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1. GENERAL INFO

GEMALTO SUPPORT TEAM - TECHNICAL REPORT

Customer: TigoBo

Contac Name: Carlos Mercado

Call id:

Date & Time: 06-10-2020

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**Cliente ID: 42139**

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

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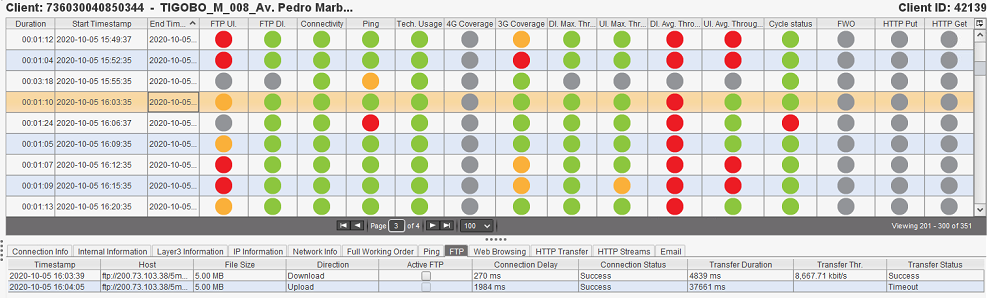
2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: desconocida aun

Incident description:

Evidencias:



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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: 36652**

**Descripcion:** TIGOBO\_M\_013\_Ciudad Satelite\_GSM\_La Paz

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2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: desconocida aun

Incident description:

Evidencias:

|  |
| --- |
| 2020-10-05 18:13:49.505 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-10-05 18:13:49.505 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-10-05 18:13:59.973 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-10-05 18:13:59.976 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection...  2020-10-05 18:14:10.441 - SessionManager.DialerConnect - sms.net.QmiDialer.WorkerChannelReader - ERROR - QmiDialer WorkerChannelReader getConnectionToken has timed out 100 times  2020-10-05 18:14:10.443 - SessionManager.DialerConnect - sms.net.QmiDialer - WARN - Retrying qmi connection... |

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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: 38701**

**Descripcion:** TIGOBO\_M\_003\_Av. Litoral\_3G\_La Paz - El Alto

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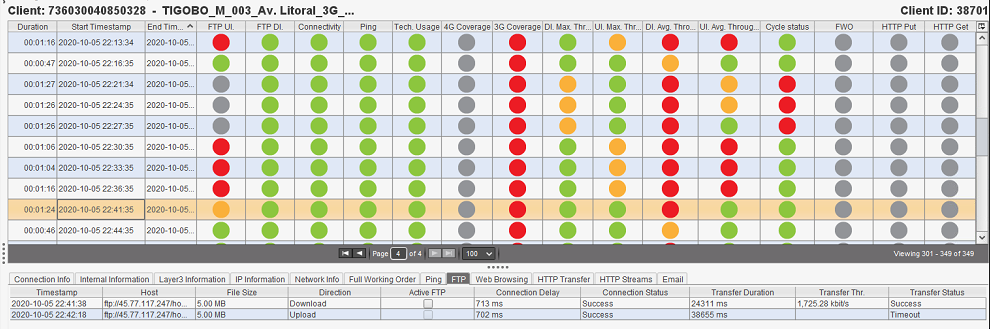
2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: desconocida aun

Incident description:

Evidencias:



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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: 42149**

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

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2. DETAILS OF INCIDENT:

Impacted platform:

Root Cause: desconocida aun

Incident description:

Evidencias:

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3. RESOLUTION

Incident Analysis: ya lo escribo coma ...

Workaround: se aplica fix

Recommendation: visita a sitio

Additional comments: NA