


PENGECEKAN STATUS DAN PENANGANAN SUSPEND PADA LAYANAN DATIN

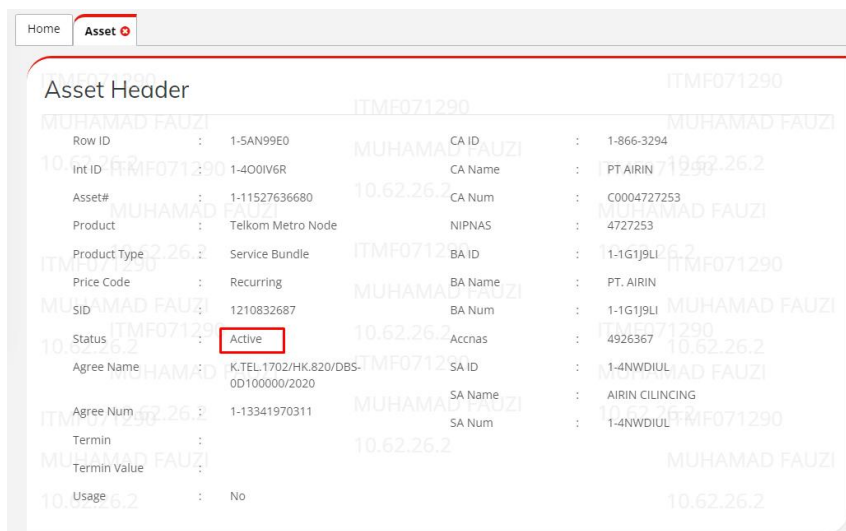
A. Pengecekan status suspend melalui aplikasi ncxtools

<https://ncxtools.telkom.co.id/>

Pengecekan status suspend dapat dilakukan dengan menggunakan SID atau *Order Number*

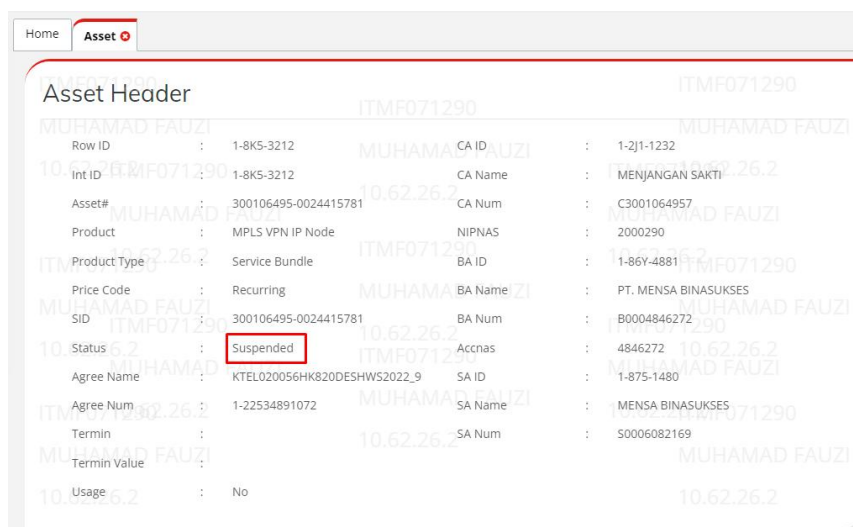
1. Pengecekan menggunakan SID

- Pilih Menu **EBIS** > Klik **Asset**
- Masukkan SID pelanggan > Klik tombol 
- Setelah muncul tampilan selanjutnya pilih **Action** > Klik **Detail**



Asset Header			
Row ID	: 1-5AN99E0	CA ID	: 1-866-3294
Int ID	: 1-400IV6R	CA Name	: PT AIRIN
Asset#	: 1-11527636680	CA Num	: C0004727253
Product	: Telkom Metro Node	NIPNAS	: 4727253
Product Type	: Service Bundle	BA ID	: 1-1G1J9LI
Price Code	: Recurring	BA Name	: PT. AIRIN
SID	: 1210832687	BA Num	: 1-1G1J9LI
Status	: Active	Accnas	: 4926367
Agree Name	: K.TEL.1702/HK.820/DBS-OD100000/2020	SA ID	: 1-4NWDIUL
Agree Num	: 1-13341970311	SA Name	: AIRIN CILINCING
Termin	:	SA Num	: 1-4NWDIUL
Termin Value	:		
Usage	: No		

Gambar 1. Status pelanggan *Active* pada aplikasi NCXtools



Asset Header			
Row ID	: 1-8K5-3212	CA ID	: 1-2J1-1232
Int ID	: 1-8K5-3212	CA Name	: MENJANGAN SAKTI
Asset#	: 300106495-0024415781	CA Num	: C3001064957
Product	: MPLS VPN IP Node	NIPNAS	: 2000290
Product Type	: Service Bundle	BA ID	: 1-86Y-4881
Price Code	: Recurring	BA Name	: PT. MENSA BINASUKSES
SID	: 300106495-0024415781	BA Num	: B0004846272
Status	: Suspended	Accnas	: 4846272
Agree Name	: KTEL020056HK820DESHWS2022_9	SA ID	: 1-875-1480
Agree Num	: 1-22534891072	SA Name	: MENSA BINASUKSES
Termin	:	SA Num	: S0006082169
Termin Value	:		
Usage	: No		


Gambar 2. Status pelanggan *Suspended* pada aplikasi NCXtools

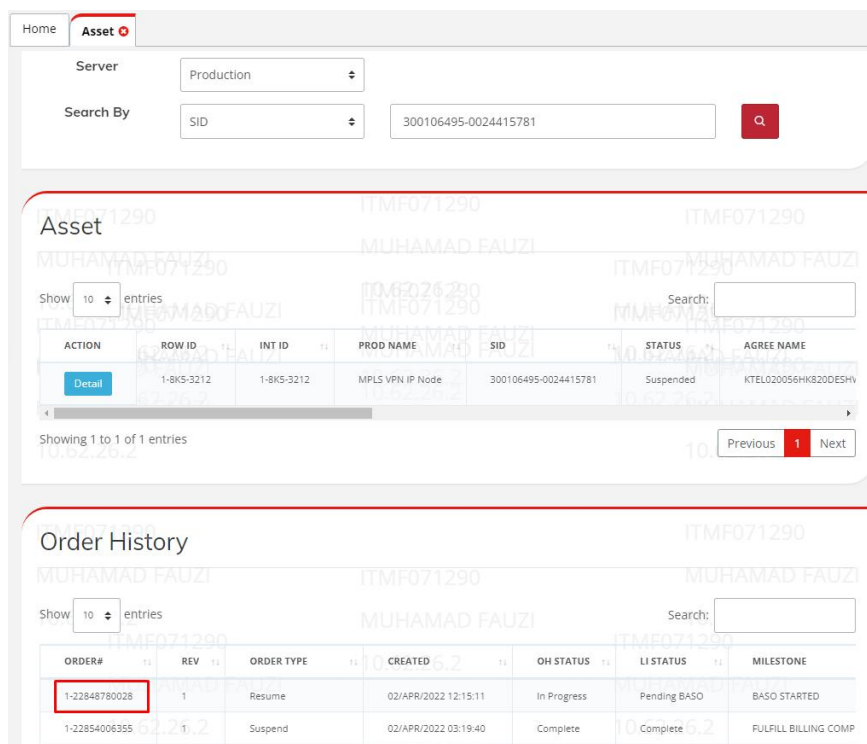
- Terdapat beberapa status pada aplikasi NCXTools, yaitu:

- a. Active: status layanan aktif
- b. Inactive: status layanan sudah tidak aktif
- c. Suspended: status layanan tersuspend
- d. Inprogres: status layanan masih dalam progres

Untuk mengetahui *Reason*/penyebab suspend dapat menggunakan *Order Number*

2. Pengecekan menggunakan *Order Number*

- Pilih Menu **EBIS** > Klik **Asset**
- Masukan nomor order/*Order Number* pelanggan > Klik tombol 
- Setelah muncul tampilan selanjutnya *copy* nomor order



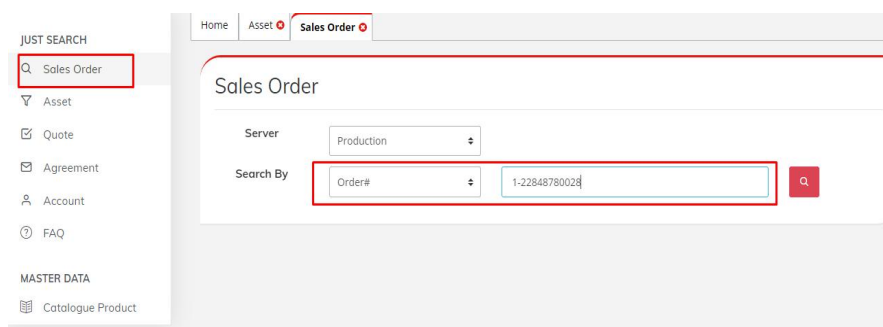
The screenshot shows the NCXtools application interface. At the top, there is a navigation bar with 'Home' and 'Asset' (highlighted with a red circle). Below this, there is a search section with 'Server' set to 'Production' and 'Search By' set to 'SID'. A search box contains the value '300106495-0024415781' and a red search button. Below the search section, there are two main sections: 'Asset' and 'Order History'.

Asset Section: It shows a table with columns: ACTION, ROW ID, INT ID, PROD NAME, SID, STATUS, and AGREE NAME. The first row is highlighted with a red box. The table shows one entry with a status of 'Suspended'.

Order History Section: It shows a table with columns: ORDER#, REV, ORDER TYPE, CREATED, OH STATUS, LI STATUS, and MILESTONE. The first row is highlighted with a red box. The table shows one entry with a status of 'In Progress'.

Gambar 3. Pengecekan status menggunakan nomor order pada aplikasi NCXtools


- Setelah nomor order di *copy* pilih menu **Sales Order**



The screenshot shows the NCXtools application interface. At the top, there is a navigation bar with 'Home', 'Asset', and 'Sales Order' (highlighted with a red circle). Below this, there is a search section with 'Server' set to 'Production' and 'Search By' set to 'Order#'. A search box contains the value '1-22848780028' and a red search button. Below the search section, there is a 'Sales Order' section.

Sales Order Section: It shows a table with columns: ORDER#, REV, ORDER TYPE, CREATED, OH STATUS, LI STATUS, and MILESTONE. The first row is highlighted with a red box. The table shows one entry with a status of 'In Progress'.

Gambar 4. Pencarian dengan nomor order pada aplikasi NCXtools

- Masukan nomor order pelanggan > Klik tombol 

Home Asset **Sales Order**

Server: Production

Search By: RID 1-AHVKN14

Order Header

Open Submitted In Progress Completed

Row ID	: 1-AHVKN14	Ca ID	: 1-2j1-1232
Order#	: 1-22848780028	Ca Num	: 3001064957
Revisi	: 1	Ca Name	: MENJANGAN SAKTI
Order Type	: Resume	Quote ID	:
Status	: In Progress	Quote Num	: ITMF071290
Active	: Y	Quote Name	:
Created By	: 403319	Agree ID	: 1-ACOOX8G
Created	: 02/APR/2022 12:15:05	Agree Num	: 1-22534891072
Due	: 02/APR/2022 12:18:52	Agree Name	: KTEL020056HK820DESHWS2022_9
Reason	: Customer Request	Termin	: No
Comments	:	Usage	: No

Gambar 5. Contoh *reason/penyebab suspend* pada aplikasi NCXtools

- Terdapat beberapa *reason/penyebab suspend*, yaitu:
 - Customer request: Adanya permintaan customer/pihak AM
 - Bad Debt: Adanya tunggakan/kendala pembayaran
 - System Request: Adanya permintaan *suspend* dari sistem

B. Pengecekan status *suspend* melalui aplikasi SSH Tool (MCE/ZOC)

Pengecekan status *suspend* pada aplikasi SSH tool hanya dapat dilakukan menggunakan SID

- Masuk ke PE sesuai dengan SID yang diinformasikan pelanggan
- Keterangan *suspend* biasanya tertera pada *Description/Deskripsi*

```
*A:ME-D2-TPR# show service id 1913322620 base

=====
Service Basic Information
=====
Service Id       : 1913322620      Vpn Id         : 0
Service Type    : Epipe
MACSec enabled  : no
Name            : 1913322620
Description      : 1-1492336216 BT-ATPIN 1-866-3294_1-400IV6R_MetroEthernet
                  SO 1-1492336216
Customer Id     : 1                Creation Origin  : manual
Last Status Change: 09/24/2021 00:31:15
Last Mgmt Change : 04/22/2021 10:56:21
Test Service    : No
Admin State     : Up               Oper State      : Up
MTU             : 1632
Vc Switching    : False
SAP Count       : 2                SDP Bind Count  : 0
Per Svc Hashing : Disabled
Vxlan Src Tep Ip : N/A
Force QTag Fwd  : Disabled
Oper Group      : <none>

-----
Service Access & Destination Points
-----
Identifier      Type      AdmMTU  OprMTU  Adm  Opr
-----
sap:1/1/1:2620 q-tag    9212    9212    Up   Up
sap:2/2/4:2620 q-tag    9212    9212    Up   Up
=====
*A:ME-D2-TPR#
```

Gambar 6. Contoh status *suspend* layanan metro pada aplikasi ssh tool (MCE)

```
RP/0/RSP1/CPU0:PE-D6-BPP-VPN#sh int Gi0/0/1/6.3829
Mon Apr 25 11:22:53.544 CMT
GigabitEthernet0/0/1/6.3829 is up, line protocol is up
  Interface state transitions: 7
  Hardware is VI AN sub-interface(s), address is 10f3.1104.88he
  Description: 300106495-0024415781 MM_IPVPN MENJANGAN SAKTI JL.IR.SUTAMI BLOK C 8BLOK B No 2-3
  Internet address is 172.20.33.127/30
  MTU 1518 bytes, BW 3072 Kbit (Max: 1000000 Kbit)
    reliability 255/255, txload 0/255, rxload 0/255
  Encapsulation 802.1Q Virtual LAN, VLAN Id 3829, loopback not set,
  Last link flapped 3w1d
  ARP type ARPA, ARP timeout 04:00:00
  Last input 00:00:00, output 00:00:00
  Last clearing of "show interface" counters never
  5 minute input rate 105000 bits/sec, 73 packets/sec
  5 minute output rate 106000 bits/sec, 21 packets/sec
    1599610063 packets input, 156717688643 bytes, 720774 total input drops
      129355 drops for unrecognized upper-level protocol
    Received 22418 broadcast packets, 1569108 multicast packets
    1120585330 packets output, 673311231555 bytes, 7139316 total output drops
    Output 9951576 broadcast packets, 0 multicast packets

RP/0/RSP1/CPU0:PE-D6-BPP-VPN#
```

Gambar 7. Contoh status aktif layanan VPNIP pada aplikasi ssh tool (MCE)

C. Pengecekan status *suspend* melalui aplikasi Telkom Center

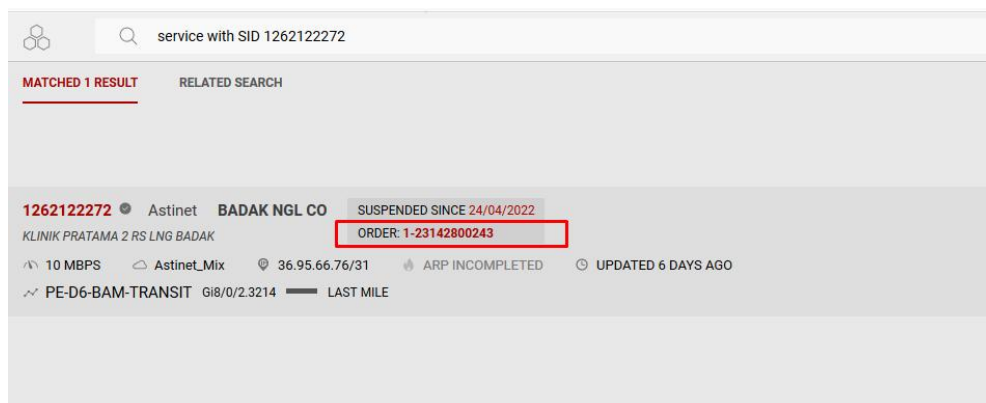
<https://telkom.center/>

Pengecekan status *suspend* pada aplikasi telkom center hanya dapat dilakukan menggunakan SID

- Masukan SID pada kolom *Search*
- Kemudian tekan *enter*



Gambar 8. Contoh status *suspend* pada aplikasi telkom center (1)



Gambar 9. Contoh status *suspend* pada aplikasi telkom center (2)

D. Penanganan gangguan *suspend* pada layanan DATIN

- a)** Apabila pengecekan aplikasi SSH Tool *suspend* namun pengecekan pada NCXtools *active*, silahkan open tiket sesuai dengan kendala customer.
- b)** Apabila pengecekan aplikasi SSH Tool *Suspend* dan pengecekan pada NCXtools *suspend/inactive/inprogress*, silahkan arahkan ke AM untuk penanganan lebih lanjut.
- c)** Apabila pengecekan aplikasi SSH Tool aktif dan pengecekan pada NCXtools *suspend/inactive/inprogress*, silahkan arahkan ke AM untuk penanganan lebih lanjut.
- d)** Apabila AM/Customer melaporkan kendala *suspend*, Agent diperbolehkan open tiket dengan catatan AM/Customer mempunyai nomor RO (Resume Order) agar dapat ditindaklanjuti rekan terkait.

Note:

Sesuai dengan arahan SDA, segala pengecekan administratif mengacu kepada aplikasi NCXtools.