

Daily Report NOC Helpdesk - 05-07-2024

| 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 | #202407050924 | Pengadilan Tinggi Tata Usaha Negara | NUTANA | Internet Lambat Di Semua Area | Gangguan LAN | Perubahan Konfigurasi Access Point | 2024-07-05 11:25:26 | NOC HD | Fawas | NOC | Degradasi Sinyal AP Ruijie pada Pelanggan | Optimasi full Access Point Ruijie dan Konfirmasi PIC | Solved | 2024-07-05 12:00:26 | 35 menit |
| 2 | #202407050921 | Pengadilan Tata Usaha Negara Mataram | NUTANA | Request | Request | Konfigurasi - Router | 2024-07-05 10:23:08 | NOC HD | Fawas | NOC | - | Merubah IP Public Forwarding dengan IP Public Baru | Solved | 2024-07-05 10:34:08 | 11 menit |
| 3 | #202407050919 | Wilson's Retreat | PEMENANG | Tidak Bisa Internet | Gangguan LAN | Konfigurasi - Router | 2024-07-05 13:20:10 | NOC HD | Fawas | NOC | Kendala Pada Konfigurasi Hotspot System | Perubahan Konfigurasi pada Hotspot System | Solved | 2024-07-05 15:00:10 | 100 menit |
| 4 | #202407050914 | Dinas Pertanian dan Perkebunan Provinsi Nusa Tenggara Barat | NUTANA | Link Down | Gangguan Lastmile | Link - FO | 2024-07-05 13:33:42 | NOC HD | Fawas | TS | Suspect FO Cut | Eskalasi ke tim TS dan Konfirmasi PIC | Solved | 2024-07-05 16:00:42 | 147 menit |
| 5 | #202407050913 | BPDAS Dodokan Moyongsari | NUTANA | Link Down | Gangguan Lastmile | Link - FO | 2024-07-05 10:18:42 | NOC HD | Fawas | TS | Suspect FO Cut | Eskalasi ke tim TS dan Konfirmasi PIC | Solved | 2024-07-05 16:00:42 | 342 menit |
| 6 | #202407050913 | BKSDA NTB (Balai Konservasi Sumber Daya Alam) | NUTANA | Link Down | Gangguan Lastmile | Link - FO | 2024-07-05 10:18:42 | NOC HD | Fawas | TS | Suspect FO Cut | Eskalasi ke tim TS dan Konfirmasi PIC | Solved | 2024-07-05 16:00:42 | 342 menit |
| 7 | #202407050911 | The Oberoi Beach Resort Lombok | | Tidak bisa akses NewsPaper | Gangguan diluar Layanan | Konfigurasi - Router | 2024-07-05 09:13:35 | NOC HD | Fawas | NOC | IP News Paper masih terdaftar IP Public Lama | Rerouter IP News Paper ke IP Lama | Solved | 2024-07-05 10:11:35 | 58 menit |

Regards,
NOC Area NTB