|  |  |  |
| --- | --- | --- |
| ID | Descripcion | Evaluacion de soporte |
| 34 | TR4501 NTELBO-F\_6;Beni;-95;TDD;4 |  |
| 42 | CB2025 NTELBO-F\_4;Cochabamba;-97;WIMAX;2 |  |
| 48 | LA PAZ - ACHUMANI I - NTELBO-M\_69 |  |
| 49 | LA PAZ - SAN MIGUEL - NTELBO-M\_44 |  |
| 13 | COCHABAMBA - TAMBORADA;NTELBO-M\_25 |  |
| 23 | SANTA CRUZ - TALLER MARQUINO;NTELBO-M\_35 |  |
| 19 | SUCRE - TIENDA SUCRE;NTELBO-M\_31 |  |
| 8 | ORURO - GERMANIA;NTELBO-M\_20 |  |
| 36 | SC3044 NTELBO-F\_5;Santa Cruz;-110;TDD;6 |  |

--------------------------------------------------------------------

1. GENERAL INFO

GEMALTO SUPPORT TEAM - TECHNICAL REPORT

Customer: Nuevatel

Contac Name: Sergio Iporre

Call id:

Date & Time: 10-12-2020

--------------------------------------------------------------------

**Cliente ID: 34**

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

--------------------------------------------------------------------

2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause:

Incident description: La sonda no enciende desde el 01-12-2020

Evidencias:

|  |
| --- |
|  |

--------------------------------------------------------------------

3. RESOLUTION

Incident Analysis:

Workaround:

Recommendation:

Additional comments: NA

--------------------------------------------------------------------

**Cliente ID: 42**

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

--------------------------------------------------------------------

2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause:

Incident description: La sonda no enciende desde el 22-02-2020

Evidencias:

|  |
| --- |
|  |

--------------------------------------------------------------------

3. RESOLUTION

Incident Analysis:

Workaround:

Recommendation:

Additional comments: NA

--------------------------------------------------------------------

**Cliente ID: 48**

**Descripcion: LA PAZ - ACHUMANI I - NTELBO-M\_69**

--------------------------------------------------------------------

2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause:

Incident description: Se desconoce la causa, no es posible acceder a la sonda.

Evidencias:

|  |
| --- |
|  |

--------------------------------------------------------------------

3. RESOLUTION

Incident Analysis:

Workaround:

Recommendation:

Additional comments: NA

--------------------------------------------------------------------

**Cliente ID: 49**

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

--------------------------------------------------------------------

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:

|  |
| --- |
| 2020-12-10 01:28:28.711 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-10 01:28:28.711 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-10 01:28:39.922 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-10 01:28:39.922 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-10 01:28:50.976 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-10 01:28:50.976 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-10 01:29:02.098 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-10 01:29:02.817 - SessionManager.Connect - sms.nxray.agents.impl.SessionManagerAgent.ConnectT - WARN - Connection error. Dialer connect task failed |

--------------------------------------------------------------------

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

--------------------------------------------------------------------

**Cliente ID: 13**

**Descripcion: COCHABAMBA - TAMBORADA;NTELBO-M\_25**

--------------------------------------------------------------------

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:

|  |
| --- |
| 2020-12-10 01:20:25.120 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-10 01:20:25.120 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-10 01:20:36.168 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-10 01:20:36.168 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-10 01:20:36.933 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-10 01:20:37.199 - SessionManager - sms.nxray.agents.impl.SessionManagerAgent - WARN - Evt\_IpDisconnected received at status Connecting and currentSession Connecting  2020-12-10 01:20:47.972 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times |

--------------------------------------------------------------------

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

--------------------------------------------------------------------

**Cliente ID: 23**

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

--------------------------------------------------------------------

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:

|  |
| --- |
| 2020-12-09 20:15:46.204 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-09 20:15:46.204 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-09 20:15:57.235 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-09 20:15:57.235 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-09 20:16:08.247 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-09 20:16:08.247 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-09 20:16:11.317 - SessionManager - sms.nxray.agents.impl.SessionManagerAgent - WARN - Evt\_IpDisconnected received at status Connecting and currentSession Connecting  2020-12-09 20:17:05.690 - SessionManager.Connect - sms.nxray.agents.impl.SessionManagerAgent.ConnectT - WARN - Connection error. Connection not detected |

--------------------------------------------------------------------

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

--------------------------------------------------------------------

**Cliente ID: 19**

**Descripcion: SUCRE - TIENDA SUCRE;NTELBO-M\_31**

--------------------------------------------------------------------

2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause: Se desconoce la causa raíz, posible corrupción en disco.

Incident description: Se presenta un conflicto en el SO, el cual impide que se puedan realizar las configuraciones necesarias para establecer conexión a la red.

Evidencias:

|  |
| --- |
| 2020-12-09 20:12:39.881 - SessionManager.DialerConnect - sms.net.QmiDialer - ERROR - Couldn't get the name of the port to send QMI commands  2020-12-09 20:12:39.881 - SessionManager.DialerConnect - sms.net.QmiDialer - ERROR - Exception connecting: null  2020-12-09 20:12:39.959 - SessionManager.Connect - sms.nxray.agents.impl.SessionManagerAgent.ConnectT - WARN - Connection error. Dialer connect task failed |

--------------------------------------------------------------------

3. RESOLUTION

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

Workaround: Se aplica fix.

Recommendation: Reinicio de la sonda, chequeo de disco.

Additional comments: NA

--------------------------------------------------------------------

**Cliente ID: 8**

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

--------------------------------------------------------------------

2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause:

Incident description: Se desconoce la causa, no es posible acceder a la sonda.

Evidencias:

|  |
| --- |
|  |

--------------------------------------------------------------------

3. RESOLUTION

Incident Analysis:

Workaround:

Recommendation:

Additional comments: NA

--------------------------------------------------------------------

**Cliente ID: 36**

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

--------------------------------------------------------------------

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:

|  |
| --- |
|  |

--------------------------------------------------------------------

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