

Xplornet Tech Tool 1234

Current LTE Open Investigations

This Tech Tool describes two current issues being investigated with LTE hardware. These issues are still under investigation and all suspected occurrences should be escalated to the Channel Support (DSG) team at 1-866-841-6004. Common symptoms and escalation steps are outlined below for each issue.

Description

The two issues being investigated currently are the SIM Detecting Issue and the Network Entry – Transit Power 23dBm. These appear to be separate, unrelated issues and both have been seen on FWL3500.6 devices (commonly known as Category 6 CPEs).

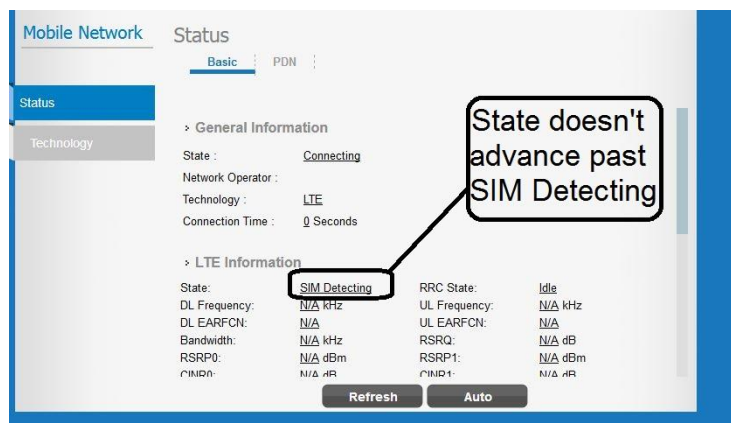
SIM Detecting Issue: SIM Detecting is a normal part of the boot-up sequence for LTE devices, but some CPEs have been reverting back to SIM Detecting, or unable to advance past it, rendering them inoperable.

Network Entry – Transit Power 23dBm: This is also a normal part of the process for a CPE to come online, but some CPEs are becoming stuck in Network Entry despite receiving adequate signal. There are other possible causes of this state, making it crucial that technicians observe and report all relevant details to assist in resolving the issue.

Occurrence of these issues is being tracked by Channel Support for investigation. Field technicians are being asked to report all instances to Channel Support for tracking purposes.

SIM Detecting - Detailed Description

When an LTE CPE first powers up, one of the steps it takes is to confirm there is a valid SIM card inserted. This normally occurs within a few seconds and may happen prior to a user logging in to the Web Management Interface. In the issue currently under investigation, the CPE either reverts to this state after having been operational, or fails to advance past this state when first powered up. In either case, the SIM Detecting icon will be displayed and, on the Mobile Networks page, the LTE State will say “SIM Detecting.” See images below.



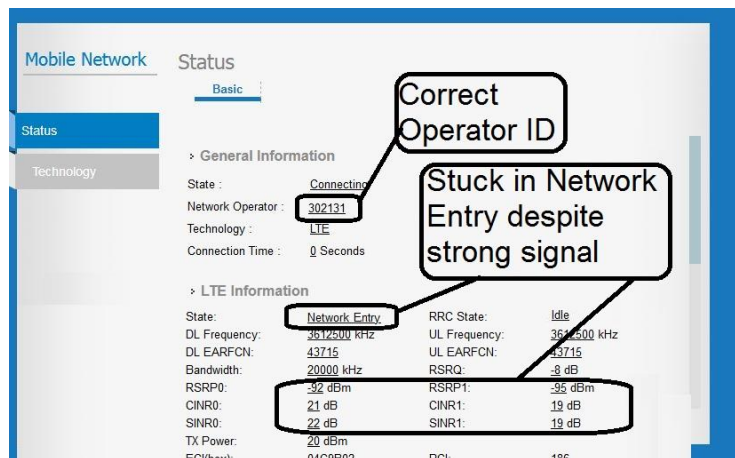
If a Category 6 CPE displays these symptoms for more than 30 seconds after powering on, please call Channel Support at 1-866-841-6004. They will record the serial number and IMSI of the device. You may be issued an RMA, or the Channel Support Specialist may ask you to apply a particular firmware update for testing.

Network Entry - Detailed Description

Like SIM Detecting, Network Entry is a normal step in the process of an LTE CPE coming online. However, there are times when a CPE becomes stuck in Network Entry, or will cycle between Network Entry and another state such as Scanning. The issue arises when the CPE is unable to make it past Network Entry and reach an Attached state, despite registering good signal from an in-range Xplornet Access Point (AP). If you encounter this issue, make note of the following and contact Channel Support:

- RSRP and CINR: If these are within normal parameters, the CPE should be able to attach to the network.
- The Operator ID: Any Xplornet AP should broadcast an Operator ID of 302131.
- The ECI (Hex): This is the unique identifier of a given Access Point. Make note of this value when contacting Channel Support.
- The Transmit (TX) Power: This may vary, but a trend in reported cases has been TX Power consistently showing 23dBm.

While other factors may cause a CPE to stay in Network Entry, report all instances to Channel Support with the above information. They will record details, and may advise you to install another CPE, or to install an alternate firmware for troubleshooting or testing purposes.



Coping Strategy

While these issues are investigated, it is recommended that you keep extra CPEs, or a dual mode FWD3500.4 device if available, to account for a potentially higher rate CPE of failures. Channel Support may issue an RMA and arrange for the CPE to be shipped to Xplornet's engineering team for investigation.

Contact us

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