

v2_combonet - Connectivity #1308

TAG "EVIDES" 3 SIMS malfunction, Discrepancy Portal information

12/20/2022 08:33 AM - Philip Vercruysse

Status:	Open	Start date:	12/20/2022
Priority:	Normal	Due date:	
Assignee:		% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
vote:		billingAccountCode:	c7f71eac-b7f6-415c-86d5-77eda39d9854
simcardId:	SIM1: 89044045817727484800000018980679 SIM2: 89044045817727484800000019279536 SIM3: 89044045817727484800000019279633	userId:	0b000064-8191-19c5-8181-a474b4e20ec1
accountId:	0b000064-8143-1c0b-8181-675dbea616ed	parentUserId:	null
accountName:	Combonet Ltd	isSellerRestrictedTicket:	false
tenantName:	v2_combonet		
Description Hi Jorrit, Support, (see email which is also in attachment and there you can see the full story and pictures) The test customer EVIDES (water company) is testing 3 cards (TAG = EVIDES), all of them have CB_1GB_POOLED, individually. It is a IOT PLC interface so normally little consumption. The status (which is strange that we don't have an update in the portal because it's too old, still shows connection, everything in green). Regards, Philip			

History

#1 - 01/03/2023 04:43 PM - Redmine Admin

- *parentUserId* set to null
- *isSellerRestrictedTicket* set to false

#2 - 02/10/2023 08:37 AM - Redmine Admin

- *billingAccountCode* set to c7f71eac-b7f6-415c-86d5-77eda39d9854

#3 - 02/10/2023 10:32 AM - Redmine Admin

- *userId* set to 0b000064-8191-19c5-8181-a474b4e20ec1

#4 - 02/10/2023 10:51 AM - Redmine Admin

- *tenantName* changed from default to v2_ibasis_ibasis

#5 - 02/24/2023 03:05 PM - Redmine Admin

- *Project* changed from v2_ibasis_ibasis to v2_combonet
- *tenantName* changed from v2_ibasis_ibasis to v2_combonet

Files

2022-12-20 EVIDES TEST SIMS FAIL PORTAL.pdf	724 KB	12/20/2022	Philip Vercruysse
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