


# Service Request Report




<b>Ticket ID</b>	IT/2502/0227
<b>Customer Name</b>	Indosat
<b>Request</b>	Create user VPN untuk user Jakarta
<b>PIC Compnet</b>	Geriy Febriasyah
<b>PIC Customer</b>	Pak Eddy
<b>Date</b>	25-02-2025
<b>Technology</b>	Security – Firewall – Fortigate

## Request Description

User meminta dibuatkan user VPN baru untuk kebutuhan mengakses perangkat di site Nil & SIL.

## Request Fulfillment

1. Cek konfigurasi SSL VPN, catat mapping Group dengan portal.  
Authentication/Portal Mapping 

<a href="#">+ Create New</a>	<a href="#">Edit</a>	<a href="#">Delete</a>	<a href="#">Send SSL-VPN Configuration</a>
Users/Groups	Realm	Portal	
 local-vpn-group	/	full-access	
 guest-indosat	/		
 Guest-group	/	no-split-tunnel	
All Other Users/Groups	/	Blackhole	

2. Create user baru, User & Authentication > user definition. Assign user ke group existing (local-vpn-group)

Edit User

Username

sarulla\_it

User Account Status

Enabled

Disabled

User Type

Local User

Password

••••••••

User Group

local-vpn-group

+

x

Two-factor Authentication

3. Cek Firewall policy, Memastikan user tersebut mendapat akses ke resource internal. Kondisi existing sudah ada rule dengan internal subnet site NIL dan SIL.

SSL-VPN tunnel interface (sslroot) - LAN (port15)									
VPN-Strict-Access	<div> <div>guest-indosat</div> <div>SSLVPN_TUNNEL_ADDR1</div> </div>	FG_Gateway	always	ALL	ACCEPT	Enabled	<div> <div>AV default</div> <div>IPS default</div> <div>SSL certificate-inspection</div> </div>	All	13.29 MB
SSL VPN Access Policy	<div> <div>local-vpn-group</div> <div>Guest-group</div> <div>SSLVPN_TUNNEL_ADDR1</div> </div>	<div> <div>LAN Group</div> <div>METRONET Group</div> </div>	always	ALL	ACCEPT	Enabled	<div> <div>AV default</div> <div>APP default</div> <div>SSL certificate-inspection</div> </div>	All	98.26 MB

4. Meminta user untuk mengetes akses VPN
5. Monitoring trafik VPN user. Sudah terdapat traffic dari username sarulla\_it.

FortiView VPN by Connections

Username: sarulla\_it

VPN Type: ssl-tunnel

Add Filter

Summary of

User

sarulla\_it

Connections

2

Last Connection Time

Tuesday

VPN Type

ssl-tunnel

Duration

3m 8s

Bytes

295.46 kB

Connections

VPN Events

Source	Connection Start Time	Connection End Time	Bytes	Duration	VPN Tunnel	VPN Type
114.5.144.202	2025/02/24 17:31:56	2025/02/24 17:32:50	291.89 kB	54s		ssl-tunnel
182.2.146.106	2025/02/25 09:10:10	2025/02/25 09:22:22	3.56 kB	12m 12s		ssl-tunnel

6. Konfirmasi user bahwa VPN dapat digunakan.

#### Last Status

Done, user VPN telah berhasil dibuat dan dapat digunakan

#### Recommended Action