

组网及说明

无。

问题描述

某局点MSR810-LM路由器4G拨号失败，现场将4G移动卡换到其他设备可以拨号成功，其他设备正常的SIM卡换到这台设备也是依然拨号失败。和现场客户确认了设备配置的APN接入点以及认证都和其他正常设备是一样的。接下来进行分析。

过程分析

1、搜集配置检查发现问题：

```
#
dialer-group 1 rule ip permit
#
controller Cellular1/0
eth-channel 0
#
interface Eth-channel1/0:0
dialer circular enable
dialer-group 1
dialer timer idle 0
dialer timer autodial 5
dialer number *99# autodial
ip address cellular-alloc
#
ip route-static 0.0.0.0 0 Eth-channel1/0:0
```

2、搜集4G拨号接口的详细信息分析：

```
<h3c>display Cellular1/0
```

Cellular1/0:

Modem State:

Hardware Information:

Model: U8300C

Manufacturer: LONGSUNG

Modem Firmware Version: QA30002.1.4_MV11(4534_1.1.7_L1113)

International Mobile Equipment Identity (IMEI): 862104022057522

International Mobile Subscriber Identity (IMSI): 460026265049226

Hardware Version: 30000

Modem Status: Online

Profile Information:

Profile index: 1

PDP Type: IPv4v6

Header Compression: Off

Data Compression: Off

Access Point Name (APN): XXXXX //APN接入点确认没有问题。

Authentication: CHAP

Username: XXXXXX //认证的用户名也是没有问题。

* - Default profile

Network Information:

Current Service Status: No Service //没有服务，网络没有注册上去

Registration Status: Not Registered

Current Roaming Status: Unknown

Current Data Bearer Technology: Unknown

Network Selection Mode: Automatic

Current IP address Mode: Cellular-alloc

Radio Information:

Technology Preference: TD-SCDMA only //现场表示使用的移动4G拨号，但是这里却是3G网络

。

Technology Selected: No Service

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

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: 898600

GPS Information:

GPS Info:

GPS State: Enabled
GPS Mode Configured: Standalone
Latitude: 0 Deg 0 Min 0 Sec North
Longitude: 0 Deg 0 Min 0 Sec East
Timestamp (UTC): 00/00/0000 00:00:00
Local time: 00/00/0000 00:00:00
Heading: 0.00, Velocity Horiz: 0.00, Velocity Vert: 0.00
Height (MSL): -18.00 m
Satellite Info:

经过分析发现Technology Preference: TD-SCDMA only 显示的状态有问题。现场表示使用的移动4G拨号，但是这里却是3G网络。

解决方法

解决办法就是在拨号cellular接口下面将网络选择为4G网络LTE模式解决：

system-view

[h3c] controller cellular 1/0

[h3c-Cellular1/0] mode lte