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| ID | Descripcion | Evaluacion de soporte |
| 42 | CB2025 NTELBO-F\_4;Cochabamba;-97;WIMAX;2 |  |
| 49 | LA PAZ - SAN MIGUEL - NTELBO-M\_44 |  |
| 34 | TR4501 NTELBO-F\_6;Beni;-95;TDD;4 |  |
| 8 | ORURO - GERMANIA;NTELBO-M\_20 |  |

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1. GENERAL INFO

GEMALTO SUPPORT TEAM - TECHNICAL REPORT

Customer: Nuevatel

Contac Name: Sergio Iporre

Call id:

Date & Time: 20-11-2020

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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: La sonda no se conexta desde el 22 de Febrero.

Incident description: La sonda no se conexta 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: 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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| 2020-11-20 01:28:29.709 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-20 01:28:29.709 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-11-20 01:28:40.866 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-20 01:28:40.866 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-11-20 01:28:52.085 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-20 01:28:52.085 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-11-20 01:29:03.320 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-11-20 01:29:03.773 - 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

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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: 8**

**Descripcion: ORURO - GERMANIA;NTELBO-M\_20**

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2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause: FALLO EN SO

Incident description: FALLO EN SO

Evidencias:

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| 2020-11-20 01:33:07.858 - SessionManager.DialerConnect - sms.net.QmiDialer - ERROR - Exception connecting: CreateFile Error: Error code 31 = A device attached to the system is not functioning.  2020-11-20 01:33:07.936 - SessionManager.Connect - sms.nxray.agents.impl.SessionManagerAgent.ConnectT - WARN - Connection error. Dialer connect task failed |

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3. RESOLUTION

Incident Analysis:

Workaround:

Recommendation:

Additional comments: