



Regn. no. HR/019/2018/02138

# All India Graduate Engineers & Telecom Officers Association

## Central Headquarter, New Delhi

( The Recognised Representative Association of BSNL )



President  
**G Veerabhadra**  
9440648648

General Secretary<sup>[IC]</sup>  
**Pavan Akhand**  
9424726666

Finance Secretary  
**Badri Kumar Mehta**  
9868183579

All communication at E-mail - "chqaigetoa@gmail.com" only

GS / AIGETOA / 2022-23 / 24

Dated 09.01.2023

To,

**Shri Vivek Banzal ji**  
**Director (CFA)**  
**BSNL Board**  
**Janpath, New Delhi**

**Subject: CPAN EMS server failure - difficulties faced in field units - Regarding.**

**Respected Sir,**

The main CPAN EMS server catering to the Kerala, Andhra Pradesh and Telangana circles, which is in Bangalore and maintained by CNTx South wing, has been down since 04-01-2023 00:14 hours. This has resulted in complete O&M failure of CPAN nodes till now.

In a CPAN network, without EMS access it will neither be able to monitor the network for faults, nor be able to configure or modify NEs/ Services. Since it is needed to modify tunnel paths when multiple fiber breaks or exchange power failure happens, failure of EMS resulted in an increase in outage duration/MTTR of all services of BSNL Kerala circle.

Even though, the DR EMS server is brought online from 05-01-2023 morning, all new service creations are being asked to avoid. This has resulted, issues in new Udyami and other LCO integration's, EB service provisioning and GSM service rearrangements etc. Moreover, it is understood that many of the nodes are not reachable from the DR EMS server, which even prevents fault management itself. Almost all preventive and corrective maintenance activities are seriously affected by this. Around 30 percentage of B-Nodes and more than 70 percentage of A-Nodes in the network are not reachable from DR servers at Chandigarh, by which field teams are facing great difficulties in restoration of traffic by diversion/re configuration to other nodes during failures

It is worth to mention that despite provision of such DR servers in the system, they were not found functional when the need arose in such type of situations. It is understood that similar situations happened earlier too. We request your kind intervention in ensuring periodic switch over to DR servers as per policy to avoid occurrence of such situations in future. Your good

Regn. No. : HR/019/2018/02138

Regd. Office : Flat No. A-302, Life Style Residency, Plot no: GH 41-42, Sector-65, Faridabad, Haryana-121006

self is requested to direct to the concerned unit to ensure that CPAN Network remains fully manageable from DR servers too.

We kindly request you to intervene in the matter and escalate it to the appropriate level, considering the severity of the matter, to get the issue resolved at the earliest.

With warm regards,

Sd/-  
**[Pavan Akhand]**  
**GS AIGETOA**