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| ID | Descripcion | Evaluacion de soporte |
| 34 | TR4501 NTELBO-F\_6;Beni;-95;TDD;4 |  |
| 4 | LA PAZ - LOMAS DEL SUR;NTELBO-M\_16 |  |
| 42 | CB2025 NTELBO-F\_4;Cochabamba;-97;WIMAX;2 |  |
| 49 | LA PAZ - SAN MIGUEL - NTELBO-M\_44 |  |
| 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: 11-12-2020

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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: La sonda no se conecta 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: 4**

**Descripcion: LA PAZ - LOMAS DEL SUR;NTELBO-M\_16**

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2. DETAILS OF INCIDENT:

Impacted platform: NxClient

Root Cause: Desincronización entre la sonda y la red.

Incident description: Cuando se presenta el error, la sonda no es capaz de recuperarse.

Evidencias:

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| 2020-12-10 08:45:18.874 - Cache - sms.nxray.agents.impl.CacheAgent - WARN - Late packet (1.953): sms.nxray.agents.PortQc.Msg.Evt\_RadioStatus, Other ignored packets in the last sec: 0 (ts: 1607589915340, 1607589913387; idx: 5015, 5014)  2020-12-10 08:45:18.874 - Cache - sms.nxray.agents.impl.CacheAgent - WARN - Late packet (1.453): sms.nxray.agents.PortQc.Msg.Evt\_RadioStatus, Other ignored packets in the last sec: 0 (ts: 1607589915340, 1607589913887; idx: 5015, 5014) |

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3. RESOLUTION

Incident Analysis: Se presenta una desincronización.

Workaround: Es posible que con un reinicio la sonda se recupere, sin embargo se aplica un fix.

Recommendation: NA.

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: La sonda no se conecta 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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| --- |
| 2020-12-10 18:02:29.930 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-10 18:02:29.930 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-10 18:02:41.064 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-10 18:02:41.064 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-10 18:02:52.236 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-12-10 18:02:52.236 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-12-10 18:03:03.471 - 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: 8**

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

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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:

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| --- |
| 2020-12-10 18:06:26.741 - SessionManager.DialerConnect - sms.net.QmiDialer - ERROR - Exception connecting: CreateFile Error: Error code 31 = A device attached to the system is not functioning.  2020-12-10 18:06:26.850 - 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: Se aplica fix.

Recommendation: Reinicio de la sonda, chequeo de disco.

Additional comments: NA