

Daily Report NOC Helpdesk - 19-11-2024

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	#202411192124	PT. Air Minum Giri Menang Site HO	NUTANA	Intermitten arah IP DNS 8.8.8.8	Gangguan Upstream	Upstream Lokal (Intercity)	2024-11-19 16:11:19	NOC IP Core	Fawas	NOC	Problem Upstream arah Bali <> Jakarta	Route link dan engineering traffic by IP Core dan konfirmasi PIC	Solved	2024-11-20 16:35:19	1464 menit
2	#202411190819	Gili Eco Villas		Internet Lambat	Gangguan Lastmile	Link - Wireless	2024-11-19 17:47:50	NOC HD	Fawas	NOC	Degradasi Sinyal AP pada Pelanggan	Optimasi Link Wireless dan Konfirmasi PIC	Solved	2024-11-19 18:10:50	23 menit
3	#202411190438	Manowati Home	PEMENANG	Link Loss	Gangguan Lastmile	Link - FO	2024-11-19 16:55:28	NOC HD	Fawas	TS	Indikasi FO Cut	Eskalasi ke tim TS dan Konfirmasi PIC	Pending		-28867556 menit
4	#202411190415	Universitas Islam Al-Azhar (UNIZAR)	NUTANA	Kendala kelistrikan	Gangguan LAN	Kelistrikan	2024-11-19 16:10:09	NOC HD	Fawas	NOC	Kendala kelistrikan	Konfirmasi PIC	Solved	2024-11-19 16:15:09	5 menit
5	#202411190410	KONYU COFFEE		Konsultasi	Konsultasi	Menanyakan Status Internet	2024-11-19 10:31:09	NOC HD	Ilman	NOC	Tidak ada issue internal BLip	Melampirkan pengecekan traffic dan ping google sisi ONU dan router pelanggan serta konfirmasi PIC	Solved	2024-11-19 10:47:09	16 menit
6	#202411190407	Pengadilan Negeri Praya	NUTANA	Request	Request	Konfigurasi - Router	2024-11-19 11:48:09	NOC HD	Ilman	NOC	Request Binding IP	Binding IP dan konfirmasi PIC	Solved	2024-11-19 11:53:09	5 menit
7	#202411190403	Balai Pelatihan Kesehatan Mataram (Kementerian Kesehatan Republik Indonesia)	NUTANA	Konsultasi	Konsultasi	Menanyakan Status Internet	2024-11-19 08:19:09	NOC HD	Ilman	NOC	Tidak ada issue internal BLip	Melampirkan traffic dan ping	Solved	2024-11-19 08:32:09	13 menit
8	#202411190350	PT. Air Minum Giri Menang Site HO	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-11-19 13:25:09	NOC IP Core	Fawas	NOC	problem routing distribusi	reconfigure routing by ip core	Solved	2024-11-19 15:20:09	115 menit
9	#202411190344	PELAKSANAAN JALAN NASIONAL WILAYAH I NTB (PUN)	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-11-19 13:25:09	NOC IP Core	Fawas	NOC	problem routing distribusi	reconfigure routing by ip core	Solved	2024-11-19 15:20:09	115 menit
10	#202411190343	Pengadilan Negeri Mataram	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-11-19 13:25:09	NOC IP Core	Ilman	NOC	problem routing distribusi	reconfigure routing by ip core	Solved	2024-11-19 15:20:09	115 menit
11	#202411190343	PT. Digital Wallet Indonesia	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-11-19 13:25:09	NOC IP Core	Fawas	NOC	problem routing distribusi	reconfigure routing by ip core	Solved	2024-11-19 15:20:09	115 menit
12	#202411190341	Balai Besar POM Mataram	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-11-19 13:25:09	NOC IP Core	Ilman	NOC	problem routing distribusi	reconfigure routing by ip core	Solved	2024-11-19 15:20:09	115 menit
13	#202411190310	AUSTRALIA INDONESIA PARTNERSHIP-SKALA	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-11-19 13:25:09	NOC IP Core	Ilman	NOC	problem routing distribusi	reconfigure routing by ip core	Solved	2024-11-19 15:20:09	115 menit

Regards,
NOC Area NTB