



RE: Retail store internet connection failure || CAS-64411-N6P5J6



Rehan Kazi Kazi Abdullah <re.abdullah@go.com.sa>
To: 617- Mohammed Janis; 412- Hamdi N. Mahmoud
Cc: Khaled Abdullah AlOtaibi; GO Business Care; Mohamed Hamam; Faisal Hussain Sangrasi

Reply Reply All Forward ...
Sun 12/10/2023 8:47 PM

You replied to this message on 12/10/2023 8:50 PM.

Dear Janis,

Thanks for providing us the ANYDESK ID, we checked and found that you did not connect the LTE device with the Router interface FE4, after connecting the cable on FE4 your BGP became up and working.

Before Cable is not connected with Fe4 from the LTE router

```
Daffah_Rannad_21_VPN_over_LTE#sh ip int br
Interface IP-Address OK? Method Status Protocol
FastEthernet0 unassigned YES unset up up
FastEthernet1 unassigned YES unset up up
FastEthernet2 unassigned YES unset up up
FastEthernet3 unassigned YES unset down down
FastEthernet4 unassigned YES DHCP down down
Tunnel10 172.16.37.33 YES NVRAM up down
Vlan1 10.0.29.1 YES NVRAM up up
Daffah_Rannad_21_VPN_over_LTE#
Thu 10/16/2023 3:59:41 PM: Interface FastEthernet4 changed state to up
```

After the cable is connect interface fe4 port becomes up

```
Daffah_Rannad_21_VPN_over_LTE#sh ip int br
Interface IP-Address OK? Method Status Protocol
FastEthernet0 unassigned YES unset up up
FastEthernet1 unassigned YES unset up up
FastEthernet2 unassigned YES unset up up
FastEthernet3 unassigned YES unset down down
FastEthernet4 192.168.0.2 YES DHCP up up
Tunnel10 172.16.37.33 YES NVRAM up up
Vlan1 10.0.29.1 YES NVRAM up up
Daffah_Rannad_21_VPN_over_LTE#
```

BGP UP time

```
BGP using 15488 total bytes of memory
BGP activity 129/64 prefixes, 133/66 paths, scan interval 60 secs

Neighbor V AS MsgRcvd MsgSent TblVer InQ OutQ Up/Down State/PfxRcd
172.16.37.1 4 48695 34 5 194 0 0 00:00:49 64
Daffah_Rannad_21_VPN_over_LTE#
```

Thanks and Best Regards,



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