

知 MSR2600-10 4G VPDN拨号不成功解决办法

3G/4G拨号 VPDN 高子军 2019-06-27 发表

组网及说明

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问题描述

客户在设备上插了SIC-4G-LTE-M的模块，使用4G手机卡来拨入VPDN网络，拨入的时候不成功。将手机卡插到设备上，日志里面会提示切换到3G，并且拨入不成功。

过程分析

1.设备上SIC模块是正常识别的，查看Cell口的状态信息，Modem及SIM卡的状态都是正常的，但是Network显示的是无服务的状态，并且工作的制式是UMTS。

```
[H3C]display cellular-ethernet 2/0 all
```

Modem State:

Hardware Information

```
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```

Model = U8300C

Manufacturer = LONGSUNG

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

Electronic Serial Number (ESN) = 10000000

International Mobile Equipment Identity (IMEI) = 869751028270757

International Mobile Subscriber Identity (IMSI) = 460010479737622

Mobile Equipment Identifier (MEID) = A100005B1C5352

Hardware Version = 30000

Modem Status = **Online**

Profile Information

```
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```

Profile index = 1

PDP Type = IPv4v6, Header Compression = OFF

Data Compression = OFF

Access Point Name (APN) = szdfb.4gel.apn

Authentication = PAP

Username = 222

* - Default profile

Network Information

```
=====
```

Current Service Status = **No Service**

Registration Status = Registered

Current Service = Combined

Current Roaming Status = Home

Current Data Bearer Technology = Unknown

Network Selection Mode = Automatic

Mobile Country Code (MCC) = 460

Mobile Network Code (MNC) = 01

Location Area Code (LAC) = 42310

Cell ID = 32128851

Radio Information

```
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```

Technology Preference = **No preference specified (AUTO)**

Technology Selected = **UMTS**

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

HDR (1xEVDO) related info

```
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```

Current RSSI = No Signal

Current ECIO = -2 dBm

Current IO = -106 dBm

LTE related info

```
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```

Current RSSI = -48 dBm

Current RSRQ = -4 dB
Current RSRP = -74 dBm
Current SNR = 19 dB
Tx Power = Invalid

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 = 89860116795400334568

2.在设备上查看有日志内有设备信号切换的报错,总是提示从4G切换到3G网络,并且还会有断开连接的报错。指导客户配置为WCDMA的网络后观察

%Jan 1 00:04:54:411 2013 H3C DRVICOUT/1/DrvIcOutStr:
(Cellular-Ethernet2/0)

The network connection has been switched to 3G.

%Jan 1 00:05:04:411 2013 H3C DRVICOUT/1/DrvIcOutStr:
(Cellular-Ethernet2/0)

The network connection has been disconnected!

%Jan 1 00:05:44:411 2013 H3C DRVICOUT/1/DrvIcOutStr:
(Cellular-Ethernet2/0)

The network connection has been switched to 3G.

%Jan 1 00:05:54:411 2013 H3C DRVICOUT/1/DrvIcOutStr:
(Cellular-Ethernet2/0)

The network connection has been disconnected!

=====_display cellular all=====

=====

Error: Modem not present.

Modem State:

Hardware Information

=====

Model = U8300C
Manufacturer = LONGSUNG
Modem Firmware Version = QA30002.1.6_MV11(4534_1.2.3_L0801)
Electronic Serial Number (ESN) = 10000000
International Mobile Equipment Identity (IMEI) = 869751028270757
International Mobile Subscriber Identity (IMSI) = 460010479737624
Mobile Equipment Identifier (MEID) = A100005B1C5352
Hardware Version = 30000
Modem Status = Online

Profile Information

=====

Profile index = 1
PDP Type = IPv4v6, Header Compression = OFF
Data Compression = OFF
Access Point Name (APN) = szdfb.4gel.apn
Authentication = PAP
Username = 222
* - Default profile

Network Information

=====

Current Service Status = **Service Available**
Registration Status = Registered
Current Service = Combined
Current Roaming Status = Home
Current Data Bearer Technology = UMTS
Network Selection Mode = Automatic
Mobile Country Code (MCC) = 460
Mobile Network Code (MNC) = 01

Location Area Code (LAC) = 42310

Cell ID = 32128851

Radio Information

=====

Technology Preference = **UMTS only**

Technology Selected = **UMTS**

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

WCDMA related info

Current RSSI = -83 dBm

Current ECIO = -8 dBm

HDR (1xEVDO) related info

Current RSSI = No Signal

Current ECIO = -2 dBm

Current IO = -106 dBm

Modem Security Information

=====

PIN Verification = Disabled

PIN Status = PIN Requirement Disabled

Number of PIN Retries Remaining = 3

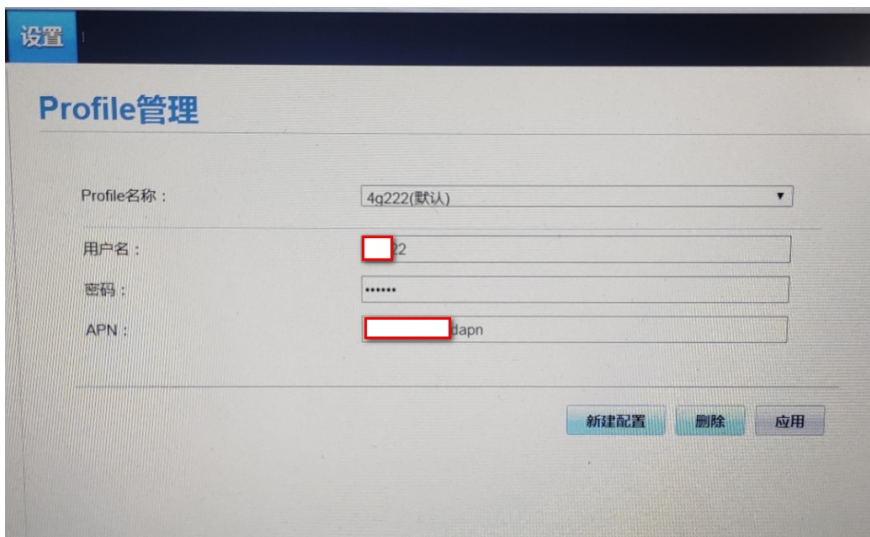
Number of PUK Retries Remaining = 10

SIM Status = OK

ICCID = 89860116795400334584

3.经过测试发现，将网络配置为3G网络是可以正常拨号的，但是配置为自动或者4G就不能正常拨号，怀疑现场运营商4G网络有问题。

4.将该卡装到电脑上测试，配置相同的APN接入点测试，发现能正常拨入到VPDN网络，并且工作在4G网络。测试发现运营商的4G网络是正常的。



5.通过测试发现，可能是设备的4G拨号有问题，由于VPDN的手机卡不能插到手机里测试，所以将普通的4G手机卡插到路由器内进行测试。测试发现拨入4G网络正常的，设备使用普通的4G手机卡拨号

正常，怀疑是现场VPDN的4G手机卡有问题。

解决方法

运营商在后台调整后该手机卡能正常通过4G拨入VPDN网络。

附件下载：[MSR2600-10 4G VPDN拨号不成功解决办法.rar](#)