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| ID | Descripcion | Evaluacion de soporte |
| 34 | TR4501 NTELBO-F\_6;Beni;-95;TDD;4 |  |
| 42 | CB2025 NTELBO-F\_4;Cochabamba;-97;WIMAX;2 |  |
| 49 | LA PAZ - SAN MIGUEL - NTELBO-M\_44 |  |
| 10 | ORURO - SAN PEDRO;NTELBO-M\_22 |  |
| 22 | SANTA CRUZ - METALMEC II;NTELBO-M\_34 |  |

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1. GENERAL INFO

GEMALTO SUPPORT TEAM - TECHNICAL REPORT

Customer: Nuevatel

Contac Name: Sergio Iporre

Call id:

Date & Time: 09-12-2020

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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:

Incident description: SONDA APAGADA DESDE EL 01-12-2020.

Evidencias:

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3. RESOLUTION

Incident Analysis:

Workaround:

Recommendation:

Additional comments: NA

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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: SONDA APAGADA DESDE EL 22-02-2020

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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| 2020-12-09 01:34:28.585 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-09 01:34:28.585 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-09 01:34:39.773 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-09 01:34:39.773 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-09 01:34:50.992 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-09 01:34:50.992 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-09 01:34:54.086 - SessionManager - sms.nxray.agents.impl.SessionManagerAgent - WARN - Evt\_IpDisconnected received at status Connecting and currentSession Connecting  2020-12-09 01:34:54.618 - 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: 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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| --- |
| 2020-12-08 18:44:25.466 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-08 18:44:25.466 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-08 18:44:34.873 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-08 18:44:35.045 - SessionManager - sms.nxray.agents.impl.SessionManagerAgent - WARN - Evt\_IpDisconnected received at status Connecting and currentSession Connecting  2020-12-08 18:44:45.906 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-08 18:44:45.906 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-08 18:44:56.953 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-08 18:44:57.562 - 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: 22**

**Descripcion: SANTA CRUZ - METALMEC II;NTELBO-M\_34**

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2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause: Desconocido, posible desgaste natural o un ambiente no apropiado.

Incident description: Cuando se presenta un fallo en la SIM, se observa un mensaje de error como este ERROR: SIM failure.

Evidencias:

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| 2020-12-08 23:57:35.555 - PortAtClient - sms.nxray.agents.impl.PortAtClientAgent - ERROR - AT\_Error: AT+COPS=0{CR}{CR}{LF}+CME ERROR: SIM failure{CR}{LF} [sms.nxray.portobjects.atresponses.RawAtResponse]  2020-12-08 23:58:21.785 - PortAtClient - sms.nxray.agents.impl.PortAtClientAgent - ERROR - AT\_Error: AT+COPS=0{CR}{CR}{LF}+CME ERROR: SIM failure{CR}{LF} [sms.nxray.portobjects.atresponses.RawAtResponse]  2020-12-08 23:59:07.990 - PortAtClient - sms.nxray.agents.impl.PortAtClientAgent - ERROR - AT\_Error: AT+COPS=0{CR}{CR}{LF}+CME ERROR: SIM failure{CR}{LF} [sms.nxray.portobjects.atresponses.RawAtResponse]  2020-12-08 23:59:53.914 - SessionManager.Connect - sms.nxray.agents.impl.SessionManagerAgent.ConnectT - WARN - Connection error. Unable to configure network after 3 attempts. Aborting connection...  2020-12-08 23:59:53.914 - SessionManager - sms.nxray.agents.impl.SessionManagerAgent - INFO - Session manager changing to Disconnecting Status (sessionEvent is Disconnected)  2020-12-08 23:59:54.039 - PortAtClient - sms.nxray.agents.impl.PortAtClientAgent - ERROR - AT\_Error: AT+COPS=0{CR}{CR}{LF}+CME ERROR: SIM failure{CR}{LF} [sms.nxray.portobjects.atresponses.RawAtResponse] |

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3. RESOLUTION

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

Workaround: Generalmente luego de un tiempo la sonda se recupera, sin embargo se ha aplicado un fix el cual ayuda a mitigar este error.

Recommendation: En caso de que el issue se presente constantemente, se recomienda hacer un cambio de SIM CARD.

Additional comments: NA