

ABSTRACT

Methods for determining a root cause fault, and apparatuses are provided. The method includes: A first network element determines alarm information of N objects, where N is an integer greater than or equal to 2; and the first network element determines a root cause failure of the alarm information of the N objects based on an object association relationship, where the root cause failure is alarm information of M objects in the N objects, and M is a positive integer less than or equal to N . According to the method and apparatus of this disclosure, a root cause failure of a plurality of pieces of alarm information can be determined, and a service ticket is dispatched only for the root cause failure, to reduce operation and maintenance costs.