

Daily Report NOC Helpdesk - 13-06-2024

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	#202406131202	Fave Hotel Langko Mataram	NUTANA	Request Bypass Mac	Request	Perubahan Konfigurasi Router	2024-06-13 15:56:52	NOC HD	Fawas	NOC	-	Bypass MAC Address Perangkat Pelanggan di Router TE Nutana & Konfirmasi PIC	Solved	2024-06-13 15:59:52	3 menit
2	#202406131158	PT. Spectrum Nusantara (Dairy Food)	NUTANA	Link Down	Gangguan Lastmile	Link - FO	2024-06-13 11:00:25	NOC HD	Fawas	CGS	Indikasi FO Cut	Eskalasi Tim CGS dan Konfirmasi PIC	Solved	2024-06-13 14:55:25	235 menit
3	#202406131156	PT. Air Minum Giri Menang Site HO	NUTANA	Internet arah IP 165.22.61.144 139.59.239.163	Gangguan Upstream	Upstream Internasional	2024-06-13 12:17:06	NOC IP Core	Fawas	NOC	Kendala Upstream Arah Internasional	Solved dan reroute path oleh tim NOC IP Core Bali	Solved	2024-06-13 12:41:06	24 menit
4	#202406131153	The Lombok Lodge Site Medana	PEMENANG	Internet Lambat di FO	Gangguan LAN	Hardware - End User Equipment	2024-06-13 11:23:08	NOC HD	Fawas	NOC	Degradasi Sinyal AP pada Pelanggan	Optimasi Access Point dan Konfirmasi PIC	Solved	2024-06-13 11:35:08	12 menit
5	#202406131151	Kuno Villa Gili Trawangan	PEMENANG	Internet Lambat di Villa Barong dan FO	Gangguan LAN	Hardware - End User Equipment	2024-06-13 11:10:29	NOC HD	Fawas	NOC	Degradasi Sinyal AP pada Pelanggan	Optimasi Access Point dan Konfirmasi PIC	Solved	2024-06-13 11:22:29	12 menit
6	#202406130921	ASTON INN MATARAM	NUTANA	Request Bestpath n105.meraki.com	Request	Upstream Internasional	2024-06-13 10:00:21	NOC IP Core	Fawas	NOC	-	Solved by NOC IP Core Bali	Solved	2024-06-13 10:27:21	27 menit
7	#202406130921	ASTON INN MATARAM	NUTANA	Request Bestpath n671.meraki.com	Request	Upstream Internasional	2024-06-13 10:00:21	NOC IP Core	Fawas	NOC	-	Solved by NOC IP Core Bali	Solved	2024-06-13 10:27:21	27 menit
8	#202406130910	Pink Coco Gili Trawangan	PEMENANG	Tidak Bisa Internet	Gangguan LAN	Hardware - End User Equipment	2024-06-13 06:59:42	NOC HD	Ilman	NOC	Tidak ada issue internal BLiP	Melampirkan Monitoring Netwatch AP dan Konfirmasi PIC ke enggineer	Solved	2024-06-13 07:12:42	13 menit

Regards,
NOC Area NTB