

知 某局点MSR设备4G拨号获取不到地址，向运营商注册失败

3G/4G拨号 刘嘉福 2022-06-30 发表

问题描述

MSR3640设备从原来的0306P52版本升级到0821P18版本后拨号异常，接口物理状态up，协议down

。从现场看可能是重启之后再次注册，由于某些原因注册不上。该问题与升级版本毫无关系。

通过命令dis cell查看注册情况：

dis cellular

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): 86975XXXXXXXXX

International Mobile Subscriber Identity (IMSI): 46001XXXXXXXXX

Mobile Equipment Identifier (MEID): A100005B1427A0

Hardware Version: 30000

Factory Serial Number (FSN): SA300066477M00148

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): SHILI.TEST

Authentication: CHAP

Username: test@123

* - Default profile

Network Information:

Current Service Status: Limited 注册不上，状态受限

Registration Status: Denied 运营商拒绝接入

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): 00

Radio Information:

Technology Preference: LTE only 4G接入

Technology Selected: LTE

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

LTE related info:

Current RSSI: -46 dBm

Current RSRQ: -8 dB

Current RSRP: -72 dBm

Current SNR: 29 dB

Tx Power: Invalid

Active Band: E-UTRA Operating Band 3

Modem Security Information:

PIN Verification: Disabled

PIN Status: PIN Requirement Disabled

Number of PIN Retries Remaining: 3

Number of PUK Retries Remaining: 10

SIM Status: OK

ICCID: 898601137XXXXXXXXXX

Error Information:

IPv4 dialing failed: N/A

IPv6 dialing failed: N/A

过程分析

plmn测试可以接入的运营商网络，发现4G本来就不能接入。

[MSR-Cellular1/0]plmn search

PLMN search done.

Available PLMNs:

PLMN NO.	MCC	MNC	Status	Type
01	460	01	Available	LTE network
02	460	01	Available	UMTS network
03	460	00	Forbidden	GSM network
04	460	00	Forbidden	LTE network
05	460	15	Available	LTE network
06	460	11	Available	LTE network
07	460	29	Available	LTE network

联系最终客户确认，该卡本来就不支持4G，只开通了3G业务。

解决方法

修改modem模式为WCDMA后恢复正常。

配置命令:

```
[Sysname] controller cellular 1/0
```

```
[Sysname-Cellular2/4/0] mode wcdma
```

