

Ooredoo B2B Services

FAQ & Troubleshooting Guide

This guide provides troubleshooting steps for common issues with Ooredoo B2B services including Connectivity, Cloud Services, and IoT solutions. Follow the steps in order for best results. For urgent issues, contact our 24/7 support team.

Connectivity Issues

1. Q: Internet connection is completely down

A: Step 1: Check if all cables are properly connected. Step 2: Restart your router by unplugging it for 30 seconds. Step 3: Check if other devices have the same issue. Step 4: Verify account payment status. Step 5: If issue persists, contact support at 155 or log a ticket through the business portal.

2. Q: Slow internet speeds affecting business operations

A: Step 1: Run a speed test at speedtest.net. Step 2: Check how many devices are connected. Step 3: Disconnect unused devices. Step 4: Restart router. Step 5: Check for background downloads/updates. Step 6: If speeds are consistently below 70% of your plan, contact support for line testing.

3. Q: VPN connection failing repeatedly

A: Step 1: Verify VPN credentials are correct. Step 2: Check firewall settings - ensure ports 1723 (PPTP) or 500/4500 (IPSec) are open. Step 3: Try connecting from a different network. Step 4: Update VPN client software. Step 5: Contact your IT team and Ooredoo support to verify configuration.

4. Q: WiFi signal weak in certain office areas

A: Step 1: Move router to a central location. Step 2: Check for physical obstacles (walls, metal objects). Step 3: Change WiFi channel to avoid interference. Step 4: Ensure router firmware is updated. Step 5: Consider adding WiFi extenders or mesh system. Step 6: For large offices, contact sales for enterprise WiFi solution.

5. Q: Intermittent connection drops throughout the day

A: Step 1: Check all physical connections. Step 2: Monitor if drops occur at specific times. Step 3: Check router logs for errors. Step 4: Test with direct ethernet connection (bypass WiFi). Step 5: Update router firmware. Step 6: If issue persists, request technician visit for line quality check.

Cloud Services

6. Q: Cannot access virtual server via SSH

A: Step 1: Verify server is running in cloud console. Step 2: Check security group rules - ensure port 22 is open for your IP. Step 3: Verify SSH key/password is correct. Step 4: Try connecting from different network. Step 5: Check if server IP has changed. Step 6: Review firewall logs in cloud portal.

7. Q: Cloud storage quota exceeded unexpectedly

A: Step 1: Login to cloud portal and review storage usage dashboard. Step 2: Identify large files/folders. Step 3: Check for old backups that can be deleted. Step 4: Review file versioning settings. Step 5: Consider archiving old data. Step 6: Upgrade storage tier if needed through portal or contact account manager.

8. Q: Database connection timeout errors

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A: Step 1: Verify database service is running. Step 2: Check network connectivity between application and database. Step 3: Review database security group - ensure application server IP is whitelisted. Step 4: Check database resource utilization (CPU/Memory). Step 5: Increase connection timeout in application. Step 6: Review slow query logs.

9. Q: Backup jobs failing with errors

A: Step 1: Check backup logs for specific error messages. Step 2: Verify sufficient storage space. Step 3: Check backup schedule for conflicts. Step 4: Ensure backup service has proper permissions. Step 5: Test backup manually. Step 6: Review backup retention policy. Step 7: Contact support if errors persist with log details.

10. Q: SSL certificate expiration warnings

A: Step 1: Check certificate expiry date in cloud portal. Step 2: Generate certificate renewal request. Step 3: Update certificate in load balancer/web server. Step 4: Test HTTPS connections. Step 5: Set up auto-renewal if available. Step 6: Configure expiry alerts for future notifications.

IoT & Device Management

11. Q: IoT devices showing as offline

A: Step 1: Check device power and physical connectivity. Step 2: Verify SIM card is inserted correctly. Step 3: Check network coverage in device location. Step 4: Review data usage - ensure quota not exceeded. Step 5: Restart device. Step 6: Check device logs. Step 7: Verify device credentials in IoT portal. Step 8: Replace SIM if faulty.

12. Q: GPS tracking showing incorrect locations

A: Step 1: Ensure device has clear sky view (GPS requires satellite signal). Step 2: Wait 2-3 minutes for GPS to acquire signal. Step 3: Check device firmware version - update if outdated. Step 4: Calibrate device location through management portal. Step 5: Verify device antenna is not damaged. Step 6: Test in open area to rule out signal blockage.

13. Q: Smart meters not transmitting data

A: Step 1: Check meter power supply. Step 2: Verify SIM connectivity. Step 3: Check data transmission schedule. Step 4: Review network coverage at meter location. Step 5: Check for physical obstructions affecting signal. Step 6: Install signal booster if needed. Step 7: Verify meter configuration in portal.

14. Q: High data usage on IoT devices

A: Step 1: Review data usage patterns in IoT portal. Step 2: Check transmission frequency settings. Step 3: Optimize data packet size. Step 4: Verify no unauthorized applications running. Step 5: Implement data compression if available. Step 6: Adjust reporting intervals. Step 7: Upgrade plan if legitimate high usage.

15. Q: Cannot add new devices to IoT platform

A: Step 1: Check if device limit reached for current plan. Step 2: Verify device compatibility. Step 3: Ensure SIM cards are activated. Step 4: Check device registration process. Step 5: Verify API credentials if using API integration. Step 6: Review plan limits in portal. Step 7: Contact support to upgrade plan if needed.

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Contact & Support

For additional support:

24/7 Technical Support Hotline: 155

Business Support Email: business.support@ooredoo.qa

Online Portal: business.ooredoo.qa

Emergency Support: +974 4440 0155

Service Level Agreements (SLA):

- Critical Issues: 1 hour response time
- High Priority: 4 hours response time
- Medium Priority: 8 hours response time
- Low Priority: 24 hours response time

Premium customers receive priority support with dedicated account managers.