

Proceso de verificación

Descripción del problema

Me he comunicado en repetidas ocasiones por medio de la línea de WhatsApp para soporte técnico ya que en el transcurso de la ultima semana el servicio se ha caído constantemente, sin embargo no responden mi solicitud volviéndome a enviar el bot inicial.

Niveles del módem

OLT

Board

Port

ONU

SN

ONU type

Zone

ODB (Splitter)

Name

Address or comment

Contact

Authorization date

ONU external ID

USP-OGP1

0

11(CDBOG-USME-PUEBLO-DOS-146-H17)

gpon-onu_0/0/11:10

HWTC6A96BCED

MONUV142 (Generic_1)

PENDIENTE DOCUMENTACION

None

640392-USME PUEBLO-USME PUEBLO

USME ZONA 11 USME PUEBLO-USME PUEBLO-CR 14

F-136 22 CASA 2 TORRE11

None

20-Feb-2023 12:12:44 History

01640392



Status

ONU/OLT Rx signal

Attached VLANs

ONU mode

TR069

Mgmt IP

WAN setup mode

Online (1 week ago)

-22 dBm / -27.7 dBm (1024m)

2213

Routing - WAN vlan: 2213

Inactive

Inactive

Setup via ONU webpage

Registro de estados del módem

History

#	UP	Authentication time	Offline time	Down reason
03	2025-04-04	04:55:48-05:00	ONU is currently online	
02	2025-04-04	03:17:24-05:00	2025-04-04 03:17:27-05:00	ONT dying-gasp
01	2025-04-04	03:02:32-05:00	2025-04-04 03:13:06-05:00	ONT dying-gasp

SELECT: ALL NONE

Clear Sessions CSV Export

1

Username	Name	IP Address	Start Time	Total Time	HotSpot / NAS Shortname	Total Traffic
<input type="checkbox"/> 640392MARIN		IP: 10.100.91.208 MAC: 70:a5:6a:96:bc:f3	2025-04-12 21:13:14	3 days, 17 hours	TUS 2	Upload: 1.67 Gb Download: 22.53 Gb Total Traffic: 24.2 Gb

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Configuraciones del módem

UPnP

UPnP Config

UPnP:

Disable

Enable

WAN Interface: 1_INTERNET_R_VID_2213

Save

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Ping

Complete

```
in function : ping_main ifname : ppp0
ifname : 24
PING 8.8.8.8 (8.8.8.8): 56 data bytes
64 bytes from 8.8.8.8: seq=0 ttl=119 time=4.011 ms
64 bytes from 8.8.8.8: seq=1 ttl=119 time=4.004 ms
64 bytes from 8.8.8.8: seq=2 ttl=119 time=3.954 ms
64 bytes from 8.8.8.8: seq=3 ttl=119 time=3.916 ms

--- 8.8.8.8 ping statistics ---
4 packets transmitted, 4 packets received, 0% packet loss
round-trip min/avg/max = 3.916/3.971/4.011 ms
```

Dispositivos conectados

WLAN Status

WLAN Connection Status	Enabled
SSID-1Name	CONEXION-MARIN
Rate	Auto
Hidden attribute	Visual
Band	2.4 GHz (B+G+N)
SSID-1Encryption state	Enabled
BSSID	70:a5:6a:96:bc:ee

Access Device

MAC address	sent packets	received packets	Transmission rate (Mbps)	Power saving	Due time (sec)
92:2c:ad:6e:88:ea	2274436	725368	26	yes	300
ae:cd:ae:2b:d6:46	26815	40782	65	yes	297
f2:4a:0a:66:a5:a5	543216	621788	65	yes	274

Packets Through LAN

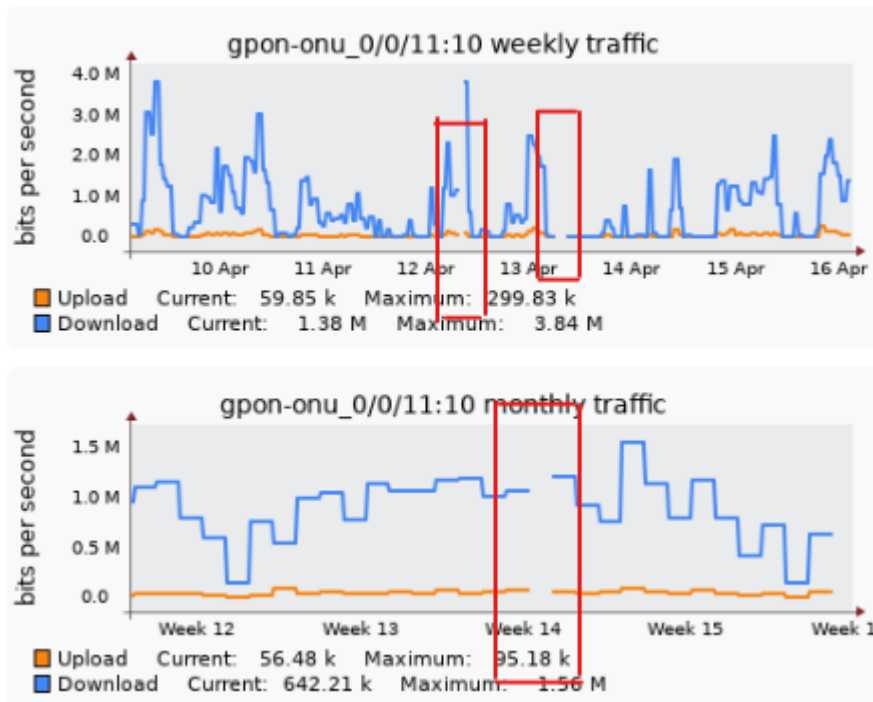
Interface	Reveived				Sent			
	Packets	Bytes	Errors	Dropped	Packets	Bytes	Errors	Dropped
CONEXION-MARIN	36702907	3806512053	0	0	95570930	2697555701	1463300	0

Histórico de comunicación telefónica

- Primer intento de contacto

MicroSIP - 2153		
Teléfono Registros Contactos		
Nombre	Número	Hora
83107908295	83107908295	2:53:32 p. m.

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Se evidencia caída total e intermitencia los días 12 y 13.

No se evidencia falla masiva en rutero.