

Xplornet Tech Tool 1235

LTE Maintenance Alert &

Installer Portal Provisioning Change

Good news! Xplornet is introducing a new management system for our LTE platform that will improve performance. On Wednesday, February 27, 2019, a maintenance window will be required for an extended period of time between **2:00 AM and 10:00 AM AST**. **During this period, LTE activity cannot be completed.** These include **new installs, conversions, repairs and package changes**; and therefore recommend that you schedule your LTE installs for later in the day.

What is changing?

From a customer point of view, nothing is changing; the service will continue to function as it always has. The back end system we use to provision fixed wireless, home phone and router products, is being replaced over several months. We are starting with the LTE system as it should have the most impact. We will advise you of these future provisioning changes.

As part of systems improvements in how Fixed Wireless devices are managed, there will be a change to the provisioning flow of LTE devices in the installer portal.

New Process: Effective Wednesday, February 27th after 10:00 AM AST.

This process starts after you have opened the work order in the installer portal and are going through the steps to complete it.

Step 1

Enter latitude and longitude.

Step 2

Click "Submit"



XPLORNET

Home

Provisioning - LTE

Latitude:

Longitude:

Submit Cancel


Xplornet Communications Inc.

Step 3 – New Screen

Screen will now show MAC & Serial Number of the device you are installing and then Latitude and Longitude you entered.

Step 4

In order to obtain QOI, click “Submit”



The screenshot shows the Xplornet Provisioning - LTE interface. At the top is the Xplornet logo and a 'Home' button. Below is a link for 'Provisioning - LTE'. The main heading is 'Request QOI Statistics'. A table displays the following information:

MAC:	1C:49:78:D1:F5:62
SerialNumber:	GMK170830002906
Latitude:	46.1878
Longitude:	-67.6088

Below the table are 'Cancel' and 'Submit' buttons. At the bottom, it says 'Xplornet Communications Inc.'

Step 5

The system will initiate the QOI check and return MAC, CINR, RSRP and Tower name.

Step 6

Click “Submit” to get to the work order completion screen.

Step 7

Complete the work order as usual.



The screenshot shows the Xplornet Provisioning - LTE interface. At the top is the Xplornet logo and a 'Home' button. Below is a link for 'Provisioning - LTE'. The screen displays the following QOI check results:

MAC: 1C:49:78:D1:F5:62
CINR: 21
RSRP: -78
Tower Name: AlbertaNorth^BellLake^Xplornet

Below the results are 'Cancel' and 'Submit' buttons. At the bottom, it says 'Xplornet Communications Inc.'

Contact us

If you have questions about this bulletin, contact Xplornet Dealer Support at 1-866-841-6004 or dealer.support@corp.xplornet.com.