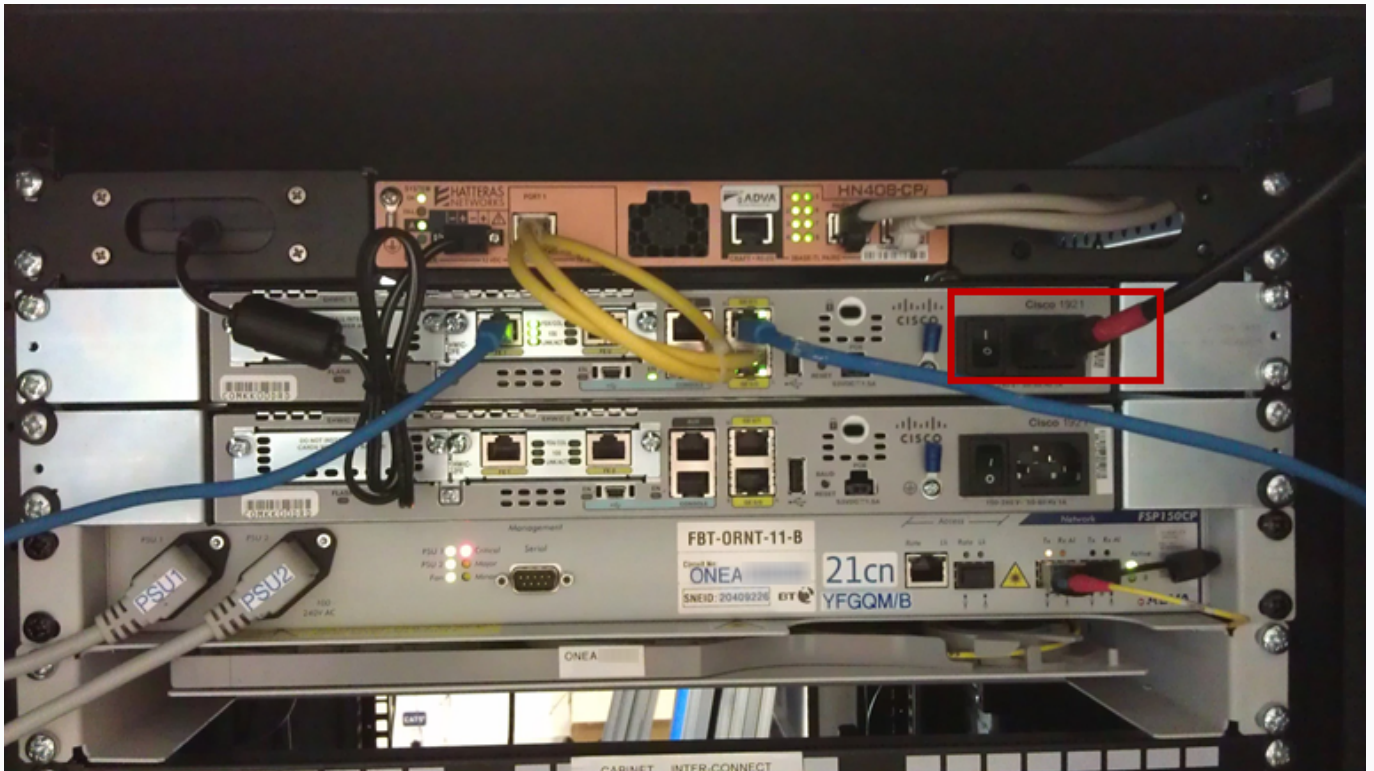


You should check that there power connection hasn't come loose, and that there is a green light next to A . This will always be A as B is not used.

What LED's are lit on the BT NTE?

LED	Description
System Status OK	This light up be lit up and solid green.
System Status Fail	If this light is on, you need to inform us.
Power A	This light will inform you if there is power going into the NTE and should be solid green.
Power B	This power supply is not used, so this light will always be off.
Copper Pair status LEDs	The service could require any number from one to eight pairs. The number of LEDs lit should be the same number of pairs you got on the service. The LEDs will flash green to show that data is passing through the pair.
Link	This LED lets us know that the router is connected into the NTE. This light should be solid green.

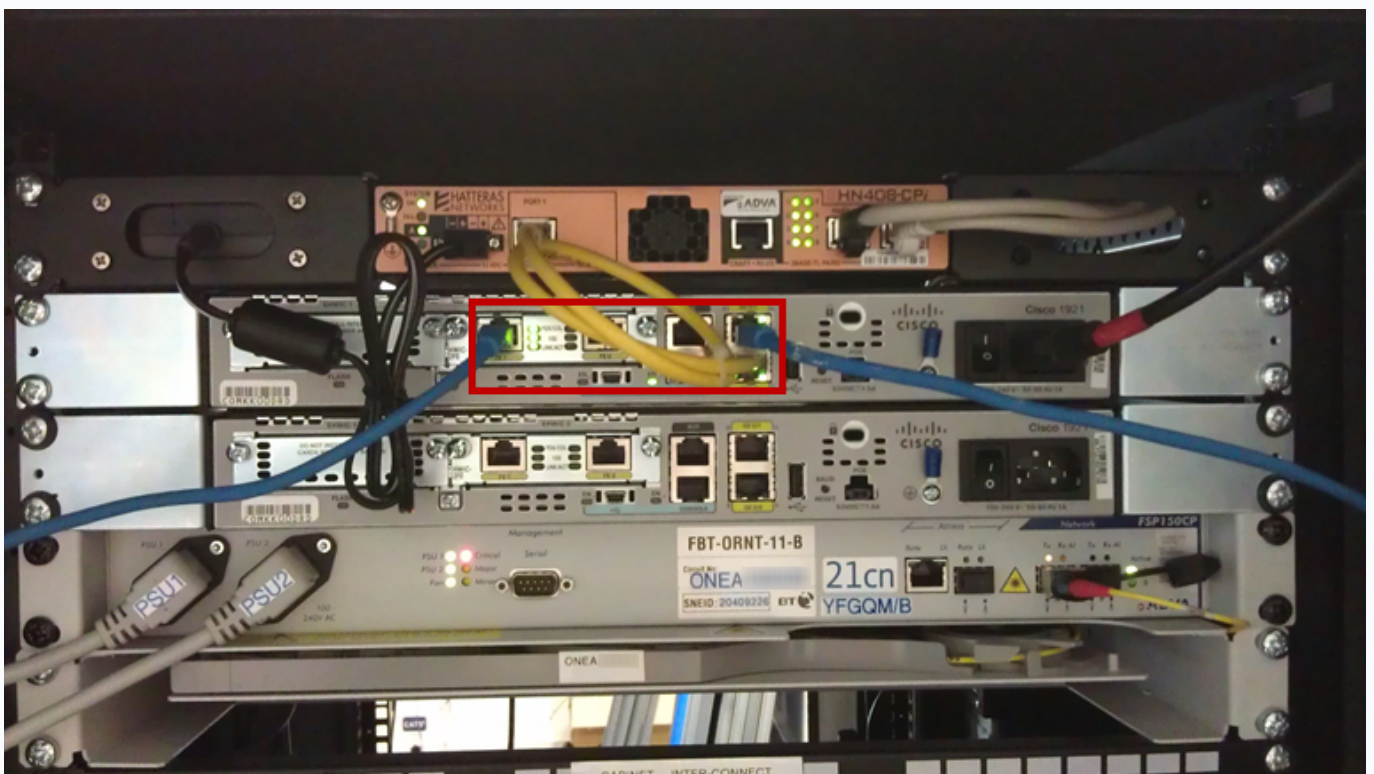
Is there power to the Gamma Managed router?



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What LED's are lit on the Gamma Managed router?



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Is the Gamma Managed router cabled according to the handover documentation?

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