

知 某局点MSR810-W-LM 4G 拨号失败问题处理经验案例

3G/4G拨号 刘文峰 2020-03-23 发表

组网及说明

无

问题描述

某局点采用我司MSR810-W-LM 4G拨号上网，但是设备插入4G卡之后，配置完成，发现无法拨号成功，把卡拿到手机上测试，发现能正常使用，说明卡没欠费，是使用正常的，怀疑设备侧有问题，指导客户收集信息反馈。

过程分析

查看设备配置并无异常，收集dis celler 查看SIM卡状态，发现SIM卡显示未插入，怀疑是物理安装问题，指导客户断电重新插拔测试。

注意：SIM不支持热插拔

```
<H3C>dis cellular 1/0
```

Cellular1/0:

Modem State:

Hardware Information:

Model: U8300C

Manufacturer: LONGSUNG

Modem Firmware Version: QA30002.1.6_MV11(4534_1.2.3_L0801)

International Mobile Equipment Identity (IMEI): 869751028285938

Mobile Equipment Identifier (MEID): A100005B1C5940

Hardware Version: 30000

Modem Status: Online

Modem Status: IPv4 Unkown.

Modem Status: IPv6 Unkown.

Profile Information:

Profile index: 1

PDP Type: IPv4v6

Header Compression: Off

Data Compression: Off

Access Point Name (APN): CMIOHZZJBCCMCC.ZJ

Authentication: NONE

* - Default profile

Network Information:

Current Service Status: Limited

Registration Status: Searching

Current Roaming Status: Roaming

Current Data Bearer Technology: Unknown

Network Selection Mode: Automatic

Current IP address Mode: Cellular-alloc

Current IPV6 address Mode: Unknown

Mobile Country Code (MCC): 460

Mobile Network Code (MNC): 01

Radio Information:

Technology Preference: No preference specified (AUTO)

Technology Selected: UMTS

Configured LTE Band = 1,3,5,38,39,40,41

WCDMA related info:

Current RSSI: -72 dBm

Current ECIO: -4 dBm

Modem Security Information:

PIN Verification: Unknown

PIN Status: Not Initialized

SIM Status: Not Inserted

Error Information:

解决方法

最终确认是安装问题，SIM卡和卡槽接触不好，垫一张小纸片之后，重新插入，问题解决，4G拨号成功。

