



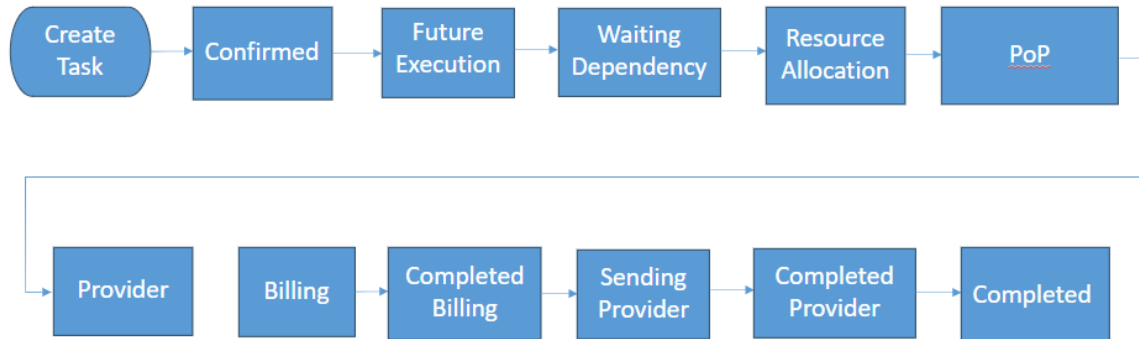
IBIS Troubleshooting

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IBIS Activation Task Stages (Status)



Activate errors

Activation Failed – status Failed

Status

Failed: Failed: {"id":"ORxxxxxxx","destinationFolderName":"xxxxxxxxxxxxxxxxxxxxxxx","status":{"name":"Order Creation Failed"},"channel":"COM"}

Solution:

1. Retry.

Activation Failed – status Failed POP

Status:

Failed POP: error code: 8138: Failure to AllocateIPAddressToUserProfile. Reason:Failed to process AllocateIPAddressToUserProfile, Provided IP Address 192.xxx.xx.x is not configured for VPN 1, APN xxx.xxx.inmarsat.com and xxx xxxxxxx

Solution:

Instead of setting up firewall rule set for specific IP 192.xxx.xx.x, customer typed in IP in POP configuration (which doesn't exist in our network), hence the error message.

1. Delete provisioning task
2. Change sim card status back to "Not Activated"
3. Activate again, choosing the correct firewall rule set

Activation Failed – status Failed Provider

Status

Failed Provider: Order Configuration Invalid. Errors: Phone Number: No resources are available based on your selection. Please proceed with a different option. (CharacteristicOutOfRange); IMSI: 409 - {"\result\":{"Request Status\":"KO\","\Failure Code\":"409\","\Failure Message\":"Pool is not Active\}}"} (CharacteristicOutOfRange)



Solution:

1. Check in SSP if the number (IMSI) is reserved for previous order (in Drafts).
2. If yes, delete previous order, wait until number is available, change task status to Provider and run provisioning task again.

Suspension errors

Suspend failed (Processor) – status Impact: Other Status Failed Provider

Status

Impact: Other Status Failed: Failed: {"id":"ORxxxxxxx","destinationFolderName":"xxxxxxx
xxxxxxx","status":{"name":"Order Creation Failed"},"channel":"COM","error":[{"name":"Order
Details","code":"CharacteristicOutOfRange","description":"Please select a valid value in Commercial
Order Type."}]}

Solution:

1. Go to SIM, change card status from “Pending Suspend” back to “Activated”, Save.
2. Open failed provisioning task, change status to “Confirmed”, and “Run Provisioning”.

Suspend failed (Processor) – status Failed

Status

Failed: Failed: {"id":"ORxxxxxxx","destinationFolderName":"xxxxxx xxxxxxxxxx","status":{"name":"Order
Creation Failed"},"channel":"COM"}

Solution:

1. Go to SIM, change card status from “Pending Suspend” back to “Activated”, Save.
2. Open failed provisioning task, change status to “Confirmed”, and “Run Provisioning”.

Deactivate errors

Deactivation failed – status Failed POP

Status

Failed POP: error code 8033: Failed to process DeleteUserProfile, IP Address is already allocated to User
Profile for xxxxxxxxx for APN null, Network Id x and xxxx xxxxxxxx

Solution:

1. Delete User Profile for SIM being deactivated
2. Retry Failed Deactivation task for this SIM

Deactivation Failed – status Failed

Status

Failed: Failed: {"id":"ORxxxxxxx","destinationFolderName":"xxxxxx
xxxxxxxxxxx","status":{"name":"Order Creation Failed"},"channel":"COM"}

Solution:

1. Retry.



Deactivation failed – status Failed POP

Status:

Failed POP: error code 8033: Failed to process DeleteUserProfile, IP Address is already allocated to User Profile for xxxxxxxx for APN null, Network Id xxx and xxxx xxxxxxxx

Solution:

Because deactivation task was submitted when the terminal still had an open data session. It's warning, typically it's unusual to deactivate a terminal when its it is using traffic.

1. Make sure no session running or disable POP service and re-run the task.

Resume errors

Resume failed– status Failed

Status

Failed: Failed: {"id":"ORxxxxxxx","destinationFolderName":"xxxxxxx xxxxx xxxxx","status":{"name":"Order Creation Failed"},"channel":"COM"}

Solution:

1. Retry.

Change plan errors

Change plan failed – status Failed

Status

Failed: Failed: {"id":"ORxxxxxxx","destinationFolderName":"xxxxxxx xxxxxxxxxx","status":{"name":"Order Creation Failed"},"channel":"COM"}

Solution:

1. Retry.

GX Activation

Status

Failed Provider: The HTTP status code of the response was not expected (504). Status: 504 Response: {"fault":{"faultstring":"Gateway Timeout","detail":{"errorcode":"messaging.adaptors.http.flow.GatewayTimeout","reason":"TARGET_READ_TIMEOUT"}}}

Solution:

1. Retry.
It's an error from (internal) SDP system. It's maybe overloaded or temporary not available. If the error persists, then you need to raise this to Inmarsat GCS.



Failed Allocation

Status:

Failed Allocation: SIM (imsi:xxxxxxxxxxxxxxx) is not available at provider (NotFound)

Solution:

1. Change the status of the order to "POP" and run provisioning.
This should bypass the issue at Inmarsat.

Unhandled exception

Status:

Rating Analysis

This CDR could not be rated because Unhandled exception. The price plan could not be determined.

Solution:

1. Retry for all devices

Failed Allocation – status Failed Allocation

Status:

Status Failed Allocation: Cannot allocate MSISDN for PACKAGE.
(order created but doesn't have any settings in SSP)

Solution:

1. Delete task and do it again.

Change config – Change MSISDN

Change config failed – status Failed

Status:

Failed: Failed: {"id":"ORxxxxxxxx","destinationFolderName":"xxxxxxxx xxxxxx
xxxxx","status":{"name":"Order Creation Failed"},"channel":"COM"}

Solution:

1. Retry.



HTTP Errors definitions

400 Bad Request

A "400 Bad Request" error, an HTTP status code, means the server couldn't process the request because of an error on the client's side, such as an invalid URL or malformed data.

Here's a more detailed explanation:

What it means: The server received a request that it couldn't understand or that was formatted incorrectly.

Client-side issue: The problem isn't with the server, but with the request sent by the user's browser or application.

Common causes:

- **Invalid URL:** A typo or incorrect address in the URL.
- **Malformed data:** The data sent with the request (e.g., in a form) is incorrect or in the wrong format.
- **Large file upload:** Sending a file that exceeds the server's limits.

Examples:

- Trying to access a website with a misspelled URL.
- Submitting a form with required fields left blank or filled with invalid data.

How to fix it:

- **Check the URL:** Ensure the URL is correct and free of typos.
- **Verify data:** Double-check the data you're sending in forms or requests.
- **Clear cache and cookies:** Sometimes outdated data can cause issues.
- **Compress files:** If uploading large files, try compressing them.

403 Forbidden

A "403 Forbidden" error means the web server understands your request but refuses to authorize it, meaning you don't have the necessary permissions to access the requested resource.

Here's a more detailed explanation:

- **HTTP Status Code:** "403 Forbidden" is an HTTP status code, which is a short message from the server to your browser indicating how the request was processed.
- **Meaning:** It signifies that the server understands the request but won't fulfill it because you lack the required authorization or permissions to access the specific web page or resource.

Common Causes:

- **Incorrect File Permissions:** The server might have the wrong permissions set for the files or folders you're trying to access.
- **Server Configuration Issues:** There might be problems with the server's configuration that are restricting access.



- **User Authentication:** You might not be logged in or have the correct credentials to access the resource.
- **IP Address Restrictions:** The website might have blocked your IP address.
- **Geographic Restrictions:** The website might be configured to block access from your location.

What to do:

- **Check your permissions:** Ensure you have the necessary credentials or are logged in correctly.
- **Try again later:** The issue might be temporary.
- **Clear your browser cache and cookies:** This can sometimes resolve temporary issues.
- **Contact the website administrator:** If the problem persists, reach out to the website owner for assistance.
- **Double-check the URL:** Make sure you have the correct address.

404 Not Found

A "404 error" indicates that a webpage or resource the user is trying to access cannot be found on the server, meaning the requested page is missing or has been moved or deleted.

Here's a more detailed explanation:

What it means: A 404 error, also known as "404 Not Found," is an HTTP status code that signals to the user that the requested resource is not available at the specified URL.

Common causes:

- **Page or file deletion:** The page or file may have been removed from the website.
- **Page or file relocation:** The page or file may have been moved to a different URL without updating the links.
- **Typos in the URL:** The user may have mistyped the URL.
- **Broken links:** A link on another page may lead to a 404 error.
- **Server-side issues:** Problems with the server's configuration or DNS settings can also cause 404 errors.
- **Impact on users:** A 404 error can lead to a frustrating experience for users, as they are unable to access the content they are looking for.
- **Impact on website owners:** 404 errors can negatively impact a website's search engine ranking and user experience.

How to fix:

- **Check for typos:** Ensure the URL is correct.
- **Update broken links:** Redirect users to the correct URL if the page has been moved.



- **Create a custom 404 page:** Design a user-friendly page that informs users that the page cannot be found and provides options for navigation.
- **Monitor for 404 errors:** Use tools like Google Search Console to identify and fix 404 errors.

505 HTTP Version Not Supported

An HTTP 505 error, or "HTTP Version Not Supported," means the server doesn't understand the HTTP protocol version used in the client's request, and it's a server-side issue, not a problem with the client's browser.

Here's a more detailed explanation:

What it means: The server is refusing to process the request because it doesn't recognize the HTTP version used by the client (e.g., your web browser).

Why it happens:

- **Mismatched HTTP versions:** The server and client are using different, incompatible versions of HTTP.
- **Improperly formed request lines:** The request line in the client's request might be formatted incorrectly, causing the server to misinterpret the HTTP version.
- **Intermediary issues:** Proxies or load balancers might not handle forwarded requests with the correct HTTP version.

How to fix it:

- **Check HTTP version compatibility:** Ensure the client and server are using a compatible HTTP version.
- **Verify request format:** Ensure the request lines are correctly formatted.
- **Update or configure intermediaries:** If using proxies or load balancers, make sure they are configured to handle the correct HTTP version.
- **Use a proxy server:** If upgrading the server or client is not possible, a proxy server that supports the desired protocol version can be used.

501 Not Implemented

An error 501, or "Not Implemented," is an HTTP status code that indicates the server doesn't support the functionality required to fulfill the request, meaning the server doesn't recognize or can't perform the requested action.

Here's a more detailed explanation:

What it means: When you encounter a 501 error, it signals that the server received your request but cannot process it because it lacks the necessary capabilities or doesn't recognize the method being used.



Causes:

- **Unsupported HTTP method or request header:** The server might not understand the type of request you're making (e.g., a specific HTTP method like POST, PUT).
- **Misconfigurations in the server setup:** Incorrect server settings or outdated software can lead to the server not recognizing certain functionalities.
- **Plugin conflicts or compatibility issues:** Problems with plugins or software compatibility on the server can cause this error.
- **Server overload or temporary issues:** In some cases, a server might be temporarily overloaded or experiencing technical difficulties, leading to this error.

Troubleshooting and Solutions:

- **Reload the page:** Try reloading the page to see if the issue is temporary.
- **Clear browser cache:** Sometimes, cached data can interfere with the server's ability to process the request, so clearing your browser cache might help.
- **Check server logs and messages:** If you have access to server logs, review them for any error messages that might provide more information about the cause of the 501 error.
- **Contact the server hosting service:** If the problem persists, reach out to the server hosting provider for assistance.
- **Verify server configuration:** If you have access to the server configuration, ensure that it is set up correctly and that the necessary functionalities are enabled.
- **Check for compatibility issues:** Ensure that the client and server are using compatible protocols and versions.

502 Bad Gateway

A "502 Bad Gateway" error, an HTTP status code, means a server acting as a gateway or proxy received an invalid response from another server, indicating a problem in the communication chain, not necessarily with your device or connection.

Here's a breakdown:

What it means: When you try to access a website, your browser sends a request to a server. If that server, acting as a gateway or proxy, receives an invalid response from the server it's trying to connect to, it displays a 502 Bad Gateway error.

Why it happens:

- **Server issues:** The website's host server might be overloaded, experiencing technical difficulties, or misconfigured.
- **Network problems:** There could be temporary network issues between the servers involved.
- **Temporary:** The error might be temporary and resolve itself after a few minutes.

What to do:

- **Wait and try again:** The problem might be temporary, so try refreshing the page or accessing the site later.



- **Check with the website owner:** If the problem persists, contact the website owner or administrator.
- **Try a different browser or device:** Sometimes, the issue might be with your browser or device, so try accessing the site with a different browser or device.
- **Check your internet connection:** Ensure you have a stable internet connection.
- **Example:** Imagine you're making a phone call, and the connection gets lost somewhere in the network, your call doesn't go through because something went wrong along the way.

503 Service Unavailable

An HTTP 503 error, or "Service Unavailable," means the server is temporarily unable to handle your request, often due to overload or maintenance, and it's a server-side issue, not a problem on your end.

Here's a breakdown:

What it means:

Temporary Issue: The server is currently unable to process your request, but it's expected to be resolved soon.

Server-Side Problem: The issue lies with the website's server, not your internet connection or browser.

Common Causes:

- **Server Overload:** The server is receiving too many requests at once.
- **Scheduled Maintenance:** The server is temporarily down for updates or repairs.
- **Resource Limitations:** The server doesn't have enough resources (like memory or CPU) to handle the requests.
- **Backend Issues:** Problems with the website's backend infrastructure or applications.

What to do if you encounter a 503 error:

- **Wait and Try Again:** The most common solution is to wait a few minutes and try accessing the website again.
- **Refresh the Page:** Sometimes, refreshing the page can resolve the issue.
- **Check Back Later:** If the error persists, it's best to check back later, as the problem is likely temporary.
- **Contact the Website Administrator:** If the error continues for an extended period, you may want to contact the website administrator to inquire about the issue.