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1. GENERAL INFO

GEMALTO SUPPORT TEAM - TECHNICAL REPORT

Customer: TigoBo

Contac Name: Carlos Mercado

Call id:

Date & Time: 05-10-2020

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**Cliente ID: 49249**

**Descripcion: TIGOBO\_M\_029\_Equipetrol Norte\_LTE\_Santa Cruz**

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2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: desconocida aun

Incident description:

Evidencias:

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| 2020-10-04 20:36:43.208 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-10-04 20:36:43.211 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-10-04 20:36:53.655 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-10-04 20:36:53.658 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-10-04 20:37:04.109 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-10-04 20:37:04.112 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-10-04 20:37:14.533 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times |

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3. RESOLUTION

Incident Analysis: ya lo escribo coma ...

Workaround: se aplica fix

Recommendation: visita a sitio

Additional comments: NA

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**Cliente ID: 1019**

**Descripcion: TIGOBO\_M\_055\_Hermanos Ruiloba\_LTE\_Tarija\_Julio Baldiviezo**

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2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: desconocida aun

Incident description:

Evidencias:

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| 2020-10-04 16:49:42.924 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-10-04 16:49:42.924 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-10-04 16:49:53.332 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-10-04 16:49:53.332 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-10-04 16:50:03.767 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-10-04 16:50:03.767 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-10-04 16:50:14.324 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times |

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3. RESOLUTION

Incident Analysis: ya lo escribo coma ...

Workaround: se aplica fix

Recommendation: visita a sitio

Additional comments: NA

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**Cliente ID: 36710**

**Descripcion: TIGOBO\_M\_009\_Villa Busch\_LTE\_Pando**

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2. DETAILS OF INCIDENT:

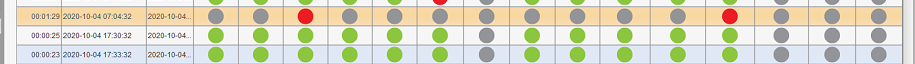
Impacted platform:

Root Cause: desconocida aun

Incident description:

Evidencias:

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| 2020-10-04 11:04:43.219 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-10-04 11:04:43.219 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-10-04 11:04:53.653 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-10-04 11:04:53.655 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-10-04 11:05:04.136 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-10-04 11:05:04.138 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-10-04 11:05:14.580 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times |



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3. RESOLUTION

Incident Analysis: ya lo escribo coma ...

Workaround: se aplica fix

Recommendation: visita a sitio

Additional comments: NA

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**Cliente ID: 42139**

**Descripcion: TIGOBO\_M\_008\_Av. Pedro Marban\_3G\_Beni**

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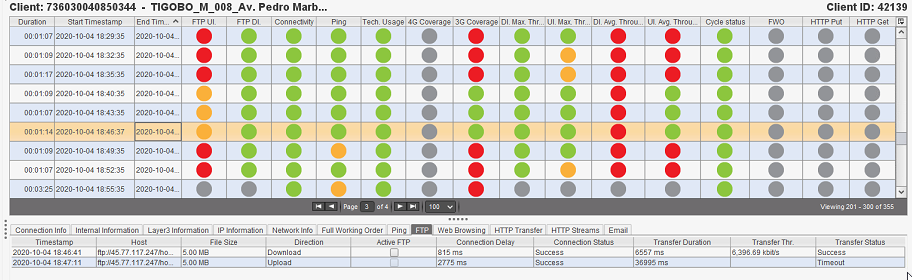
2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: No aplica

Incident description:

Evidencias:



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3. RESOLUTION

Incident Analysis: prueba de Analisis

Workaround: NA

Recommendation: NA

Additional comments: NA

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**Cliente ID: 42149**

**Descripcion: TIGOBO\_M\_024\_Raquelita\_3G\_Cochabamba \_Diego Vargas**

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2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: No aplica

Incident description:

Evidencias:

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3. RESOLUTION

Incident Analysis: prueba de Analisis

Workaround: NA

Recommendation: NA

Additional comments: NA