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| ID | Descripcion | Evaluacion de soporte |
| 42 | CB2025 NTELBO-F\_4;Cochabamba;-97;WIMAX;2 |  |
| 23 | SANTA CRUZ - TALLER MARQUINO;NTELBO-M\_35 |  |
| 49 | LA PAZ - SAN MIGUEL - NTELBO-M\_44 |  |
| 34 | TR4501 NTELBO-F\_6;Beni;-95;TDD;4 |  |
| 36 | SC3044 NTELBO-F\_5;Santa Cruz;-110;TDD;6 |  |
| 10 | ORURO - SAN PEDRO;NTELBO-M\_22 |  |

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1. GENERAL INFO

GEMALTO SUPPORT TEAM - TECHNICAL REPORT

Customer: Nuevatel

Contac Name: Sergio Iporre

Call id:

Date & Time: 17-11-2020

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**Cliente ID: 42**

**Descripcion: CB2025 NTELBO-F\_4;Cochabamba;-97;WIMAX;2**

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2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause:

Incident description: La sonda no se conecta desde el 22 de Febrero.

Evidencias:

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3. RESOLUTION

Incident Analysis:

Workaround:

Recommendation:

Additional comments: NA

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**Cliente ID: 23**

**Descripcion: SANTA CRUZ - TALLER MARQUINO;NTELBO-M\_35**

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2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause: No se obtiene respuesta de la red.

Incident description: La sonda intenta varias veces establecer conexión a la red, sin embargo no lo logra pues no recibe respuesta.

Evidencias:

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| 2020-11-16 18:09:45.821 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-16 18:09:45.821 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-11-16 18:09:56.853 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-16 18:09:56.853 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-11-16 18:10:07.901 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-16 18:10:07.901 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-11-16 18:10:10.917 - SessionManager - sms.nxray.agents.impl.SessionManagerAgent - WARN - Evt\_IpDisconnected received at status Connecting and currentSession Connecting  2020-11-16 18:11:05.031 - SessionManager.Connect - sms.nxray.agents.impl.SessionManagerAgent.ConnectT - WARN - Connection error. Connection not detected  2020-11-16 18:11:05.031 - SessionManager |

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3. RESOLUTION

Incident Analysis: La sonda no logra establecer conexión a la red.

Workaround: Validar internamente con el área de redes.

Recommendation: Revisar si hubieron problemas de red en el periodo de fallo.

Additional comments: NA

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**Cliente ID: 49**

**Descripcion: LA PAZ - SAN MIGUEL - NTELBO-M\_44**

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2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause: No se obtiene respuesta de la red.

Incident description: La sonda intenta varias veces establecer conexión a la red, sin embargo no lo logra pues no recibe respuesta.

Evidencias:

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| 2020-11-16 18:48:29.510 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-16 18:48:29.510 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-11-16 18:48:40.714 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-16 18:48:40.714 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-11-16 18:48:51.831 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-16 18:48:51.831 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-11-16 18:49:02.839 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times |

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3. RESOLUTION

Incident Analysis: La sonda no logra establecer conexión a la red.

Workaround: Validar internamente con el área de redes.

Recommendation: Revisar si hubieron problemas de red en el periodo de fallo.

Additional comments: NA

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**Cliente ID: 34**

**Descripcion: TR4501 NTELBO-F\_6;Beni;-95;TDD;4**

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2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause: Desconocido fuera del alcance de soporte.

Incident description: El perfil configurado de la sonda tiene un tiempo definido en el cual la sonda debe concluir la tarea de lo contrario, la tarea termina fallida con el mensaje time out.

Evidencias:

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3. RESOLUTION

Incident Analysis: La sonda no realiza las tareas en el tiempo definido.

Workaround: Validar internamente las velocidades de trasmisión con el área de redes.

Recommendation: Validar internamente las velocidades de trasmisión con el área de redes.

Additional comments: NA

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**Cliente ID: 36**

**Descripcion: SC3044 NTELBO-F\_5;Santa Cruz;-110;TDD;6**

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2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause:

Incident description: La Sonda no presenta errores.

Evidencias:

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| La Sonda no presenta errores. |

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3. RESOLUTION

Incident Analysis:

Workaround:

Recommendation:

Additional comments:

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**Cliente ID: 10**

**Descripcion: ORURO - SAN PEDRO;NTELBO-M\_22**

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2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause: No se obtiene respuesta de la red.

Incident description: La sonda intenta varias veces establecer conexión a la red, sin embargo no lo logra pues no recibe respuesta.

Evidencias:

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| 2020-11-17 01:24:25.679 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-17 01:24:25.679 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-11-17 01:24:36.726 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-17 01:24:36.726 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-11-17 01:24:47.775 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-17 01:24:47.775 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-11-17 01:24:50.802 - SessionManager - sms.nxray.agents.impl.SessionManagerAgent - WARN - Evt\_IpDisconnected received at status Connecting and currentSession Connecting  2020-11-17 01:24:51.724 - SessionManager.Connect - sms.nxray.agents.impl.SessionManagerAgent.ConnectT - WARN - Connection error. Dialer connect task failed |

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3. RESOLUTION

Incident Analysis: La sonda no logra establecer conexión a la red.

Workaround: Validar internamente con el área de redes.

Recommendation: Revisar si hubieron problemas de red en el periodo de fallo.

Additional comments: NA