



# Data Support Troubleshooting

Module 8c



RELIABLE • CRITICAL • LIFELINES

# Iridium Data Support

Who do we support?

Service Providers

End Users via their Service Provider only

VAM and VAR Developers (basic troubleshooting and diagnostics support only)

What do we support?

All Commercial Iridium Data Services are supported by this group

# Asking Questions - saves time & money

Follow basic troubleshooting steps

MSISDN

ISU model and firmware version

Is the account Active?

When was issue 1<sup>st</sup> noted? Date and Time (in GMT)

Operating System? (including Service Pack)

Errors received? Note exact error

Use the Web to search error codes and for answers

Ensure physical connectivity

Utilize available documentation from our websites

Provide available documentation to approved customers if needed

# Basic Data Troubleshooting

Remember to follow basic troubleshooting steps

- Is the ISU installed properly? Cables all attached?
- Are the serial port settings correct? (19200, 8,n,1)?
- Antenna link loss no more than 3dbi at the Iridium L-band frequency?
- Unobstructed visibility 8.5 DEG above horizon and 360 DEG around?

# Dial-Up/PPP Troubleshooting

- ISU Installed properly? (drivers and physical)
- Calling correct number?
- Correct dialing sequence?
- Using correct bearer service? (determined in the Initialization String)
- Does ISU respond to basic AT Commands?
- Signal holding at 4+ bars with good visibility?
- Is DUN Connection pointed to ISU/Modem?
- Firewall installed on computer?

# Direct Internet Troubleshooting

- Supported Operating System?
- Does ISU respond to basic AT Commands?
- Installed Direct Internet 2.0.2?
- Dial Settings checked?
- Direct Internet client running?

# RUDICS Troubleshooting

## Mobile Originated issues

- Calling the correct number and dialing sequence?
- SIM authorized for the number being called?
- Correct Bearer Service?
- Phone installed properly?
- Terminal Service working on customer's server?

## Mobile Terminated issues

- Using Assigned MT Socket Port(s)?
- Iridium Firewall Clearance already in place?
- Verified the remote ISU has signal and is registered?
- Dialing the MSISDN-C of the remote ISU?

# Short Burst Data Troubleshooting Mobile Originated

## E-Mail

- Destination E-mail Address and Destination Type set correctly?
- Spam filter checked?
- Any DNS issues?

## Direct IP Socket connection

- Destination IP(or FQDN) and Port and Destination Type set correctly?
- Customer Firewall and network border appliances passing data?

## Remote SBD Device

- Destination IMEI and Destination Type set correctly?



# Short Burst Data Troubleshooting

## Mobile Terminated

### E-mail

- Sending to [Data@SBD.Iridium.com](mailto:Data@SBD.Iridium.com)?
- Attached \*.SBD file for the payload?
- Destination IMEI in Subject(multiple IMEI's separated by commas)?
- If expecting SBD Ring Alert, is the device and account set up for Ring Alerts?

### Direct IP Socket -based connection

- Iridium Firewall clearance for the customer's DIP server(s)?
- Connecting to DirectIP.SBD.Iridium.com port 10800, (12.42.179.12:10800)?

### Remote SBD Device

- Destination IMEI and Destination Type set correctly?

# Data Support Hours of Operation

## Contacting Data Support

Phone Number: 480.752.5100 option 2  
Email Address: [datasupport@iridium.com](mailto:datasupport@iridium.com)

Day	Start (GMT)	Start (AZT)	End (GMT)	End (AZT)
SUN	CLOSED	CLOSED	CLOSED	CLOSED
MON	13:00	06:00	01:00 +1d	18:00
TUE	13:00	06:00	01:00 +1d	18:00
WED	13:00	06:00	01:00 +1d	18:00
THU	13:00	06:00	01:00 +1d	18:00
FRI	13:00	06:00	01:00 +1d	18:00
SAT	CLOSED	CLOSED	CLOSED	CLOSED

**NOTE:** Iridium Data Support observes US holidays.

For immediate/ urgent matters that occur during after-office hours, PLEASE leave a message on the Data Support voicemail. Be sure to include a callback number!