

TRAINING & PROCESS DOCUMENT OF ENTERPRISE SUPPORT

The contents of this document must not be reproduced or disclosed to any person outside the organization either wholly or in part without the prior consent of the Enterprise support Manager.

	Name	Designation	Department
Prepared by	Mahesh S. Shettigar	Sr, Manager	E-ATS
Approved by	Mahesh A. Kulkarni	GM	IT
Document No	TDN-IT-001		
Valid From	10-June-19		
Active Version	Draft		
Amendments			
Sr. No.	Description of Change	Date of Change	Version No.
1	Original	NA	Draft

Contents

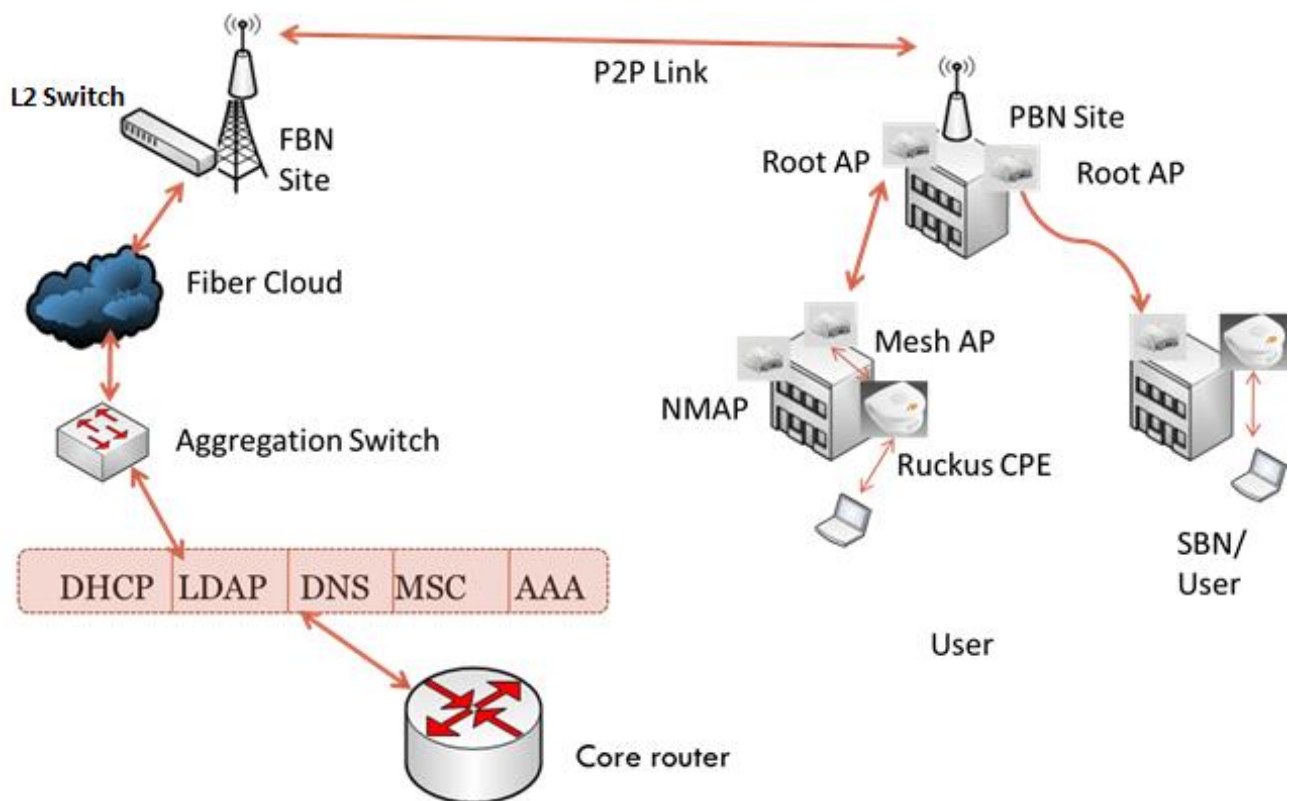
Network Architecture	3
Trouble Ticket- Flow.....	6
For link down issue (ILL/EBB)	6
FLT Steps for Slow Speed (ILL).....	7
FLT step for slow speed for EBB client.....	7
Update and TSHOOT for MPLS Team.....	7
Refer notes for POP, RFNOC, O&M Field , NOC Team, NNOC system Team	8
FIELD TEAM	9
NNOC NETWORK.....	10
NNOC SYSTEM.....	10
CRM TT updates	11
TIPL MPLS Updates	12
Auto login troubleshooting steps for dynamic customers	15
RFTR Portal.....	18
Unify portals.....	21
Self-care Portal.....	23
For checking CRM TT.....	24
For creating NOC TT	25
SAM Portal	27
Tikona Wi-Fi Hotspot for SMEs	28
Bhaifi connectivity (Steps for troubleshooting)	30

Network Architecture

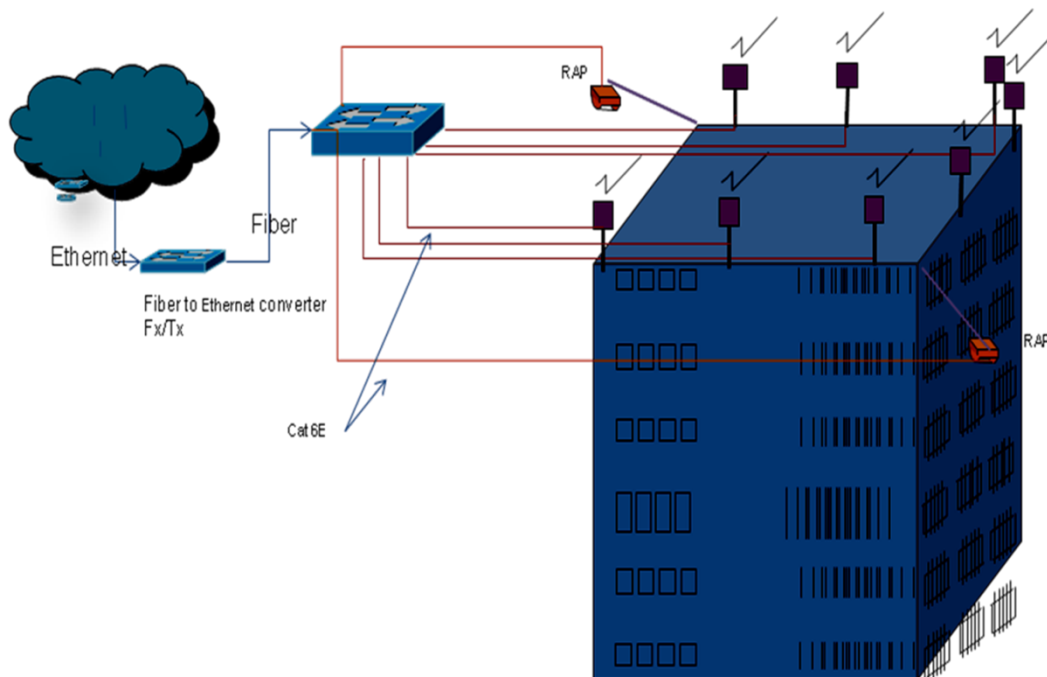
For ILL, EBB & MPLS Customer:

- IBW - Client delivered with specific Vlan and Symmetric Bandwidth
- EBB - Delivered on Common Vlan E.g.: 101,102,103 with pre-define bandwidth Policy (Symmetric & Asymmetric).
- TIPL MPLS/TCL/Airtel delivered on TIPL access network.
- P2P (TIPL Access Network)
- Wi-Fi customer (AP and Wi-Fi devices (Gemtek,CPE,Nano installed by TIPL team)
- Hotel Solution (provide Wi-Fi devices MSC/MSG for coupons generation)
- Other BSO (LM provided by other ISP and service handled by TIPL Team)

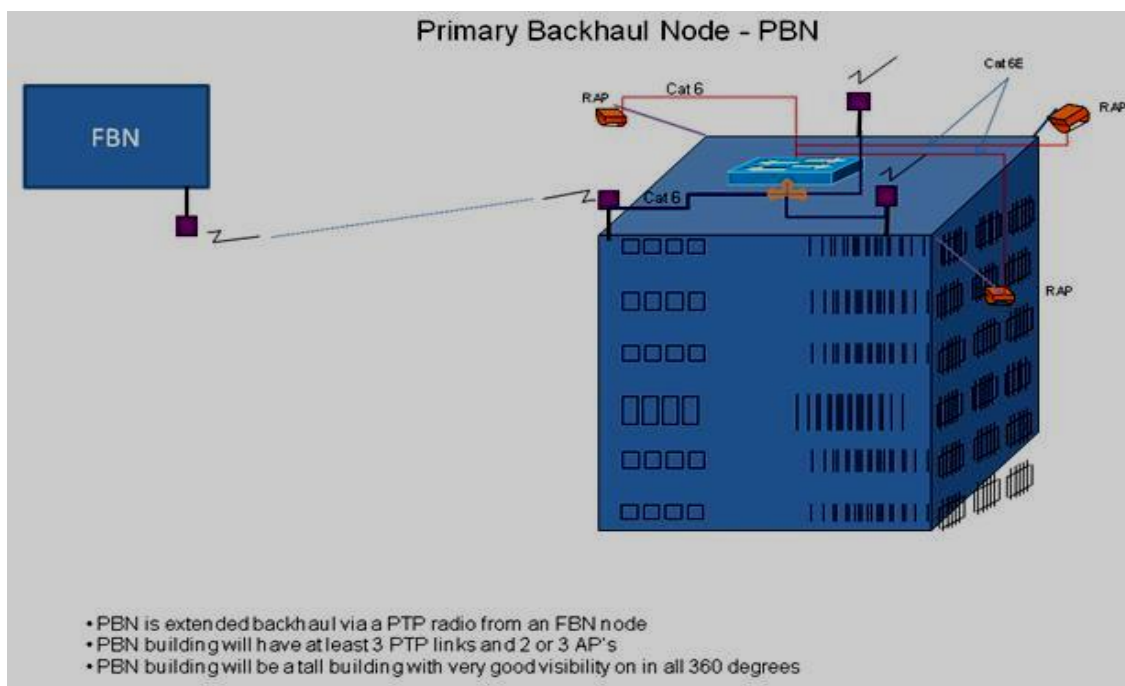
Network Architecture of TDN:

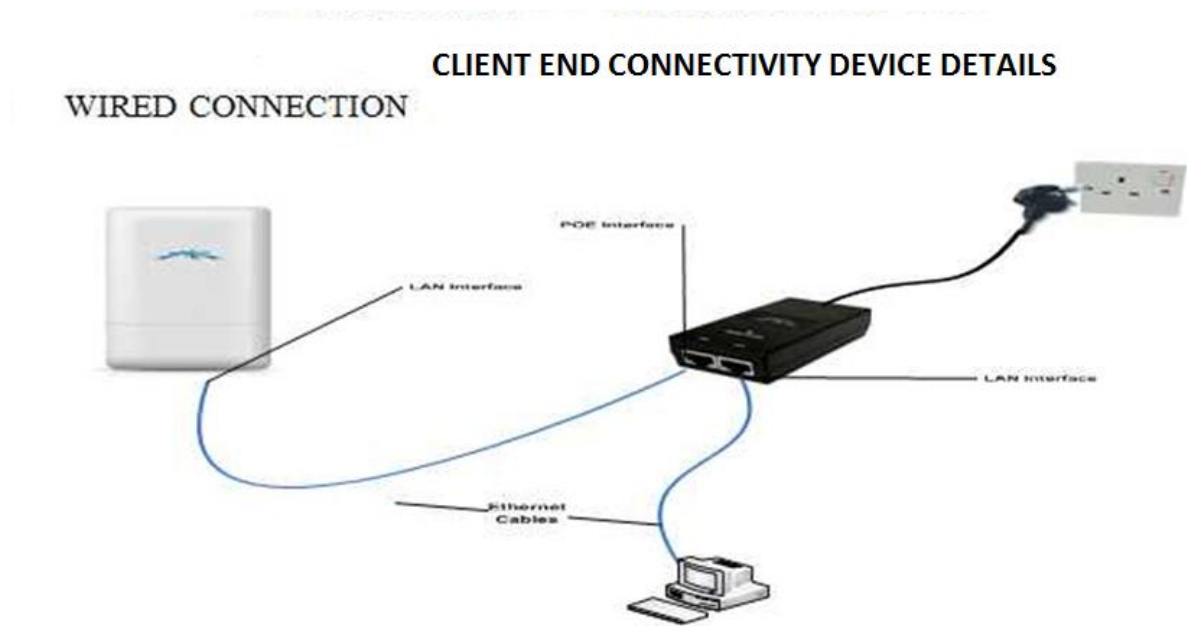


FBN Infrastructure



PBN Infrastructure





FBN (Fiber Backhaul Node / Access POP)

- FBN Is usually located on the tallest building
- This node will be connected to the Backhaul Bandwidth on Fiber
- This site has 360 degree clear line off site where radios are installed.

PBN (Primary Backhaul Node)

- This node is directly connected to the FBN with 5.8GHz Point to Point link
- It is used to extend the backhaul from FBN to all the Cluster
- This node will be generally a tall building with the possibility of very good visibility in 360

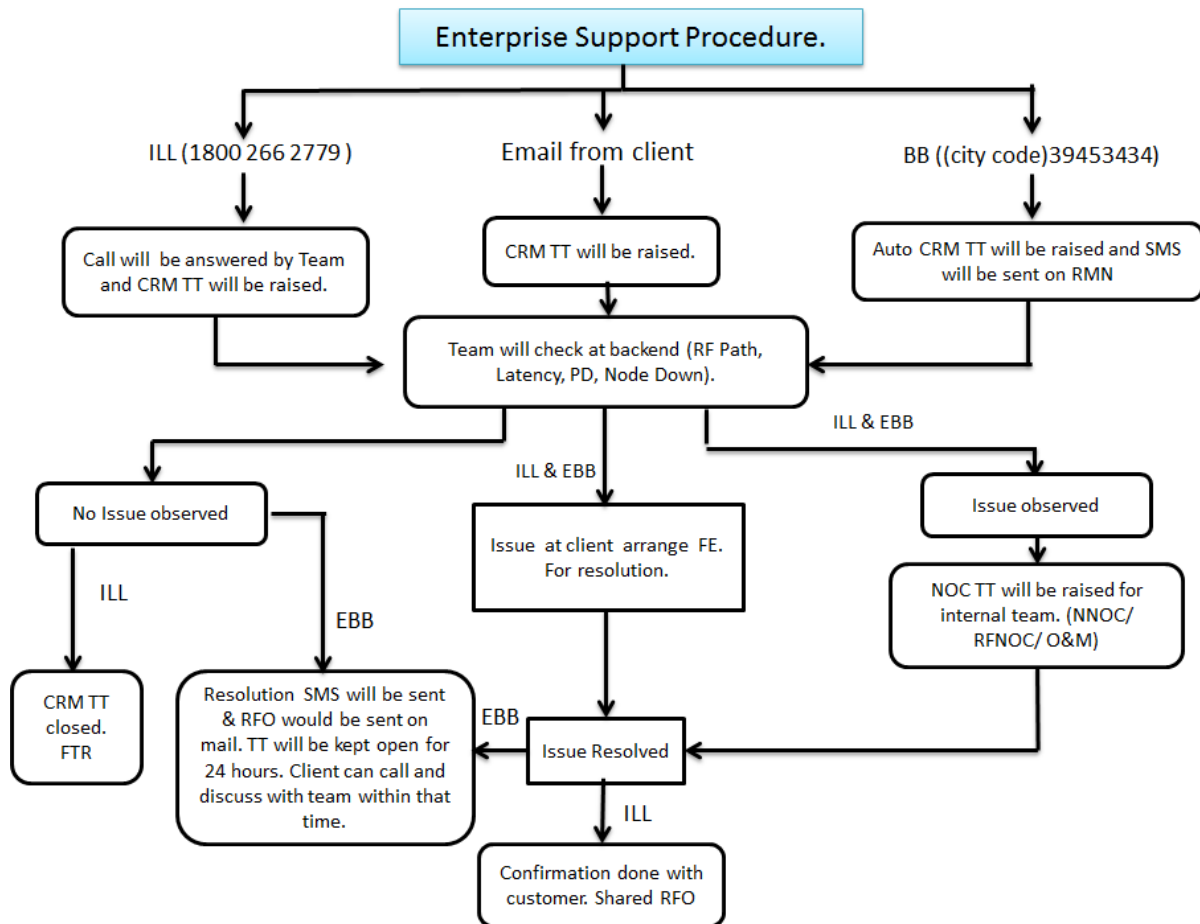
Servers: TIPL has multiple servers some are as follows:

- MSC: Master service controller which is also called as multiple service controller as it controls multiple services
- DNS: Domain name server which converts host name to IP address and IP address to the host name
- DHCP: Dynamic host configuration protocol. DHCP assigns IP address dynamically
- AAA: Authentication authorization accounting. It authenticates the user and MSC assigns the services accordingly on the established session.
- LDAP: Lightweight directory access protocol. It validates all billing related services of user and basic information.

Some of IP series TIPL uses :

- 1.22.x.x, 1.23.x.x and 113.193.x.x , 123.x.x.x(Public)
- 10.x.x.x, 100.x.x.x (Private)

Trouble Ticket- Flow



For link down issue (ILL/EBB)

- Check for UID and then check RF path and Capstone.
- If link is down from client end educate client to check Power status Of POE/if POE power status is ON confirm LED on POE is Glowing or not. Educate client to remove cable from POE port of adaptor and plug it again. if link not coming up after FLT raise concern CRM and NOC TT with proper RF tree and capstone Logs attached and address/LC details and FLT status and availability time observation and forward it to field team.
- If client end radio LAN showing unplugged. Need to do JOJI from client end router. Check router power status. if link not coming up check on laptop. If link not coming up laptop assign to field team with all observations.
- If link is down from parented Access POP raise CRM TT with proper information with ping response logs and no need to perform FLT.
- If links is down from intermediate node. Raise NOC TT and with logs and node name and RF path and capstone Logs attached in it.

Note: address and LC details should be mentioned in every NOC and CRM TT

FLT Steps for Slow Speed (ILL)

- First check client opted bandwidth on DB.
- Check / speak to customer how much speed he is getting through his current network connectivity. Educate him to do speed test in netspeed.tikona.in portal and check the results in netspeed Portal. (update in TT with same logs)
- Need to check client MRTG and check if client is over utilizing the link/check at client end radio utilization as well.
- If speed is not proper check RF path. If drops are more than 1 percent forward to RF noc/nnoc.radio RFNOCN_ENT_QUEUE or field team as per the observation with drops logs and observation with speed test results and ping responses.
- If no issue in RF path and still client not getting proper speed educate client to check speed on Laptop / Single system.

FLT step for slow speed for EBB client

- First check client opted bandwidth on DB 10 Mb/15 Mb/ 40MB/60 MB
- Ask client how much speed getting via router and ask client to perform speed test on netspeed.tikona.in portal and check the results in netspeed Portal.
- Note: For BB speeds are not committed 1:1 its upto/ speed variable
- if client getting nearby above speed educate there is no issue raise CRM as client education
- If you are observing heavy utilization at radio then educate client to check link on single laptop and test speed in netspeed.tikona.in and capture logs from netspeed Portal.
- If client not getting proper speed check RF device ping response. If observed drops in RF are more than 1 % assigns to concern RF NOC and field team with proper logs

Update and TSHOOT for MPLS Team

For Link down issue:

- If link is down from client end radio kindly confirmed with POP team below Troubleshooting done by POP team or not?
- Check Power status of client end radio POE.
- If POE is power status is ON confirm LED on POE is Glowing or not.
- Educate client to remove cable from POE port of adaptor and plug it again.
- if link not coming up after FLT, raise concern CRM and NOC TT with proper RF tree attached and address/LC details and FLT status and availability time observation and forward it to field team.
- IF client end radio LAN showing unplugged kindly confirmed with POP team below Troubleshooting done by POP team or not?
- Check router power status.
- Do JOJI cable from client end router.
- If link not coming up check the link in Single laptop.
- If link not coming up laptop assign to field team with all observations

Note: Kindly check the exact issues faced by customer.

Slow Speed related issue:

- Check RF path If observing 1% PKT drop in RF path till client end radio, raised NOC TT with details of Customer B/W, Customer VLAN, Trace, Ping, Latency and transfer to RFNOCN_ENT_QUEUE
- Check client end radio negotiation (10/100/1000 Full/half duplex), if getting 10/100 Mbps half duplex at client end radio LAN negotiation then mention in TT and coordinate with concern POP team and ask to educate customer to check his end router negotiation.
- If all parameter are working fine then ask POP (mention in TT with proper logs and Client end radio ping response) team to coordinate with MPLS Teach team.

Refer notes for POP, RFNOC, O&M Field , NOC Team, NNOC system Team

POP Team (City Bucket):

- ❖ (Delhi, Mumbai, Pune, Chennai, Calcutta, Hyderabad, Ahmedabad, Surat, Baroda, Lucknow, Kanpur, Varanasi, Coimbatore,)

Issue:

- 1] Link down from client end Radio/Switch/AP
- 2] LAN cable unplugged
- 3] Switch port showing down
- 4] Not getting client end MAC address

- ❖ First discuss with client, do FLT, If still issue persist then transfer in CITY team Bucket with mentioning exact issue, and which FE need to assign SDE at client premises

Attachment:

- Ping report
- RF path and B/W
- Client Address, LC details
- Client availability

RFNOC

- Speed issue :
- Ping and latency report
- RF path and customer B/W
- ❖ Share slow speed logs on single system (If single system logs are not possible to take then share logs as it is but mention customer speed test result in CRM TT and NOC TT / logs are not on single system)
- ❖ Share Ping logs to WAN IP from core Mention CRM TT in NOC TT and also mention NOC TT in CRM TT
- ❖ Check radio to radio speed test if customer not getting proper speed
- ❖ Snap of welcome page of Radio of affected node in note the same in crm tt notes as well as in Network TT

- Latency Issue
 - RF path Ping and latency report from Core.
 - Share Ping logs to WAN IP from core
 - RF tree and B/W
 - Client Address, LC details
 - Mention CRM TT in NOC TT and also mention NOC TT in CRM TT
 - Notes: Latency should be more than 20 MS / more than 1% PKT drop.
- Alignment issue
 - RF path Ping and latency report from Core.
 - Snap of welcome page of Radio showing alignment issue of affected node in note the same in crm tt notes as well as in Network TT
 - RF tree and B/W
 - Client Address, LC details
 - Mention CRM TT in NOC TT and also mention NOC TT in CRM TT
- PD issue
 - RF path Ping and latency report from Core.
 - RF tree and B/W
 - Client Address, LC details
 - Mention CRM TT in NOC TT and also mention NOC TT in CRM TT
- VLAN Tagging (TP-Link, D-link, and other switch)
 - RF tree and B/W
 - Mention VLAN Number and radio type
 - Client Address, LC details
 - Mention CRM TT in NOC TT and also mention NOC TT in CRM TT
- Frequent Disconnection
 - Ping and latency report
 - RF tree and B/W
 - Client Address, LC details
 - Keep all IP in multiping software for observation (Radio IP, WAN IP)
 - Observe and share multipoint software logs of flapping to field team, if still flapping observe
 - Mention CRM TT in NOC TT and also mention NOC TT in CRM TT

FIELD TEAM

- Link down issue
 - Ping response from node.
 - RF tree and B/W
 - Client Address, LC details
 - Mention CRM TT in NOC TT and also mention NOC TT in CRM TT
- Heavy PD issue
 - Ping response
 - RF tree and B/W
 - Client Address, LC details
 - Share Multiping software Logs in NOC TT (If available)
 - Mention CRM TT in NOC TT and also mention NOC TT in CRM TT
- Shifting Case (In same Building)
 - Client OLD and NEW address
 - LC Details
 - Client Availability time
 - RF tree and B/W
 - Mention CRM TT in NOC TT and also mention NOC TT in CRM TT

- Link flapping issue
 - Ping and latency report
 - RF tree and B/W
 - Client Address, LC details
 - Keep all IP in multipoint software for observation (Radio IP, WAN IP)
 - Observe and share multipoint software logs of flapping to field team, if still flapping observe
 - Mention CRM TT in NOC TT and also mention NOC TT in CRM TT

NNOC NETWORK

- VLAN missing /client migration on POP
 - Client Details
 - New RF path and Old RF path (If available)
 - Logs showing client MAC address observing on new POP
 - Mailed to Enterprise Delivery team for update new RF tree in database
- Website Issue
 - Client Details (UID/City/VLAN/IP detail)
 - Trace report from Tikona ISP and other ISP
 - Reverse Trace logs if available
 - NS lookup
 - Telnet to port 80 or other port as specified
 - Check with another IP if client IP pool is /29
- PD or Latency issue to POP switch
 - Ping logs
 - RF Tree
 - Intimate to NOC Team and escalate to first level if issue not resolves within 2 Hrs.

NNOC SYSTEM

- PTR Entry
 - Client Details
 - Host and Domain name
 - Client static IP, for which client want to do PTR entry
- MALL OTP, Login Page issue
 - Client Details
 - Screen shots images of issue
- MRTG credentials not working
 - Client Details
 - Old MRTG credentials (If available)
 - Screen shot of MRTG not working

CRM TT updates

In Bound (Lease Line)

- If customer is facing technical issue raised new CRM TT with mention below notes
 - Customer Issue: link down issue/slow speed issue/website not working/ ETC
 - Agent Observation and mention customer issue properly and Logs: (Radio or client mac address on POP if not share in CRM TT)
 - Mention customer name and contact number from agent receive call
 - Raised NOC TT: and mention in CRM TT, also mention CRM TT in NOC TT
- If customer call for update CRM TT is in progress follow mention points.
 - Observation: customer call for____ mention name and number
 - Latest update from concern team (share current logs: radio IP/Client WAN IP Logs)
- If customer called and agent found no issue follow mention points.
 - Check previous TT history and Trouble Shoot accordingly
 - Mention why customer called (client issue)
 - Mention agent observation and education with customer with logs: (Radio or client mac address on POP if not share in CRM TT)
 - Mention customer name and contact number from agent receive call.
- For L2 queue and support queue follow mention points.
 - Observation: Action taken by agent (FLT Detail) and NOC TT and mention why TT was assign to concern team) mention CRM TT also share Logs (Radio or client mac address on POP if not share in CRM TT) in CMR TT:
 - if problem find out than submitted the TT with proper category (share reason if TT not submitted)
 - NOC TT update or Share concern team update or if verbal communication with Team (also mention name and number)
 - Mail to customer and copy same in CRM TT
 - Logs
- For Follow-up queue follow mention points
 - Observation: Pending from which Team and mention what follow up taken by you (share Logs Radio or client mac address on POP if not share in CRM TT) also mention name and number if coordinating with concern team member.
 - NOC TT update or Share concern team update if any.
 - Mail to customer and copy same in CRM TT
 - Observation: Pending from which Team and mention what follow up taken by you (share Logs Radio or client mac address on POP if not share in CRM TT) also mention name and number if coordinating with concern team member.
 - NOC TT update or Share concern team update if any.
 - Mail to customer and copy same in CRM TT
 - For Resolved Queue follow mention points.
 - RFO with Uptime
 - Observation: why CRM TT was logs and what action taken by Team (share Logs Radio or client mac address WAN IP ping response and MRTG)
 - Mail to customer and attach copy in CRM TT

TIPL MPLS Updates

- If link down issue from intermediate node:
- Raised NOC TT and update in CRM TT (raised by POP team) with mention proper notes (Link down from *Node name*, node ping response, and 4 Hrs. default ETR. And transfer to concern City POP bucket.
- After 2 Hrs. coordinate with field team and refer NOC TT which is refer in CRM TT and provide update in CRM to POP team with proper Root cause and ETR.
- After 4th Hrs. mention in CRM TT with proper update (check update in NOC TT) and extended ETR to POP team. Also update to TL to escalate issue to O&M head.

TIPL MPLS Closure note:

- Mention proper RFO (provided by field team) in CRM TT with resolve date and time detail, and transfer to concern city bucket for client confirmation.
- Coordinate with field team and O&M lead if not getting proper RFO by field team.

HFODCPE Troubleshooting steps

- Mostly LIGO and TP link Pharos devices are used for establishing HFODCPE links. HFODCPE works on 5.8 GHz and can connect only cambium as it support multiple VLAN under single WLAN also as it supports 5.8 GHz band.
- Power beam radio can also be used in some cases if LIGO and TP link devices performance is not improved or stable after doing too much activity on them.
- When radio/HFODCPE is latched to AP, it gets latched with its respective SSID.
- For dynamic connection HFODCPE is on VLAN 99 and no tagging required only configuration file is uploaded.
- For Static IP BB connection VLAN tagging not required only BB file is uploaded by RFNOC and it gets latched with its SSID if available in its AP.
- For LL connection, LL file is uploaded in radio by RFNOC and also VLAN tagging required in radio (client VLAN)

For cambium AP

192.168.249.1 02	192.168.249. 52	192.168.226. 46	192.168.13.1 22	192.168.14.122	192.168.16.2 48
Mumbai unify	Ahmedabad	Allahabad	Bangalore	Coimbatore/Chennai	Nagpur /Pune
Bhopal	Kolkata	delhi			
Indore	limbdi	jaipur			
Jabalpur	rajkot	kanpur			
Kolkata	surat	lucknow			
Mumbai	vadodara	meerut			
Pune		agra			
Raipur		varanasi			
Rajkot					
vadodara					

Parameters for HFODCPE in cambium	values
SNR	>25
RSSI	<65
Signal in radio	<65dbm

SSID to be available in AP and HFODCPE	connection Type VLAN available in cnmaestro	VLAN tagging required in radio
Anokit-hesM-@)!&	Dynamic 99	no tagging required inside the radio
Anokit-hesM-@)!&-BB	BB VLAN 103	no tagging required inside the radio
Anokit-hesM-@)!&-LL	LL VLAN 1	requires LL client VLAN tagging

SSIDs to check in AP

For cambium

Wi-Fi > TIL-GJ-VAD-HS-SIL-DARPANCOMPLEX-PBN-AP2

Dashboard Notifications Details Performance Tools Clients Mesh Peers **WLANs** WIDS **Beta**

SSID	Radio	BSSID	VLAN	Security	Clients	Uplink Throughput ⓘ	Downlink Throughput ⓘ
Anokit-hesM-@)!&-BB	5GHz	00-04-56-A1-AE-51	103	wpa2-psk	2	1.23 Kbps	7.99 Kbps
An0kit-ss3ccA-Eth3r_CP3	2.4GHz	00-04-56-A1-9B-90	102	wpa2-enter...	3	30.51 Kbps	124.1 Kbps
Anokit-hesM-@)!&	5GHz	00-04-56-A1-AE-52	99	wpa2-psk	1	0.04 Kbps	1.48 Kbps
Anokit-hesM-@)!&-LL	5GHz	00-04-56-A1-AE-53	1	wpa2-psk	0	0 Kbps	0 Kbps
SAAnokit-ss3ccA-Eth3r_CP3	2.4GHz	00-04-56-A1-9B-91	103	wpa2-enter...	1	0 Kbps	4.16 Kbps

Search for client end device/ HFODCPE mac in AP=>mesh peers=>

Wi-Fi > TIL-GJ-VAD-HS-SIL-DARPANCOMPLEX-PBN-AP2

Dashboard Notifications Details Performance Tools Clients **Mesh Peers** **Pro** WLANs WIDS **Beta**

Mesh Client Search Export

Mesh Base	Mesh Client	End Hosts	Host Name	IP Address	Band	VLAN	WLAN	Uptime	SNR	RSSI
<input type="checkbox"/>	00-04-56-A1-9B-90	BC-62-9F-02-79-4B	View End Ho...	10.13.169.139	2.4GHz	102	1	1d 3h 1m	30	-65
<input type="checkbox"/>	00-04-56-A1-9B-90	BC-62-9F-03-23-9D	View End Ho...	10.13.168.240	2.4GHz	102	1	0d 5h 19m	30	-65
<input type="checkbox"/>	00-04-56-A1-AE-52	68-FF-7B-87-5E-BE	View End Ho... CPE510	172.20.132.63	5GHz	99	3	0d 3h 15m	39	-56
<input type="checkbox"/>	00-04-56-A1-AE-51	68-FF-7B-50-A0-36	View End Ho... CPE510	10.13.177.165	5GHz	103	2	0d 5h 0m	40	-55
<input type="checkbox"/>	00-04-56-A1-9B-91	BC-62-9F-03-B0-C5	View End Ho...	10.13.176.12	2.4GHz	103	4	0d 2h 34m	29	-65
<input type="checkbox"/>	00-04-56-A1-9B-90	BC-62-9F-00-56-6C	View End Ho...	10.13.171.193	2.4GHz	102	1	0d 6h 55m	33	-62
<input type="checkbox"/>	00-04-56-A1-AE-51	00-19-3B-12-78-D8	View End Ho... BB-HFODCPE...	10.13.176.212	5GHz	103	2	1d 2h 17m	44	-51
<input type="checkbox"/>	00-04-56-A1-9B-90	BC-62-9F-05-88-57	View End Ho...	10.13.172.253	2.4GHz	102	1	0d 1h 35m	35	-60
<input type="checkbox"/>	00-04-56-A1-9B-90	BC-62-9F-01-2B-97	View End Ho...	10.13.172.185	2.4GHz	102	1	0d 1h 23m	37	-58

Plan Name	Primary Download Speed	Primary Upload Speed	Secondary Speed	Bundled GBs at primary
ENTBB7000	20 Mbps	5 Mbps	5 Mbps	2500
ENTBB3000	15 Mbps	2 Mbps	3 Mbps	1000
ELLLite15Mbps	15 Mbps	15 Mbps	8 Mbps	3000
ELLLite10Mbps	10 Mbps	10 Mbps	4 Mbps	1500
ENT25M_AP	25 Mbps	5 Mbps	5 Mbps	2500

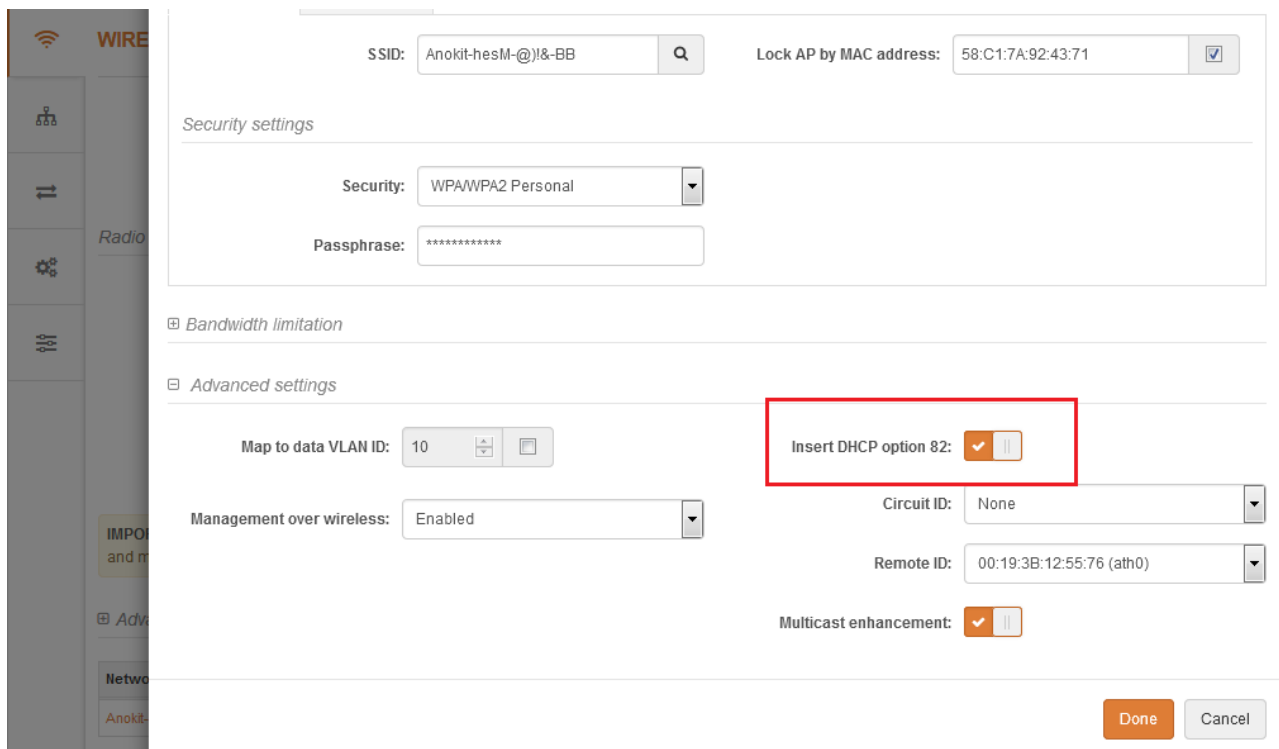
Plan Name	Primary DL Speed (Mbps)	Primary Upload Speed (Mbps)	Usage GBs per month	Post FUP Secondary DL Speed (Mbps)	Post FUP Secondary UL Speed (Mbps)
TBI_SPRE_A	60	10	2000	8	1
TBI_SPRE_H	60	10	2000	8	1
TBI_SPRE_Q	60	10	2000	8	1
TBI_SPRE_M	60	10	2000	8	1
TBI_PRE_A	40	4	1000	5	0.5
TBI_PRE_H	40	4	1000	5	0.5
TBI_PRE_Q	40	4	1000	5	0.5
TBI_PRE_M	40	4	1000	5	0.5
TBI_STD_A	20	2	UL	NA	NA
TBI_STD_H	20	2	UL	NA	NA
TBI_STD_Q	20	2	UL	NA	NA
TBI_STD_M	20	2	UL	NA	NA
TBI_ECO_A	10	1	UL	NA	NA
TBI_ECO_H	10	1	UL	NA	NA
TBI_ECO_Q	10	1	UL	NA	NA
TBI_ECO_M	10	1	UL	NA	NA
TBI_SYMPLUS_A	40	40	6000	8	8
TBI_SYMPLUS_H	40	40	6000	8	8
TBI_SYMPLUS_Q	40	40	6000	8	8
TBI_SYMPLUS_M	40	40	6000	8	8
TBI_SYM_A	20	20	1500	8	8
TBI_SYM_H	20	20	1500	8	8
TBI_SYM_Q	20	20	1500	8	8
TBI_SYM_M	20	20	1500	8	8

Auto login troubleshooting steps for dynamic customers

- SSH below Dhcp server to check option 82 for Auto login service for dynamic customers and to find what IP is assigned to devices
- For DHCP customers check DCS logs by doing login below IPs through SSH and their respective port number
- For getting auto login link for dynamic customers we should get remote ID and circuit ID in logs against customer mac (observed in current session), also can convert this remote Id and circuit id hex values to ASCII.
- For VLAN 99 and 101 connections option 82 is enabled in LIGO and TP Link radios
- For VLAN 104 option 82 is enabled on 24/28 port TP link D link or cisco switch either at FDN end or Intermediate node.
- Cambium and power beam radio does not support option 82 hence need to tag 104 and it will get option 82 from intermediate switch or FDN.
- To check or enable Option 82 on radios coordinate with RFNOC and for switch check with NNOC team.
- If all parameters are fine still not getting link then do basic troubleshooting, jack out jack in LAN cable or IP release renew, or check on another system.

Putty Notes
IP's:
113.193.14.15 DEL 8692
113.193.12.15 HYD 8692
113.193.1.15 MUM 22
113.193.0.149 MUM1 22
ID: sdsI
Pwd: sdsI1876
Command:
Bash
cd var/nom/dcs/log
ls -l
more *.log grep 'MAC Address'

- Option 82 setting available in radios



SSID: Anokit-hesM-@)!&-BB Lock AP by MAC address: 58:C1:7A:92:43:71 ☒

Security settings

Security: WPA/WPA2 Personal

Passphrase: *****

Bandwidth limitation

Advanced settings

Map to data VLAN ID: 10

Management over wireless: Enabled

Insert DHCP option 82: ☒

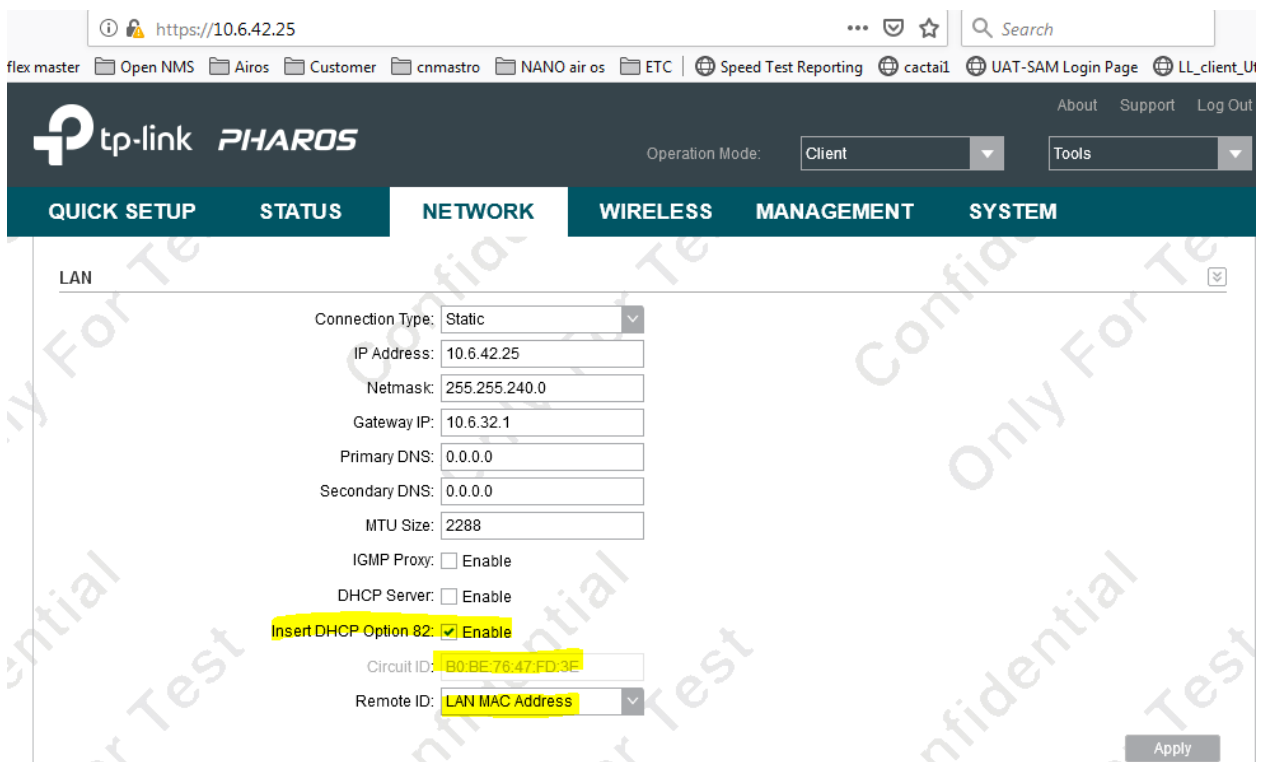
Circuit ID: None

Remote ID: 00:19:3B:12:55:76 (ath0)

Multicast enhancement: ☒

Done Cancel

- Insert DHCP option 82 should be enable for getting auto login link when customers are delivered directly from radio and for VLAN 101



https://10.6.42.25

flex master Open NMS Airos Customer cnmastro NANO air os ETC Speed Test Reporting cactail UAT-SAM Login Page LL_client_U

tp-link PHAROS

Operation Mode: Client Tools

QUICK SETUP STATUS NETWORK WIRELESS MANAGEMENT SYSTEM

LAN

Connection Type: Static

IP Address: 10.6.42.25

Netmask: 255.255.240.0

Gateway IP: 10.6.32.1

Primary DNS: 0.0.0.0

Secondary DNS: 0.0.0.0

MTU Size: 2288

IGMP Proxy: ☐ Enable

DHCP Server: ☐ Enable

Insert DHCP Option 82: ☒ Enable

Circuit ID: B0:BE:76:47:FD:3E

Remote ID: LAN MAC Address

Apply

- For checking radio speed test replace respective city IP and device IP

	Sample link
FOR CPE	https://192.168.20.51/tools/wc.jsp?cip=10.19.81.158&cipv6
FOR AP	https://192.168.20.51/tools/wc.jsp?cip=10.9.66.43&type=ap
FOR RMDU	https://192.168.13.39/tools/wc.jsp?cip=10.109.26.117&type=client

Use ZD IP in speedflex links	
Location	CITY IP
Agra	192.168.20.41
Ahmadabad	192.168.17.21
Allahabad	192.168.20.201
Banglore	192.168.13.39
Bhopal	192.168.19.232
Chennai	192.168.39.18
Coimbatore	192.168.19.53
Corpora	192.168.4.17
Delhi	192.168.41.1
Hydrabad	192.168.12.1
Indore	192.168.18.131
Jabalpur	192.168.20.71
Kanpur	192.168.19.241
Kolkata	192.168.45.10
Lucknow	192.168.19.152
Meerut	192.168.20.21
Mumbai(LVSB)	192.168.10.24
Nagpur	192.168.19.131
Pune	192.168.5.19
Raipur	192.168.20.181
Rajkot	192.168.19.183
Surat	192.168.17.182
Vadodara	192.168.19.164
Varanasi Wibro & LTE	192.168.20.82

- To soft reboot HFODCPE from cambium use below link

CPE MAC disconnection Portal for Cambium AP.	Username	Password
http://192.168.251.35/cambiumap/	rftr	T3f@786\$%

- If customer performs speed test on our netspeed.tikona.in then we can check results, use below link

Netspeed report portal
http://netspeed.tikona.in/Reports
User ID : admin
Password: tikona@123

RFTR Portal

- To find details of Enterprise Broadband client

- Login with RFTR credentials

- Enter customer 10 digit user id/service ID

➤ **After entering UID RFTR 1st page will be displayed**

Details available on this page

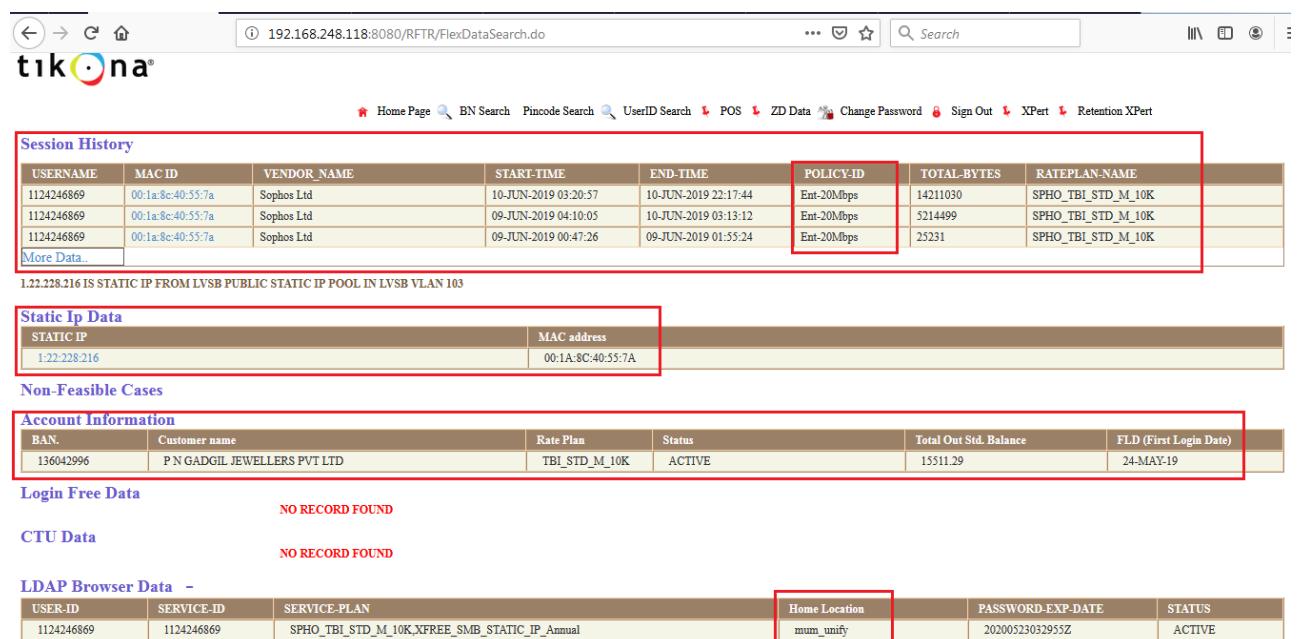
Recent Session history, where we can find session from which mac/device used and time duration and data

Which policy is applied on customer plan.

For static IP customer, static IP details and mac binded against IP is available, IP can be public or private and it works on VLAN 103.

In account information BAN(billing account number) , account name , rate plan , status and first login date(installation)

In LDAP browser data, unify details available



The screenshot displays the 'FlexDataSearch.do' page with a navigation bar and several data tables. The 'Session History' table lists user sessions with columns for USERNAME, MAC ID, VENDOR_NAME, START-TIME, END-TIME, POLICY-ID, TOTAL-BYTES, and RATEPLAN-NAME. The 'Static Ip Data' table shows a static IP and its corresponding MAC address. The 'Account Information' table provides details on the billing account (BAN), customer name, rate plan, status, total out-of-pocket balance, and first login date. The 'Login Free Data' and 'CTU Data' sections indicate that no records were found. The 'LDAP Browser Data' table shows user details including USER-ID, SERVICE-ID, SERVICE-PLAN, Home Location, PASSWORD-EXP-DATE, and STATUS.

USERNAME	MAC ID	VENDOR_NAME	START-TIME	END-TIME	POLICY-ID	TOTAL-BYTES	RATEPLAN-NAME
1124246869	00:1a:8c:40:55:7a	Sophos Ltd	10-JUN-2019 03:20:57	10-JUN-2019 22:17:44	Ent-20Mbps	14211030	SPHO_TBI_STD_M_10K
1124246869	00:1a:8c:40:55:7a	Sophos Ltd	09-JUN-2019 04:10:05	10-JUN-2019 03:13:12	Ent-20Mbps	5214499	SPHO_TBI_STD_M_10K
1124246869	00:1a:8c:40:55:7a	Sophos Ltd	09-JUN-2019 00:47:26	09-JUN-2019 01:55:24	Ent-20Mbps	25231	SPHO_TBI_STD_M_10K

1.22.228.216 IS STATIC IP FROM LVSB PUBLIC STATIC IP POOL IN LVSB VLAN 103

STATIC IP	MAC address
1.22.228.216	00:1A:8C:40:55:7A

BAN.	Customer name	Rate Plan	Status	Total Out Std. Balance	FLD (First Login Date)
136042996	P N GADGIL JEWELLERS PVT LTD	TBI_STD_M_10K	ACTIVE	15511.29	24-MAY-19

NO RECORD FOUND

NO RECORD FOUND

USER-ID	SERVICE-ID	SERVICE-PLAN	Home Location	PASSWORD-EXP-DATE	STATUS
1124246869	1124246869	SPHO_TBI_STD_M_10K_XFREE_SMB_STATIC_IP_Annual	mum_unify	20200523032955Z	ACTIVE

For dynamic connection customers

Static IP will not be available

Click on customer mac available in session history of 1st page then additional 2nd page and 3rd page will be available which is useful to check details of HFODCPE and its AP mac address

Also HFODCPE roaming and signal strength values can be seen on RFTR 3rd page details

1st page

[←](#) [→](#) [↺](#) [↻](#)

192.168.248.118:8080/RFT/ FlexDataSearch.do

[Search](#)

[Capstone](#) [Unify](#) [flex master](#) [Open NIMS](#) [Airos](#) [Customer](#) [cnmastro](#) [NANO air os](#) [ETC](#) [Speed Test Reporting](#) [cactai](#) [UAT-SAM Login Page](#) [LL_client_Utilization](#) [TIL Cactai](#)

[Home Page](#) [BN Search](#) [Pincode Search](#) [UserID Search](#) [POS](#) [ZD Data](#) [Change Password](#) [Sign Out](#) [Xpert](#) [Retention Xpert](#)

Session History

USERNAME	MAC ID	VENDOR_NAME	START-TIME	END-TIME	POLICY-ID	TOTAL-BYTES	RATEPLAN-NAME
1124227060	d8.0d:17:b6:02:f0		10-JUN-2019 16:52:12	11-JUN-2019 16:52:43	Ent-10Mbps	7748949036	SPHO_TBI_ECO_M
1124227060	d8.0d:17:b6:02:f0		09-JUN-2019 16:51:36	10-JUN-2019 16:52:12	Ent-10Mbps	13364783019	SPHO_TBI_ECO_M
1124227060	d8.0d:17:b6:02:f0		08-JUN-2019 16:51:05	09-JUN-2019 16:51:35	Ent-10Mbps	1561347065	SPHO_TBI_ECO_M
More Data...							

Static Ip Data

This Subscriber is not Static IP user

Non-Feasible Cases

Account Information

BAN.	Customer name	Rate Plan	Status	Total Out Std. Balance	FLD (First Login Date)
136023624	BAJAJ ALLIANZ GENERAL INSURANCE COMPANY LTD	TBI_ECO_M	ACTIVE	0	05-JUN-19

Login Free Data

NO RECORD FOUND

CTU Data

NO RECORD FOUND

LDAP Browser Data -

USER-ID	SERVICE-ID	SERVICE-PLAN	Home Location	PASSWORD-EXP-DATE	STATUS
1124227060	1124227060	SPHO_TBI_ECO_M	mum_unify	20200602043735Z	ACTIVE

2nd page

TP Link

EVENT-TIMESAMP	CLIENT-MAC	CPE-MAC	GATEWAY-NAME
Jun 11 16:34:34	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 11 13:34:33	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 11 10:34:31	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 11 07:34:30	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 11 04:34:29	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 11 01:34:27	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 10 22:34:26	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 10 19:34:25	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 10 19:34:25	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 10 16:34:23	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 10 13:34:22	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 10 07:34:19	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 10 07:34:19	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 10 07:34:19	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 10 04:34:18	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot
Jun 10 04:34:18	d8.0d:17:b6:02:f0	68:ff:7b:50:aa:dc	Rajkot

EVENT-TIMESAMP	CPE-MAC	AP-MAC	AP-TYPE	GATEWAY-NAME
JUN 11 16:00	68:ff:7b:50:aa:dc	58:c1:7a:1f:70:94	Cambium	
JUN 11 16:00	68:ff:7b:50:aa:dc	58:c1:7a:1f:70:94	Cambium	
JUN 11 16:00	68:ff:7b:50:aa:dc	58:c1:7a:1f:70:94	Cambium	Rajkot
JUN 11 03:59	68:ff:7b:50:aa:dc	58:c1:7a:1f:70:94	Cambium	Rajkot
JUN 11 03:59	68:ff:7b:50:aa:dc	58:c1:7a:1f:70:94	Cambium	Rajkot
JUN 11 03:59	68:ff:7b:50:aa:dc	58:c1:7a:1f:70:94	Cambium	Rajkot
JUN 10 15:59	68:ff:7b:50:aa:dc	58:c1:7a:1f:70:94	Cambium	Rajkot

3rd page

[←](#) [→](#) [↺](#) [↻](#)

192.168.248.118:8080/RFT/GetFlexMasterData.do?cpemac=68:ff:7b:50:aa:dc&mysq...

[Search](#)

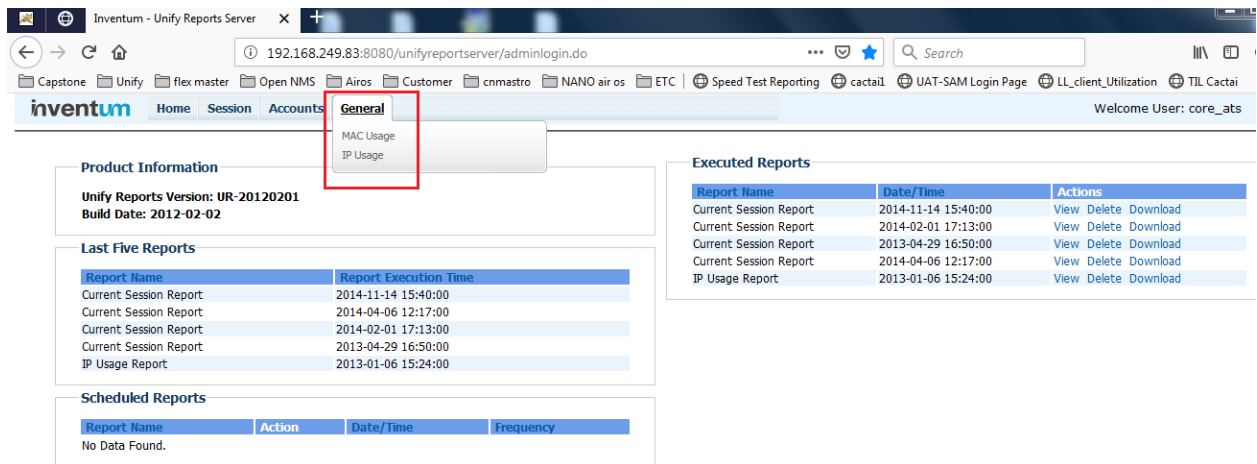
[FlexMaster Data for cambium](#)

Cpe Mac	Ip	AP MAC	AP Desc	RX Byts	TX Byts	RSSI	AVG_SNR	Association Time	Disassociation Time	Session Duration	Network	SITE	BAND
68:FF:7B:50:AA:DC	172.20.151.41	58:C1:7A:1F:70:94	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT-PBN-AP3	35777	1719	-48.05	46.95	2019-06-10 03:58:26	NA	> 01d 06h 38m 01s	RAIKOT-FACEBOOK-TOWN	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT	5GHz
68:FF:7B:50:AA:DC	172.20.151.41	58:C1:7A:1F:70:94	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT-PBN-AP3	523	194	-47.98	47.02	2019-06-10 03:58:26	NA	> 06h 37m 39s	RAIKOT-FACEBOOK-TOWN	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT	5GHz
68:FF:7B:50:AA:DC	172.20.151.41	58:C1:7A:1D:3A:8A	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT-PBN-AP4	10349	8088	-54.19	40.81	2019-06-01 17:12:25	2019-06-10 03:44:37	08d 10h 32m 12s	RAIKOT-FACEBOOK-TOWN	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT	5GHz
68:FF:7B:50:AA:DC	172.20.151.41	58:C1:7A:1D:3A:8A	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT-PBN-AP4	10089	7154	-54.30	40.70	2019-06-01 17:12:25	NA	> 07d 17h 24m 04s	RAIKOT-FACEBOOK-TOWN	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT	5GHz
68:FF:7B:50:AA:DC	172.20.151.41	58:C1:7A:1D:3A:8A	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT-PBN-AP4	7796	5745	-54.42	40.58	2019-06-01 17:12:25	NA	> 06d 17h 24m 26s	RAIKOT-FACEBOOK-TOWN	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT	5GHz
68:FF:7B:50:AA:DC	172.20.151.41	58:C1:7A:1D:3A:8A	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT-PBN-AP4	5891	4474	-54.52	40.48	2019-06-01 17:12:25	NA	> 05d 17h 24m 48s	RAIKOT-FACEBOOK-TOWN	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT	5GHz
68:FF:7B:50:AA:DC	172.20.151.41	58:C1:7A:1D:3A:8A	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT-PBN-AP4	5181	3187	-54.68	40.32	2019-06-01 17:12:25	NA	> 04d 17h 25m 23s	RAIKOT-FACEBOOK-TOWN	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT	5GHz
68:FF:7B:50:AA:DC	172.20.151.41	58:C1:7A:1D:3A:8A	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT-PBN-AP4	818	2067	-54.75	40.25	2019-06-01 17:12:25	NA	> 03d 17h 25m 40s	RAIKOT-FACEBOOK-TOWN	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT	5GHz
68:FF:7B:50:AA:DC	172.20.151.41	58:C1:7A:1D:3A:8A	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT-PBN-AP4	0	1	15.00	300.00	2019-06-01 17:12:25	NA	> 01d 16h 56m 35s	RAIKOT-FACEBOOK-TOWN	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT	5GHz
68:FF:7B:50:AA:DC	172.20.151.41	58:C1:7A:1D:3A:8A	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT-PBN-AP4	0	1	15.00	300.00	2019-06-01 17:12:25	NA	> 01d 16h 56m 25s	RAIKOT-FACEBOOK-TOWN	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT	5GHz
68:FF:7B:50:AA:DC	172.20.151.41	58:C1:7A:1D:3A:8A	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT-PBN-AP4	0	1	15.00	300.00	2019-06-01 17:12:25	NA	> 16h 56m 54s	RAIKOT-FACEBOOK-TOWN	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT	5GHz
68:FF:7B:50:AA:DC	172.20.151.41	58:C1:7A:1F:70:94	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT-PBN-AP3	5	0	86.70	144.00	2019-06-01 12:49:36	2019-06-01 16:55:43	04h 06m 07s	RAIKOT-FACEBOOK-TOWN	TIL-GI-RAJ-HS-ADI-STERLINGAPPARTMENT	5GHz

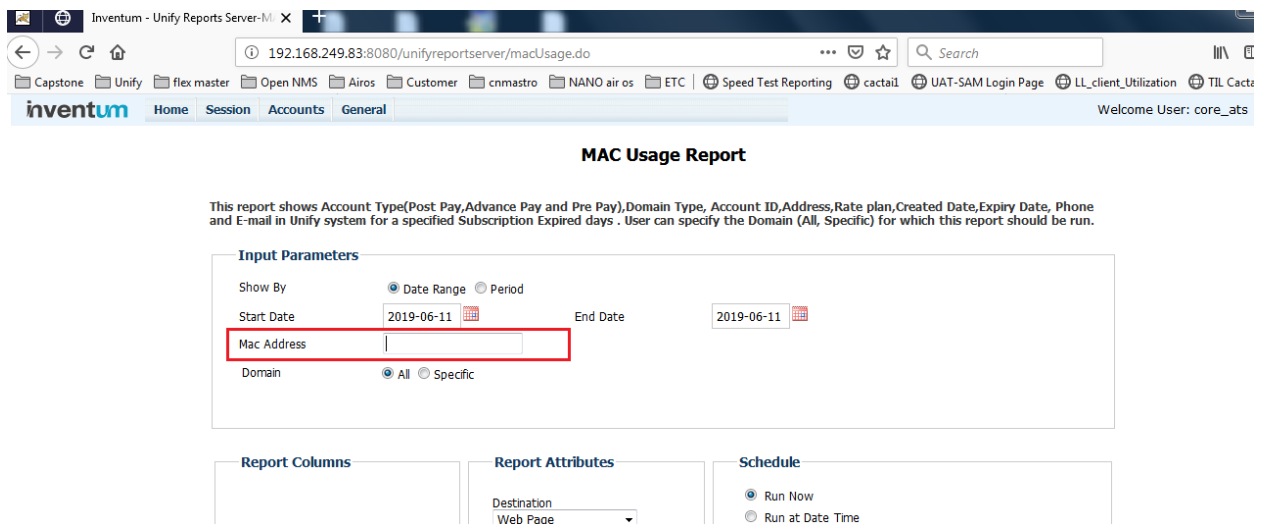
Unify portals

To check IP usage and mac usage

Login with core ATS credentials in respective unify portal



Enter mac address in small letters and in ' : ' format with no space



For finding static customer details session history or UID , enter IP (public or private) and select source IP

For finding details from SNAT IP select SNAT IP

IP Usage Report

This report shows Account Type(Post Pay,Advance Pay and Pre Pay),Domain Type, Account ID,Address,Rate plan,Created Date,Expiry Date, Phone and E-mail in Unify system for a specified Subscription Expired days . User can specify the Domain (All, Specific) for which this report should be run.

Input Parameters

Show By
☐ Date Range
☒ Period

Select Period
Last 1 day

IP Address
113.193.179.249
Search
☒ Source IP
☐ SNAT IP

Domain
☒ All
☐ Specific

Report Columns

Report Attributes

Destination
Web Page

Records Per Page
10

Maximum Records
All

Schedule

☒ Run Now
☐ Run at Date Time

Go

To check customer session history

Session History

Session History Report provides details of all the sessions for all or selected accounts. Details include Account Name, Account ID, Session ID , Phone , Email, IP Address, SNAT IP, MAC Address, Start Time, Last Update, Duration and Bytes consumption for all or specified domains in a specified date range. User can specify the account types (All, Advance Paid, Pre-paid and Post paid).

Input Parameters

Show By
☒ Date Range
☐ Period

Start Date
2019-06-11 11:52
End Date
2019-06-11 11:52

Account Type
All
Account ID
Search

Coupon ID
Domain
☒ All
☐ Specific

Report Columns

Add/Remove

Report Attributes

Destination
Web Page

Records Per Page
10

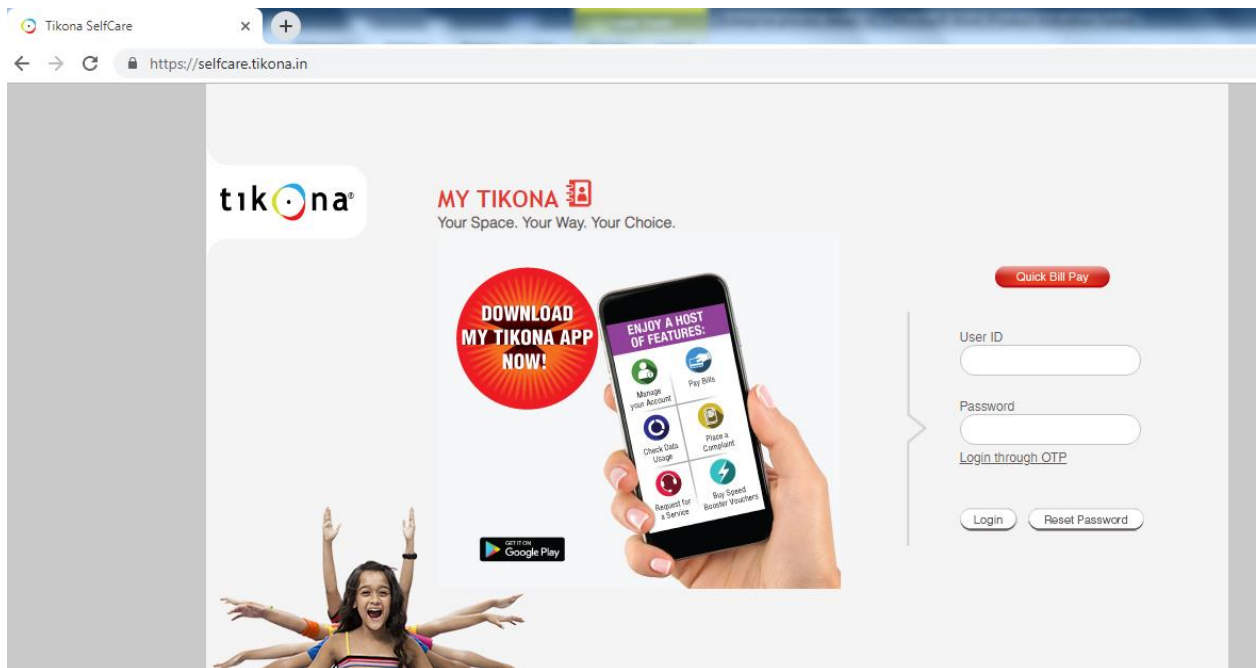
Maximum Records
10

Schedule

☒ Run Now
☐ Run at Date Time

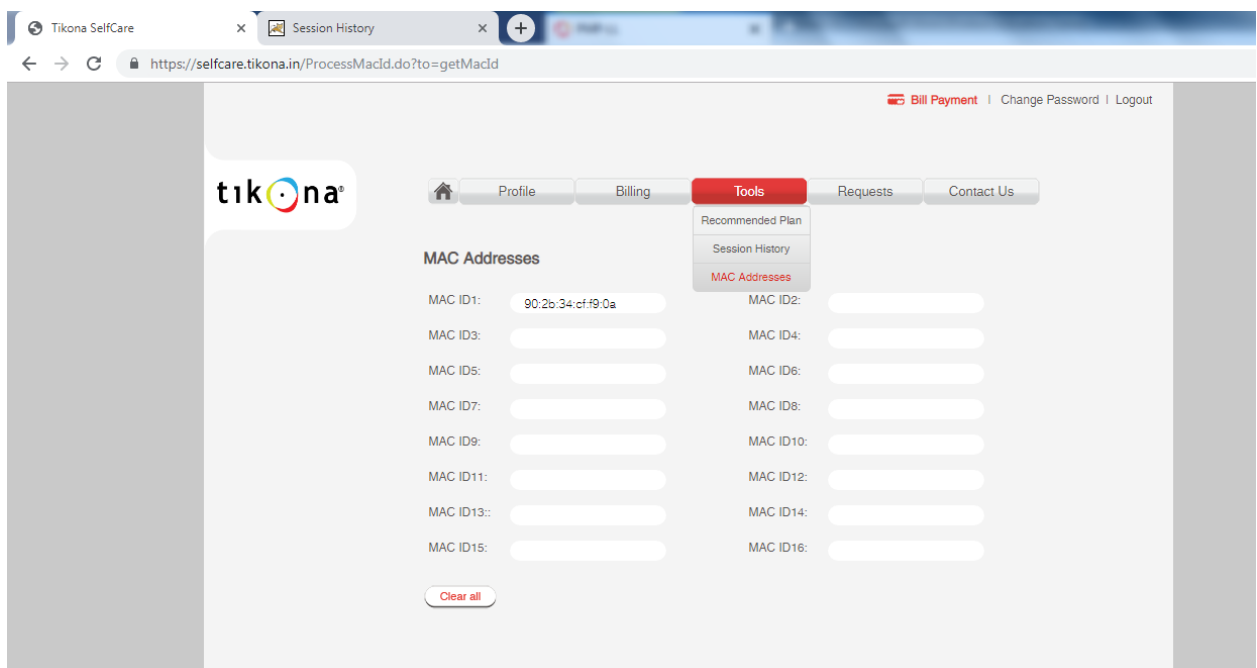
Self-care Portal

Selfcare.tikona.in



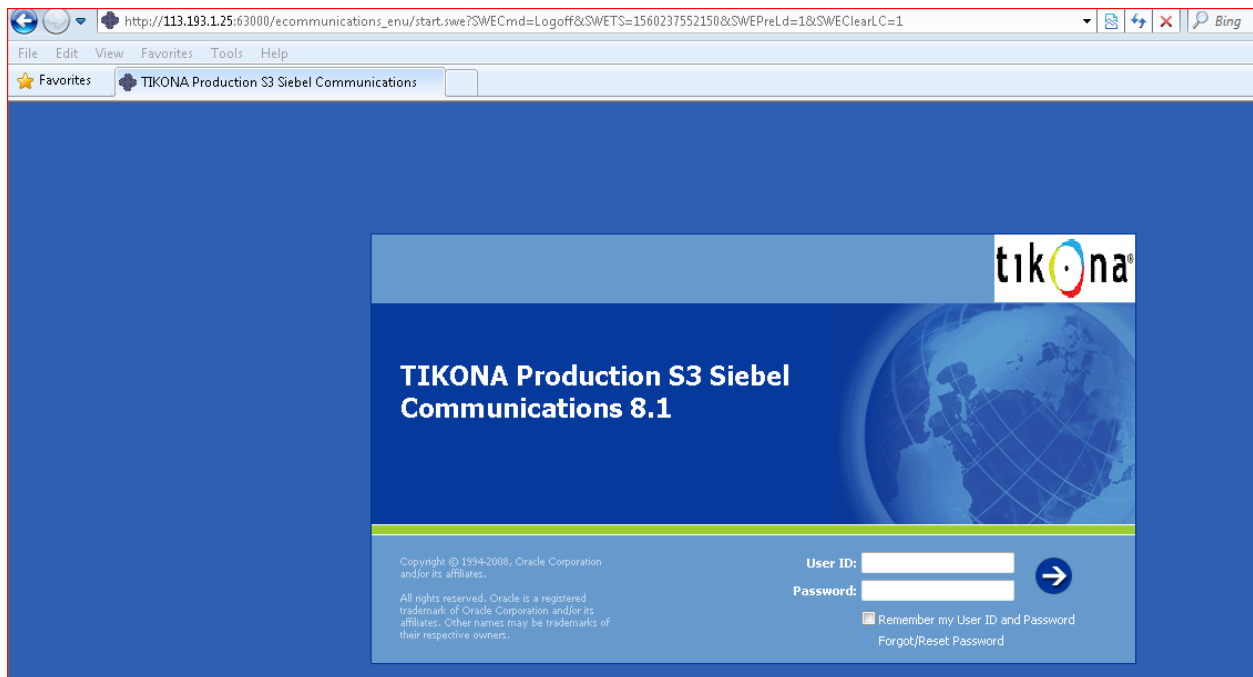
If client not able to reset password then with this portal we can reset from our end by asking OTP received on client RMN.

If getting error while login , maximum mac sessions reached then clear mac entries from this portal

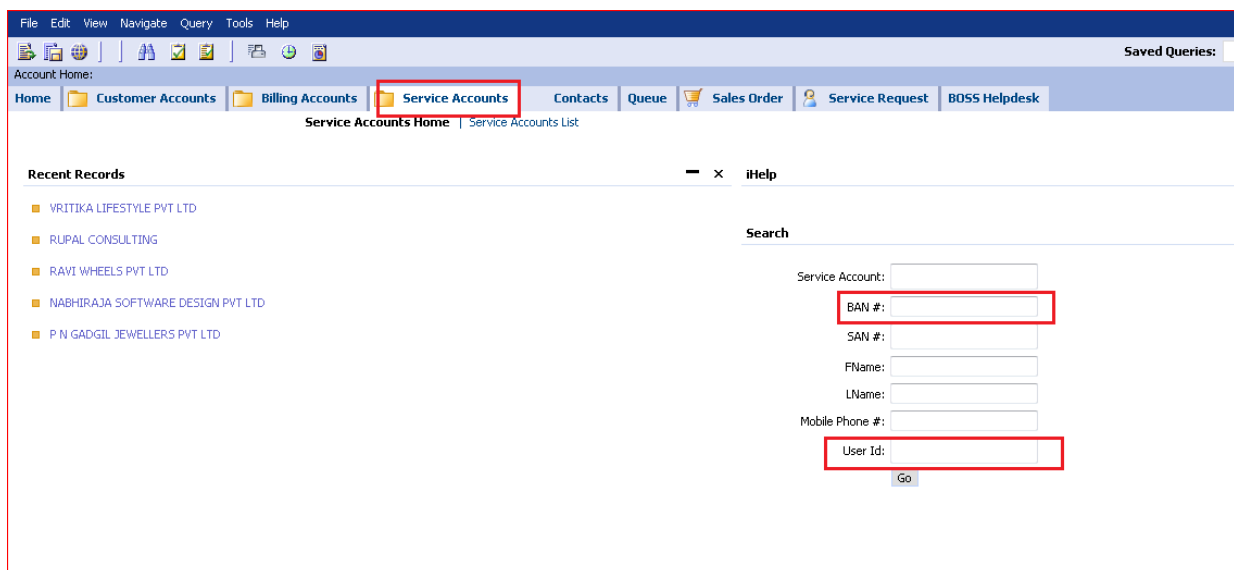


For checking CRM TT

Login with CRM credentials



After login => click on service accounts and enter UID or BAN



Click on account name below name option to check service account summary

File Edit View Navigate Query Tools Help

Service Account: Saved Queries: [icon]

Home Customer Accounts Billing Accounts Service Accounts Contacts Queue Sales Order Service Request BOSS Helpdesk

Service Accounts Home | Service Accounts List

1 - 1 of 1

New	Name	Billing Account	Account Type	Account Category	Status	Flat No/ Building Name	Street/Area/Landmark
>	P N GADGIL JEWELLERS PVT	P N GADGIL JEWELLERS PVT	Service	Enterprise	Active	SHOP NO- 2/3/4/5,	MARTIN PLAZA, STELLA OPP BISHOP

P N GADGIL JEWELLERS PVT LTD

Menu | Query | Service Form

Account Name: P N GADGIL JEWELLERS Account Category: Enterprise Flat No/ Building Name: SHOP NO- 2/3/4/5, Postal Code: 421202

Account #: 1135529637 Account Type: Service Street/Area/Landmark: MARTIN PLAZA, STELLA City: KALYAN Country: India

Billing Account: P N GADGIL JEWELLERS Account Class: Regular_ENT *Proof of Installation Address: Utility Bill

Primary Contact: P N GADGIL JEWELLERS Status: Active State: MH *Proof of Installation Address Id: 123645

Acquisition Dealer Name: Enterprise HQ Account Status Reason: *SRF Number: 50000024229687 Proof of Address Other Doc Type:

To check progressing complaints and history.

File Edit View Navigate Query Tools Help

Service Account Portal: Saved Queries: [icon]

Home Customer Accounts Billing Accounts Service Accounts Contacts Queue Sales Order Service Request BOSS Helpdesk

Service Accounts Home | Service Accounts List

Account Name: P N GADGIL JEWELLERS Account Category: Enterprise Flat No/ Building Name: SHOP NO- 2/3/4/5, Postal Code: 421202

Account #: 1135529637 Account Type: Service Street/Area/Landmark: MARTIN PLAZA, STELLA City: KALYAN Country: India

Billing Account: P N GADGIL JEWELLERS Account Class: Regular_ENT *Proof of Installation Address: Utility Bill

Primary Contact: P N GADGIL JEWELLERS Status: Active State: MH *Proof of Installation Address Id: 123645

Acquisition Dealer Name: Enterprise HQ Account Status Reason: *SRF Number: 50000024229687 Proof of Address Other Doc Type:

Installation Dealer Name: Enterprise Support User Id: 1124246869 SLA Level: Safe Custody Till:

Support Dealer Name: Enterprise Support Customer Type: WIBRO Payment Type: Postpaid GST Status: GST

Building Id:

Contacts **Service Account Summary** Installed Assets Orders Service Requests Speed Up Voucher Details Free Bundle Details Voucher Payments

Installed Assets

Product	Asset Description	Service ID	Billing Profile	Promotion	Product Type
>	Tikona WI-B	1124246869	1-2PKRPWG		Product

Service Requests

SR #	Opened Date/Time	Area	Sub Area	Status
1-6012929731	5/30/2019 12:06:59 PM	Technical	E-Connectivity Issue	Closed
1-5952886611	5/27/2019 02:36:06 PM	Enterprise	Static IP	Closed
1-5914940309	5/23/2019 06:30:33 PM	Installation	New Installation	Closed
1-5909783448	5/22/2019 06:31:48 PM	Service Change	GST/UIN Registration	Closed
1-5900206764	5/21/2019 06:22:21 PM	Installation	New Installation	Cancelled

For creating NOC TT

Login with NOC credentials

Then click on service request=> service request helpdesk=>My service requests =>new

Select city=>enter radio/switch site ID =>select device from the list=> element id
=>description=>SR type=>

Select area as ENT =>select sub area => save outage time=> and then click on TT => TT will get generated

TIKONA Production S4 Siebel Communications - Windows Internet Explorer

http://192.168.248.55:63000/ecomunications_enu/start.swe?Cmd=Login&SWEPL=1&_sn=Qf1ZauCm8wucgiZaXb2eIAiE7gEAvf2c11Vmvf7UOtneaOm4sMj

File Edit View Favorites Tools Help

TIKONA Production S4 Siebel Communications

File Edit View Navigate Query Tools Help

HelpDesk Service Request: **Service Request**

Home Billing Accounts Service Accounts Queue Sales Order **Service Request** BOSS HelpDesk

Service Requests Home | **Service Requests - HelpDesk**

My Service Requests - HelpDesk | Menu | New Query

1 - 10 of 11+

SR #	City	Site ID	Device Type	Element Id	Device Description	SR Type	Area	Subarea	Opened	Status	Outage Start Time	Owner
1-6194802577	MUMBAI	MUM0060078N	Radio	MUM032	Test TT	Network Service Outage	ENT	Intermittent Radio	6/11/2019 01:01:59	Open		STH
1-5403403691	MEERUT	ME0030151BN	AP	MEERUT10103	H.N.32 ,Gali n.2 Krishna	Network Service degrade	AP	AP Performance Isss	9/20/2018 11:56:58	Closed	9/20/2018 11:56:54	STH
1-5709400681	COIMBATORE	CR0200212	Radio	CHEN7047	(CBE-JUN) Sudarsanam /	Network Service degrade	ENT	Radio Low Signal	4/19/2019 07:29:49	Closed	4/19/2019 07:31:25	STH
1-5729941761	KOLKATA	KL0230723	Radio	KOL012	(Alipore)92eAlipore to M:	Network Service degrade	ENT	Packet Drop Issue	4/30/2019 11:49:45	Cancelled	4/30/2019 11:52:50	STH
1-5478956273	MUMBAI	MUM1609126	Switch	MUM4064	MUM-MHA-AG01-KHAR-f	Network Service Outage	RTS/Mogra Switch	Switch Unreachable	11/23/2018 09:30:3	Closed	11/23/2018 09:20:2	STH
1-5468576091	MUMBAI	MUM0320962	Radio	MUM9284	(Amarresidency)runwalc:	Network Service degrade	ENT	Packet Drop Issue	11/13/2018 08:53:2	Closed	11/13/2018 08:54:5	STH
1-5484300621	MUMBAI	MUM130214	Radio	MUM2046	(Sai Tower)saitower-arvi	Network Service degrade	Radio	Proactive Radio LOV	11/29/2018 04:16:0	Closed	11/29/2018 04:13:2	STH
1-5481477513	HYDERABAD	HY09409322	Radio	HYD1685	(NENT)(Nagole)Usha Cre	Network Service Outage	Radio	Radio Disconnected	11/26/2018 03:39:0	Closed	11/26/2018 03:23:5	STH
1-5536797641	HYDERABAD	HY0550421	Radio	HYD038	(Bachupally)Satay Prasas	Network Service degrade	ENT	Packet Drop Issue	1/14/2019 10:45:42	Closed	1/14/2019 10:49:15	STH
1-5488274961	VIZAG	V50340472N	Switch	VZG873	Mogralite_The Harmonic	Network Service Outage	RTS/Mogra Switch	Switch Unreachable	12/2/2018 12:43:50	Closed	12/2/2018 12:14:44	STH

TIKONA Production S4 Siebel Communications - Windows Internet Explorer

http://192.168.248.55:63000/ecomunications_enu/start.swe?Cmd=Login&SWEPL=1&_sn=Qf1ZauCm8wucgiZaXb2eIAiE7gEAvf2c11Vmvf7UOtneaOm4sMj

File Edit View Favorites Tools Help

TIKONA Production S4 Siebel Communications

File Edit View Navigate Query Tools Help

HelpDesk Service Request: **Service Request**

Home Billing Accounts Service Accounts Queue Sales Order **Service Request** BOSS HelpDesk

Service Requests Home | **Service Requests - HelpDesk**

My Service Requests - HelpDesk | Menu | New Query

1 - 10 of 11+

SR #	City	Site ID	Device Type	Element Id	Device Description	SR Type	Area	Subarea	Opened	Status	Outage Start Time	Owner
1-6194802577	MUMBAI	MUM0060078N	Radio	MUM032	Test TT	Network Service Outage	ENT	Intermittent Radio	6/11/2019 01:01:59	Open		STH
1-5403403691	MEERUT	ME0030151BN	AP	MEERUT10103	H.N.32 ,Gali n.2 Krishna	Network Service degrade	AP	AP Performance Isss	9/20/2018 11:56:58	Closed		STH
1-5709400681	COIMBATORE	CR0200212	Radio	CHEN7047	(CBE-JUN) Sudarsanam /	Network Service degrade	ENT	Radio Low Signal	4/19/2019 07:29:49	Closed		STH
1-5729941761	KOLKATA	KL0230723	Radio	KOL012	(Alipore)92eAlipore to M:	Network Service degrade	ENT	Packet Drop Issue	4/30/2019 11:49:45	Cancelled		STH
1-5478956273	MUMBAI	MUM1609126	Switch	MUM4064	MUM-MHA-AG01-KHAR-f	Network Service Outage	RTS/Mogra Switch	Switch Unreachable	11/23/2018 09:30:3	Closed		STH
1-5468576091	MUMBAI	MUM0320962	Radio	MUM9284	(Amarresidency)runwalc:	Network Service degrade	ENT	Packet Drop Issue	11/13/2018 08:53:2	Closed		STH
1-5484300621	MUMBAI	MUM130214	Radio	MUM2046	(Sai Tower)saitower-arvi	Network Service degrade	Radio	Proactive Radio LOV	11/29/2018 04:16:0	Closed		STH
1-5481477513	HYDERABAD	HY09409322	Radio	HYD1685	(NENT)(Nagole)Usha Cre	Network Service Outage	Radio	Radio Disconnected	11/26/2018 03:39:0	Closed		STH
1-5536797641	HYDERABAD	HY0550421	Radio	HYD038	(Bachupally)Satay Prasas	Network Service degrade	ENT	Packet Drop Issue	1/14/2019 10:45:42	Closed		STH
1-5488274961	VIZAG	V50340472N	Switch	VZG873	Mogralite_The Harmonic	Network Service Outage	RTS/Mogra Switch	Switch Unreachable	12/2/2018 12:43:50	Closed		STH

TIKONA Production S4 Siebel Communications - Windows Internet Explorer

http://192.168.248.55:63000/ecomunications_enu/start.swe?Cmd=Login&SWEPL=1&_sn=Qf1ZauCm8wucgiZaXb2eIAiE7gEAvf2c11Vmvf7UOtneaOm4sMj

File Edit View Favorites Tools Help

TIKONA Production S4 Siebel Communications

File Edit View Navigate Query Tools Help

HelpDesk Service Request: **Service Request**

Home Billing Accounts Service Accounts Queue Sales Order **Service Request** BOSS HelpDesk

Service Requests Home | **Service Requests - HelpDesk**

My Service Requests - HelpDesk | Menu | New Query

1 - 10 of 11+

SR: 1-6194802577

Helpdesk Open Reason:

Status:

City:

Description:

Substatus:

Site ID:

SR Type:

Helpdesk Closure Reason:

Device Type:

Area:

Closure Remarks:

Element ID:

Subarea:

Outage Start Time:

Outage End Time:

Device Description:

Field Engineer Name:

Material Consumption:

User Priority:

Agent Opened:

Number of Visit:

Agent Closed:

Owner:

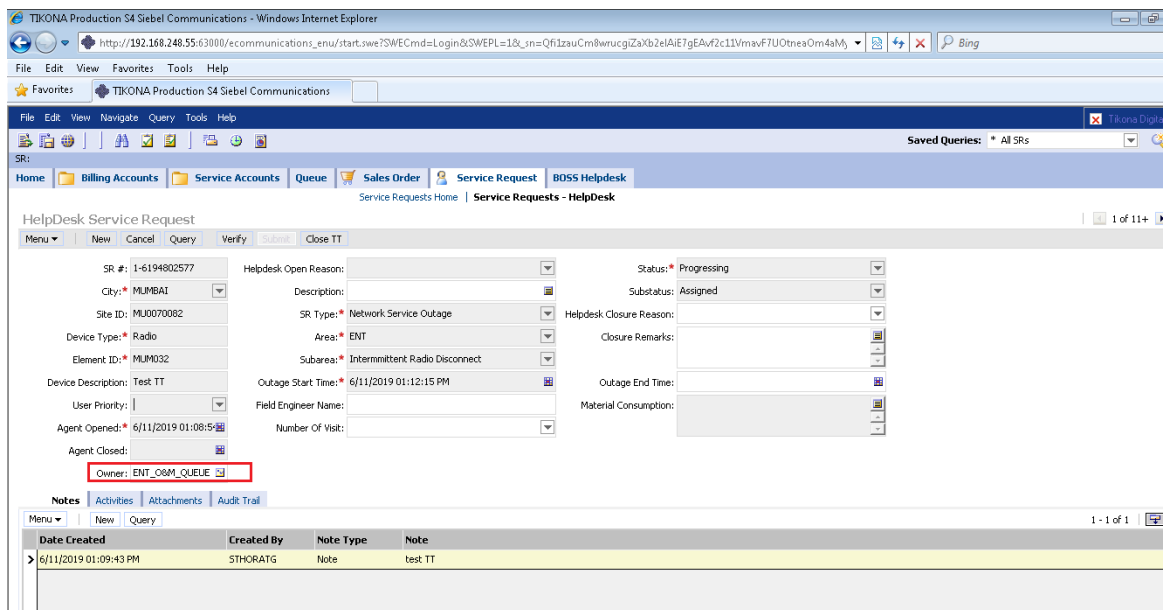
Notes | Activities | Attachments | Audit Trail

Menu | New | Query

1 - 1 of 1

Date Created	Created By	Note Type	Note
6/11/2019 01:09:43 PM	STHORATG	Note	test TT

Enter notes and attached files/logs and moved to concern team bucket

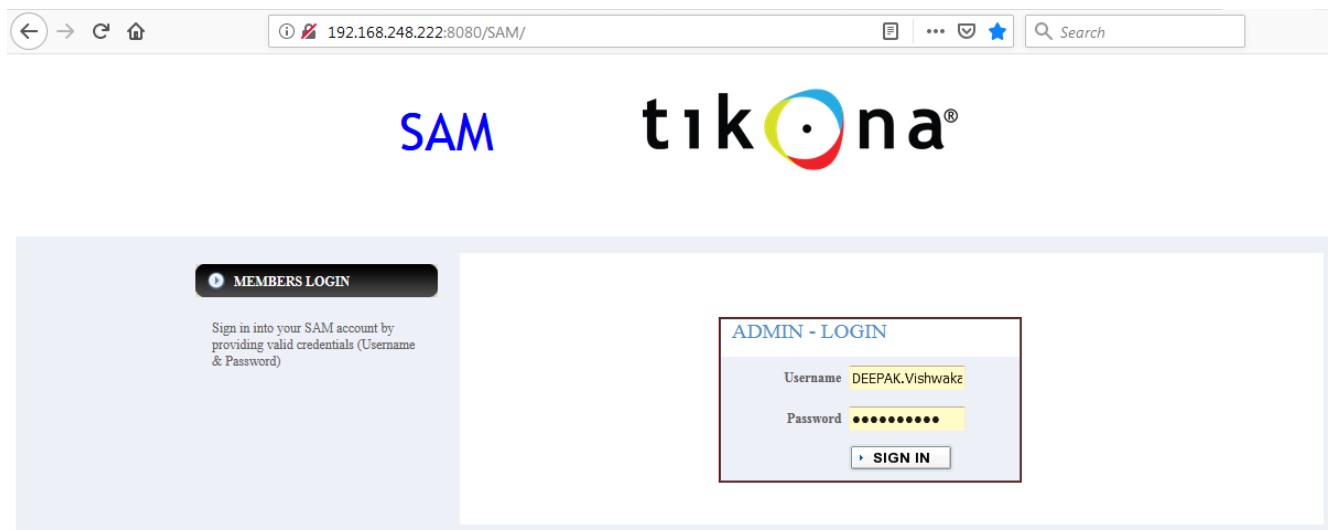


The screenshot shows the TIKONA Production S4 Siebel Communications interface. The main window displays a 'HelpDesk Service Request' form. The form includes fields for SR # (1-6194802577), City (MUMBAI), Site ID (MU0070082), Device Type (Radio), Element ID (MUM032), Device Description (Test TT), User Priority, Agent Opened (6/11/2019 01:08:54), Agent Closed, Helpdesk Open Reason, Description, SR Type (Network Service Outage), Area (ENT), Subarea (Intermittent Radio Disconnect), Outage Start Time (6/11/2019 01:12:15 PM), Field Engineer Name, Number Of Visit, Status (Progressing), Substatus (Assigned), Helpdesk Closure Reason, Closure Remarks, Outage End Time, and Material Consumption. A red box highlights the 'Owner: ENT_OAM_QUEUE' field. Below the form is a 'Notes' section with a table showing a note created on 6/11/2019 01:09:43 PM by 5THORATG, with the note type 'Note' and content 'test TT'.

SAM Portal

For ENT BB Static IP connections

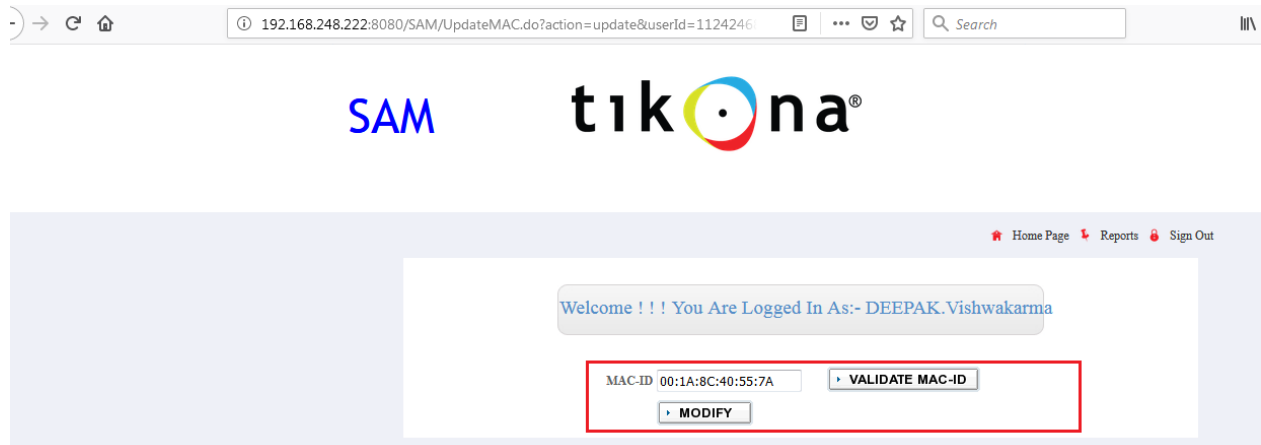
Use SAM portal to Bind mac address against service ID



The screenshot shows the SAM Portal login page. The browser address bar displays '192.168.248.222:8080/SAM/'. The page features the SAM and tikona logos. On the left, there is a 'MEMBERS LOGIN' section with the text 'Sign in into your SAM account by providing valid credentials (Username & Password)'. On the right, there is an 'ADMIN - LOGIN' section with a form containing 'Username' (DEEPAK.Vishwakz), 'Password' (masked with dots), and a 'SIGN IN' button.

Click on modify=> then enter new mac =>validate => modify=> mac will get binded =>after that click signout

Never click on delete option as this will delete static IP from customer account



Tikona Wi-Fi Hotspot for SMEs

Brief Note

Following note summarizes the Tikona Hotspot Product details

User experience (Additional Screenshots to be updated)



Tikona Wi-Fi hotspot is offered along with SME Broadband.

What will be deployed?

Customer Premises will be Wi-Fi enabled with one Access Point.

How will it be deployed?

Tikona Wi-Fi hotspot will be available along with below set of SME Broadband plans.

At the time of order entry, on selection of the plan where Hotspot is applicable, below mentioned VAS will be attached.

Wi-Fi VAS Name: LFTALLHOME

Along with the regular delivery of Broadband, Wi-Fi Hotspot will also be completed as per below actions.

- Network team will receive special instruction for deploying a Wi-Fi Access Point (Free Hotspot) as part of the broadband OAF. It will install the Broadband connection and the Wi-Fi Access Point on customer location.
- Enterprise Delivery team will activate the Broadband connection and the Wi-Fi hotspot.
- Enterprise Delivery team will educate the user on how to use the Free Wi-Fi in the premises and obtain sign off for the deployed Broadband and Wi-Fi Hotspot.

What will users consume?

Over and above the regular connectivity on the workstations/laptops, all users in the customer premises will be able to access internet exclusively over Wi-Fi on their devices.

How will they consume?

- User will have to Download the Tikona Wi-Fi Hotspot app and Register with their Mobile Number to start using the service
- Link for Tikona Hotspot App (insert link)
- Users will be able to consume the service in the coverage area around the hotspot location within the premises

Enablers

Collaterals: Leaflets containing offer communication will be provided to sales team.

Promotional Initiatives: Digital Campaigns will be published on relevant media options

Bhaifi connectivity (Steps for troubleshooting)

- RF path needs to be checked and if any issue observed in RF path, please action accordingly.
- Please check the LAN connectivity in client end radio and need to check router MAC is learning in client end radio or not. VLAN 102 is configured in client end radio or not.
- Please check the current session is getting in unify or not. If not, need to check connectivity on single system.

Current Session:-

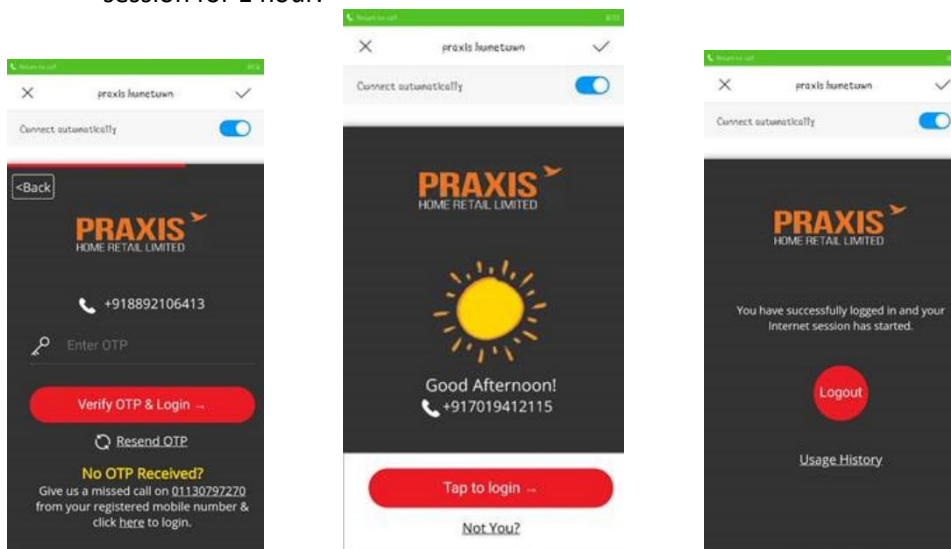
Graph	Account Name	Account ID	Net IDs	Domain	Access Controller	IP Address	MAC Address	SNAT IP	Start Time	Duration	Bytes In	Bytes Out	Total Bytes	Avg. Bytes In
	1122842112	1122842112	1122842112,cc:2d:e0:69:a5:60	tikonabangalore	tikonabangalore3msc	100.90.172.232	cc:2d:e0:69:a5:60	1.22.148.178	20/11/18 14:46:18	02:10:47	381.626MB	600.5544MB	982.1804MB	OMB

Export options: CSV  Excel  XML 

Account Information						
BAN	Customer name	Rate Plan	Status	Total Out Std. Balance	FLD (First Login Date)	
134666443	PRAXIS HOME RETAIL LTD	ELLLiteQ10Mbps	ACTIVE	23920.65	30-OCT-18	

Login Free Data						
USERID	MAC	CPEMAC	NAS	STATUS	CREATED_DATE	
1122842112	cc:2d:e0:69:a5:60	00:19:3B:12:86:92	tikonabangalore3msc	AUTHORISED	2018-11-16 11:15:47.0	

- Once current session is created, customer will get Praxis login page and will ask customer details for registration. Once register, customer will get an OTP and will able to browse the session for 1 hour.



- Unify controller is installed in customer client end system to check the AP status.
- Credentials for unify controller are
User Name:- tikona
Password:- tikona@123