**INBOUND STEPS**

**FOR LL CUSTOMER**

1. Check DMS.
2. Search RF Path with VLAN, City and Customer Account Name.
3. Create/ Check CRM Ticket
4. Ping CE and Near End Nodes.
5. Open Radio. Check Alignment, VLAN Uplink and Downlink.
6. Open Core.
7. sh int des | i (vlan) /(ban)
8. sh run int
9. sh arp int
10. Ping WAN.
11. Telnet POP.
12. sh mac-add vlan
13. First Mail.

**FOR BB CUSTOMER**

1. Check DMS.
2. Search RF Path with BAN, City and Customer Account Name.
3. Check CRM Ticket
4. Ping CE and Near End Nodes.
5. Open Radio.
6. Open RFTR.
7. Check if MAC Learning on Radio.
8. Check Session.
9. Update on Mail (if any)
10. Send TXT MSG Update on TIL messaging portal by referring message to be sent.docx - <http://192.168.248.226:8080/TDNMessaging/logout.do>

SLOW SPEED ISSUE

1. Check If Plan Suspended. If Current Session Showing (512kbps).
2. CE and Near End Radio Alignment.
3. PD and Latency at CE Radio.
4. Kill Session For BB Customers.
5. Pop Overutilization (MRTG).
6. Check Client End Radio Bandwidth Using ZD Speed Flex Link.

VLAN TAGGING ISSUE

**CE SWITCH**

* Check If there is VLAN Tag On CE Radio then there is no CE Switch.
* Check Port 1 and 8 (Uplink)
* Check Untagged Ports 2-7 for Downlink Packets.
* Open Radio. Check If Switch Mac Learning On Radio.
* Telnet POP.
* sh mac-add vlan
* Check If Switch Mac Learning On POP.

**INTERMEDIATE SWITCH** (CAUTION – CRITICAL RESPONSIBILITY)

* Check Port 8 and 22.
* Check Untagged Ports 2-7 for Downlink Radio.
* Open Intermediate Radio Check If Switch Mac Learning On Radio.
* Telnet POP.
* sh mac-add vlan
* Check If Intermediate Switch Mac Learning On POP.

SESSION NOT OBSERVED

* FLT
* Check If Client End Mac is Learning on POP and CE Radio.
* Telnet POP.
* sh mac-add add (BB)

XCENT WIFI CUSTOMER

* Open RFTR
* Copy BAN
* Paste in CRM/DMS
* Refer New Service ID/Account.
* Search User By Name and Refer other account.

HOTSPOT ISSUE

1. FLT
2. Siebel BAN Search > Hotspot Installation Closed > AP Mac Doc/Attachment
3. Ping AP and Check CP. (sh ip route <ip address>, telnet to this or else ping won’t work from core)
4. Educate Customers to not connect to Tikona\_Hotspot. Instead Connect To Tikona-Hotspot.
5. Forget Network in Wi-Fi Settings.
6. Re-install Tikona Hotspot App.

MAIL ISSUE/ OUTLOOK ISSUE

* Ask customers to use this Ports –

IN PORT 110/995/993

OUT PORT 25/465/587

* Check Link on Single System. Firewall/Device Might be Culprit.
* Ask for tracert logs to Mail Server IP.

FE VISIT UPDATE STATUS

* Check status in OnTime Dump File.
* Educate Customer about the Name and Number of FE by checking CTU/Messsage Data in RFTR.
* Log in to http://192.168.248.39:8001/oms/Logout.jsp
* User name: systeam1 Pass: systeam1
* Query >Put UID in Service ID > Search > 3 Dot
* Read Fe Notes.

MRTG REQUIREMENT/CREDENTIALS

* MRTG LOGIN PAGE - 113.193.1.77
* Share User ID and Password from old MRTG CRM TT in All SR’s.
* Educate customers about their usage according to our MRTG Portal <http://192.168.251.91/mrtg/>

FE RE-VISIT STEPS

* Log in to http://192.168.248.39:8001/oms/Logout.jsp
* User name: systeam1 Pass: systeam1
* Query >Put UID in Service ID > Search > Worklist > Edit Preference > Order ID in Condition Value > Save > Refresh > 3 Dot > Select Fail Option > Put Notes in Description > Save and Update.
* Check Status in CRM FE TT.

HOME CUSTOMER SUPPORT NO - 022-6735-7878

ENT BB CUSTOMER IF SUSPENDED/INACTIVE – **ENTBB\_SUSPENDED\_QUEUE**

IF FOUND PBSO/TIL RF/MPLS CUSTOMER LINK **- ENTERPRISE\_TECHNICAL\_DESK**

* ALSO SEND MAIL TO **-**

1. Enterprise Technical Desk [enterprisetechnicaldesk@tikona.in](mailto:enterprisetechnicaldesk@tikona.in) ;
2. vpnsupport [vpnsupport@tikona.in](mailto:vpnsupport@tikona.in)