

Daily Report NOC Helpdesk - 06-06-2024

No	Tiket	Customer	POP	Case	Case Klasifikasi	Sub Klasifikasi	Tgl.Open	Eskalasi NOC	Handle By	Eskalasi Akhir	Problem	Action	Status	Tgl.Close	Durasi Tiket
1	#202406060931	Pengadilan Negeri Praya	NUTANA	Request Bypass Mac	Request	Konfigurasi - Router	2024-06-06 10:39:42	NOC HD	Fawas	NOC	-	Bypass MAC Address & Konfirmasi PIC	Solved	2024-06-06 10:43:42	4 menit
2	#202406060930	Pengadilan Negeri Praya	NUTANA	Zoom Lambat	Gangguan Upstream	Upstream Lokal (Intercity)	2024-06-06 14:44:10	NOC IP Core	Fawas	NOC	Kendala Upstream NTB<>DPS	Solved by NOC IP Core Bali	Solved	2024-06-06 14:58:10	14 menit
3	#202406060928	PT. Air Minum Giri Menang Site HO	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-06-06 14:37:16	NOC IP Core	Fawas	NOC	Kendala Upstream NTB<>DPS	Solved by NOC IP Core Bali	Solved	2024-06-06 14:45:16	8 menit
4	#202406060928	The Oberoi Beach Resort Lombok		Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-06-06 14:37:16	NOC IP Core	Fawas	NOC	Kendala Upstream NTB<>DPS	Solved by NOC IP Core Bali	Solved	2024-06-06 14:45:16	8 menit
5	#202406060927	Fave Hotel Langko Mataram	NUTANA	Tidak bisa akses MRTG	Konsultasi	Request MRTG	2024-06-06 11:35:17	NOC HD	Fawas	NOC	Tidak bisa akses user MRTG Pelanggan	Re-create user akses MRTG pelanggan & konfirmasi PIC	Solved	2024-06-06 11:46:17	11 menit
6	#202406060925	Rumah Sakit Umum Daerah Kota Mataram	NUTANA	Link Down	Gangguan LAN	Hardware - Router	2024-06-06 14:04:33	NOC HD	Fawas	NOC	Kendala port LAN Perangkat Router Pelanggan	Pandu PIC Pindah Port LAN dan Solved by Remote	Solved	2024-06-06 14:22:33	18 menit

Regards,
NOC Area NTB