

INTERMITEN

1. Hasil Ukur Jaringan GPON (FO) Teknis - Fisik



A. ADVANCE INFO di ACSIS

- Masukkan jastel lalu klik CEK
- Pilih ONT klik Advanced Info
- Pilih Firewall Level
 - ZTE: LOW
 - Huawei: MEDIUM
- Lanjut LAN information

The screenshot shows the ACSIS web interface. At the top, there is a navigation bar with a search bar, a user profile, and a 'CEK' button. Below the navigation bar, there is a diagram of the network topology. The main content area is divided into two sections. On the left, there is a sidebar menu with various options. On the right, there is a table showing system information. The 'Firewall Level' is set to 'LOW'. The 'Advanced Info' tab is selected.

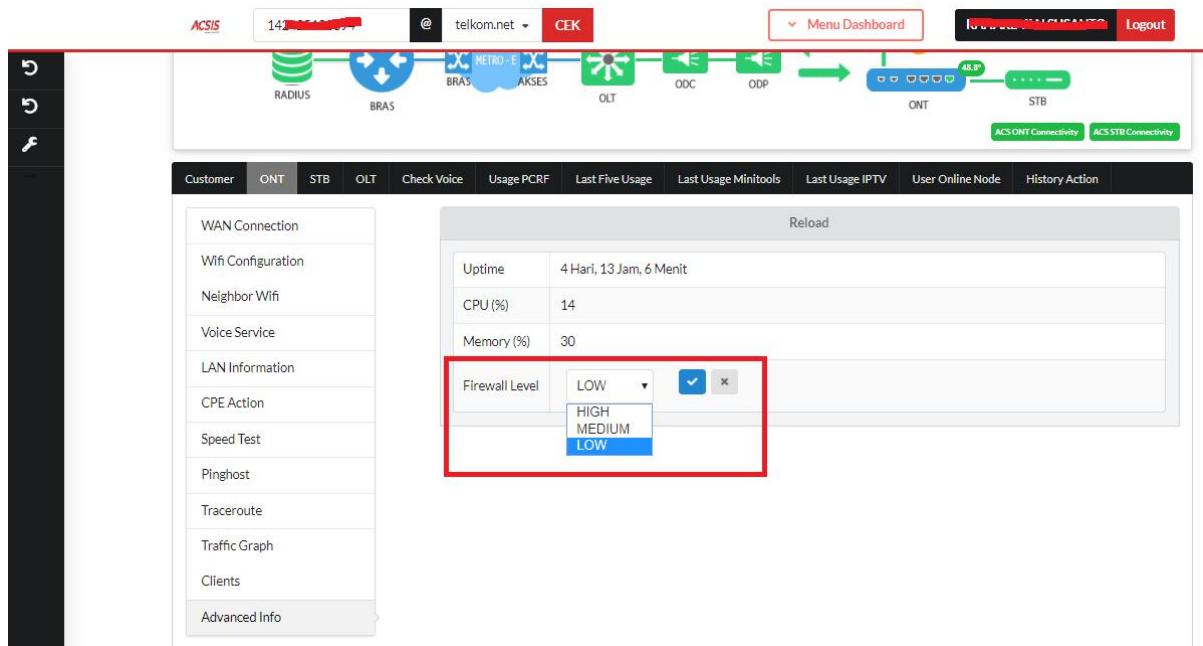
1. CEK button

2. ONT tab

3. Advanced Info tab

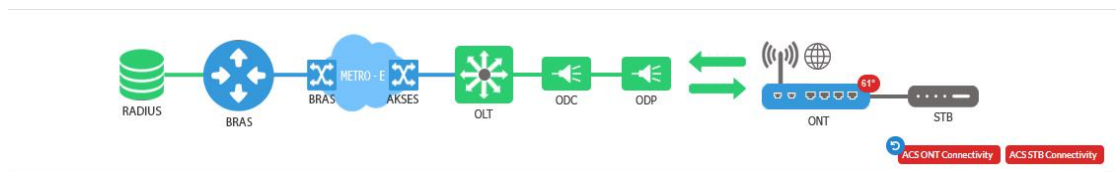
4. Firewall Level dropdown menu

Reload	
Uptime	4 Hari, 13 Jam, 6 Menit
CPU (%)	14
Memory (%)	30
Firewall Level	LOW



B . Cek Temperatur ONT di ACSIS

1. Jika temperatur ONT di topology ACSIS berwarna merah maka Restart ONT di ACSIS



C. RESTART ONT di ACSIS

1. Klik restart ONT
2. Tunggu ONT menyala
3. Hasil :
 - A. OK, FCR (Input Irma & Incident FCR YES).
 - B. NOK, lanjut cek ESKALASI.

ACSIS 142 telkom.net CEK Menu Dashboard Logout

Restart STB
Restart ONT
Config ACS

TOPOLOGY

Customer ONT STB OLT Check Voice Usage PCRF Last Five Usage Last Usage Minitools Last Usage IPTV User Online Node History Action

Fiber Information	OLT	ONT
Tx Power	3.33 dBm	2.222 dBm
Rx Power	-14.361 dBm	-14.868 dBm
Temperature	51.691 °C	48.777 °C
Power Supply	3.306 Volt	3.18 Volt
Bias Current	10.692 mA	14.1 mA

ONT Information	
Vendor ID	ZTEG
Version ID	V5.3

OLT Information	
Hostname	GPON03-D4-UNR-3
IP OLT	172.29.236.253
IP AMS	172.29.225.4
PORT	1/01/14/01
OLT Type	ZTE - ZXPON C320v2
ONU Type	ZTEG-F609
Fiber Length	1502 M
ONU Admin Status	ENABLE
ONU Link Status	ONLINE

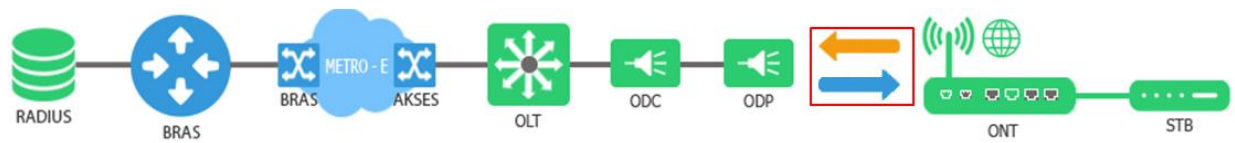
NOTE:

jika data pelanggan yang bersangkutan TIDAK TERBACA PADA APLIKASI ACS, maka silakan :
langsung ke step Eskalasi

D.. ESKALASI FO-FISIK

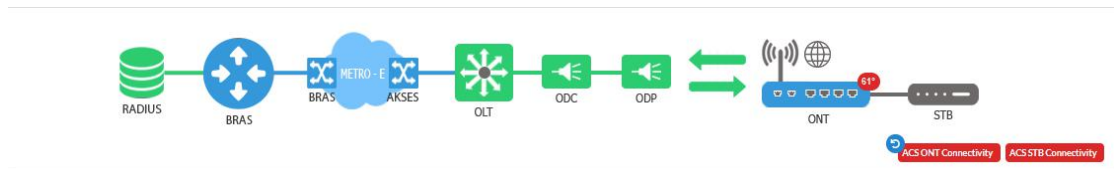
Symptom : Bisa Browsing (FISIK) - Intermitten / Putus-Putus (Submit)

2. Hasil Ukur Jaringan GPON (F0) Teknis - Logic



A . Cek Temperatur ONT di ACSIS

Jika temperatur ONT di topology ACSIS berwarna merah maka Restart ONT di ACSIS



B. RESTART ONT di ACSIS

- Klik restart ONT
- Tunggu ONT menyala
- Hasil :

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D. NOK, lanjut cek ESKALASI.

ACSIS 142 [redacted] telkom.net CEK Menu Dashboard Logout

TOPOLOGY

ACS ONT Connectivity ACS STB Connectivity

Customer	ONT	STB	OLT	Check Voice	Usage PCRF	Last Five Usage	Last Usage Minitools	Last Usage IPTV	User Online Node	History Action																																																				
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C. ESKALASI FO-LOGIC

- **Symptom** : Bisa Browsing - Intermitten / Putus-Putus (Save Draft)
- **Copy Paste /Sertakan hasil CEK :**
 - Last Five Usage
 - Web tertentu atau semua website

3 Hasil Ukur Jaringan DSLAM (MSAN) Teknis - Fisik



A. ESKALASI MSAN-FISIK

Symptom : Bisa Browsing (FISIK) - Intermitten / Putus-Putus (Submit)

4 Hasil Ukur Jaringan DSLAM (MSAN) Teknis - Logic



A. LAST FIVE USAGE di ACSIS

AC SIS 14 [redacted] @ telkom.net CEK Menu Dashboard [redacted] Logout

TOPOLOGY

Customer STB MSAN/DSLAM Check Voice Usage PCRF **Last Five Usage** Last Usage Minitools Last Usage IPTV User Online Node History Action

NASIPAddress (IP BRAS)	CallingStationId(Port DSLAM)	FramedIPAddress(IP Modem)	MAC Address(MAC)	Up (byte)	Down (byte)	StartTime (Mulai)	StopTime (Selesai)	Terminate Cause	Total Usage	Usage Time	Status Koneksi
172.16.200.246	MSAN00-D4-SSL-2MRE atm 0/15/0/28:8.81	36.79.48.253	E8DE27F1E52C	44.12 MB	6.43 MB	2019-03-17 18:10:07	2019-03-20 17:59:41	Lost-Carrier	50.55 MB	71:49:31	Stop
172.16.200.246	MSAN00-D4-SSL-2MRE atm 0/15/0/28:8.81	180.246.46.21	E8DE27F1E52C	268.00 KB	76.68 KB	2019-03-17 17:18:14	2019-03-17 18:09:42	Lost-Carrier	344.68 KB	0:51:30	Stop
172.16.200.246	MSAN00-D4-SSL-2MRE atm 0/15/0/28:8.81	36.80.156.189	E8DE27F1E52C	13.75 MB	3.21 MB	2019-03-15 15:22:48	2019-03-17 17:17:31	Lost-Carrier	16.97 MB	49:54:32	Stop
172.16.200.246	MSAN00-D4-SSL-2MRE atm 0/15/0/28:8.81	118.96.170.87	E8DE27F1E52C	554.27 MB	1.77 GB	2019-03-08 15:23:51	2019-03-15 15:22:41	Session-Timeout	2.31 GB	168:00	Stop
172.16.200.246	MSAN00-D4-SSL-2MRE atm 0/15/0/28:8.81	36.72.251.15	F2DE27F1E52C	2.08 MB	11.62 MB	2019-03-08 15:04:14	2019-03-08 15:21:48	Lost-Carrier	13.71 MB	0:17:30	Stop

1. Klik menu Last Five Usage
2. Copy paste 4 usage terakhir ke laporan MyCX
3. Lanjut EDUKASI

B. ESKALASI MSAN-LOGIC

Symptom : Bisa Browsing - Intermitten / Putus-Putus

- **Copy Paste / Sertakan hasil CEK** Pada Work Log Noss :
 - Web tertentu atau semua website
 - Last Five Usage