



# eBAST

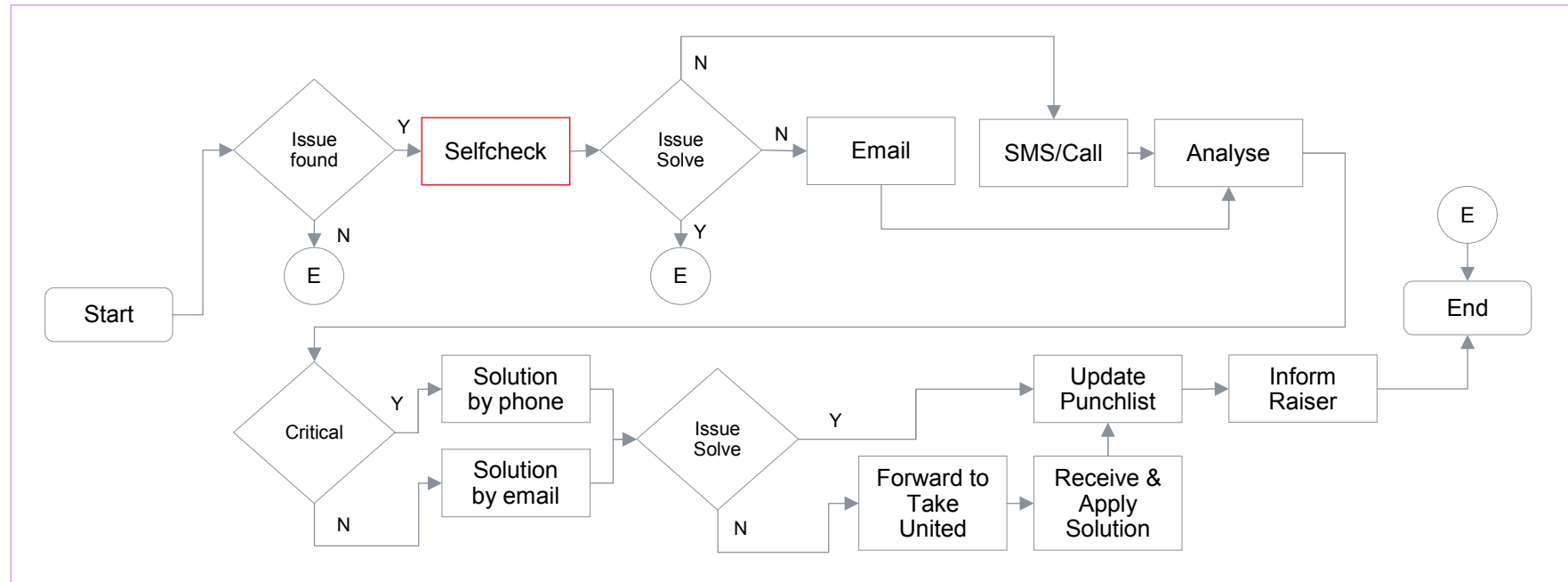
## Problem Escalation and Self Check

10 April 2010

# Objective

This document is intended to provide information on problem escalation of eBAST Technical Problem and on how to perform self check. This is a temporary approach until setup for helpdesk of eBAST is completed.

# Technical Issue Escalation Flow






- End User is requested to perform a self check to encountered technical problem, prior to contact eBAST support team.
- For non-technical problem, please to contact your direct superior for advice.


# Issue Classification

Issue Class	Description	Samples of Issue For Each Class
Technical Issue	Those preventing the submission, reviewal and approval of BAUT/ BAST document due to technical errors	<ul style="list-style-type: none"><li>• Cannot access eBAST</li><li>• Cannot login to eBAST</li><li>• Cannot upload document to eBAST</li><li>• Cannot open document from eBAST</li><li>• Cannot review/approve document from eBAST</li><li>• Cannot obtain password for document approval</li><li>• Complete / partial process flow stop</li></ul>
Non Technical Issue	Others than above	<ul style="list-style-type: none"><li>• Slow Internet connection</li><li>• Request for additional new features</li><li>• Unavailability of PIC to review document</li></ul>

For non technical issues, please contact with your direct supervisor / manager for immediate advice, prior to contact eBAST team





# Self Check - Cannot access eBAST

No	Class	Self Check Item		Y	N
1	URL	Are you using correct URL? <a href="http://www.telkomsel.nsnebast.com">www.telkomsel.nsnebast.com</a>			
2	Connection	Are you able to connect to other web-site e.g. Google?			
3	Connection	Are you able to connect through external connection e.g. Broadband / Wi-Fi?			

 Correct answer   Y - Yes   N - No

eBAST is accessible only through Internet connection. Some offices apply security approach that might prevent to properly access the eBAST. Please consult to your IT support for Internet connection.








# Self Check - Cannot Login to eBAST

No	Class	Self Check Items	Y	N
1	<b>User Name</b>	Correct and valid user name keyed in?		
2	<b>Password</b>	Correct and valid password keyed in?		
3	<b>Process</b>	One of the available processes selected?		
4	<b>Browser</b>	Are you using Internet Explorer?		

 Correct answer   Y - Yes   N - No

Please ensure that you have keyed in the right user name and password to login to eBAST. Username and password are case sensitive. To request new account or reset password, please contact eBAST Administrator. To optimally work on eBAST, please use Internet Explorer 6 or later.




# Self Check - Cannot Upload Document

No	Class	Self Check Items	Y	N
If Using Manual Upload Method				
1	<b>Document Checklist</b>	Are all required documents already selected in checklist?		
2	<b>Type of Document</b>	All of documents in PDF format?		
3	<b>Name of Document</b>	Is the file name contain hash character #? (example of wrong naming --> PO#3 2009)		
4	<b>Size of Document</b>	Is the document size not bigger than 2 Mb		
5	<b>Document Readability</b>	Are all documents read-able / open-able		
If Using eBAST PDF Uploader				
1	<b>LAN Connection</b>	Are you using an external internet connection (not working using NSN LAN connection)		
2	<b>Directory Structure</b>	Already in the standard format of file directory?		

 Correct answer   Y - Yes   N - No

Please ensure that documents are already modified (e-Bast uploader Standard modification) before converting & merging the document. eBAST PDF Uploader works through external internet connection.

# Self Check - Cannot Open Document


No	Class	Self Check Items		Y	N
1	<b>Application</b>	Do you have Acrobat Reader Installed in your computer? Version 7 or later is required			
2	<b>Type of Document</b>	Have all documents in PDF format?			
3	<b>Name of Document</b>	Is the file name contain hash character (#) ? (example of wrong naming --> PO#3 2009)			


 Correct answer   Y - Yes   N - No



# eBAST Technical Support Team


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