

## TIDAK BISA WEB TERTENTU.

### Jaringan GPON (FO)



Muncul internet positif ?

JIKA TIDAK MUNCUL

### Cek IP Pelanggan

- Jika IPv4 maka lanjut coba website lain
- [Khusus STO Cicadas] Jika IPv6 maka bisa disable IPv6 untuk dikembalikan ke IPv4

#### 1. Cara Cek IP Pelanggan di ACSIS

- Pilih menu ONT
- Pilih WAN Connection - Klik Internet

The screenshot shows the ACSIS interface. The top navigation bar includes tabs for Customer, ONT, STB, OLT, Check Voice, Usage PCRF, Last Five Usage, Last Usage Minutools, Last Usage IPTV, User Online, History Action, and Panduan Solusi. The left sidebar shows a list of menu items: WAN Connection (highlighted with a box labeled 1), Wifi Configuration, Neighbor Wifi, Voice Service, LAN Information, CPE Action, Speed Test, Pinghost, Traceroute, Traffic Graph, Clients, and Advanced Info. The main content area shows the WAN Connection details for the selected ONT. The 'INTERNET' tab is selected (labeled 2). The 'Connection State' is 'Connected' with a green checkmark. The 'Connection Type' is 'IP\_Routed'. The 'Uptime' is '0 Hari, 9 Jam, 48 Menit'. The 'VLAN ID' is '200'. The 'External IP Address' is '10.17.195.137' with a button labeled 'IPv4' (labeled 3). Other details include 'MAC Address: 50:5D:AC:49:0E:F5', 'Default Gateway: 10.17.192.1', 'DNS Servers: 180.98.46.250,180.250.13.38', 'DNS Enabled: Enabled', and 'Username: 122115201462@telkom.net'.

#### 1. Cara Disable IPv6 sbb :

1. Pilih menu ONT
2. Klik CPE Action - Muncul tombol Disable IPv6 [Klik]

#### 2. Jika Proses disable masih gagal, maka coba website lain

Coba website lain, hasil :

1. Tidak bisa, cek lagi hasil ukur.

2. Bisa, lanjut cek Advanced Info.

## CEK ADVANCED INFO di ACSIS

1. Ubah settingan :

1. ZTE : ke LOW
2. Huawei : ke MEDIUM

The image displays two screenshots of the ACSIS (Advanced Configuration and Control System Interface) web application, illustrating the steps to change the Firewall Level setting.

**Top Screenshot:** The interface shows the 'ONT' (Optical Network Terminal) configuration page. The 'Firewall Level' is currently set to 'LOW'. A red box highlights the 'Firewall Level' dropdown menu, and a red box highlights the 'Advanced Info' tab in the left sidebar. A red box also highlights the 'Firewall Level' dropdown menu, and a red box highlights the 'Firewall Level' dropdown menu.

**Bottom Screenshot:** The interface shows the 'ONT' configuration page. The 'Firewall Level' is now set to 'MEDIUM'. A red box highlights the 'Firewall Level' dropdown menu, and a red box highlights the 'Advanced Info' tab in the left sidebar. A red box also highlights the 'Firewall Level' dropdown menu, and a red box highlights the 'Firewall Level' dropdown menu.

Coba akses kembali website.

- **Berhasil**, FCR (Input Irma & Incident FCR YES).
- **Gagal**, lanjut Traceroute

## TRACEROUTE di ACSIS

No	Address	RTT1	RTT2	RTT3
1	10.40.0.1	7ms	10ms	10ms
2	125.160.0.65	3ms	3ms	2ms
3	180.252.3.237	2ms	3ms	3ms
4	218.100.36.56	11ms	13ms	10ms
5	218.100.36.2	9ms	9ms	10ms
6	218.100.36.9	11ms	9ms	11ms
7	103.49.221.211	10ms	10ms	10ms

Status : Complete

1. Tanya web yang dituju.
2. Masukkan ke traceroute. Hasil :
  1. Muncul 36.86.63.185 : artinya, masuk internet positif.
  2. Muncul 36.86.63.183n : artinya, salah tulis alamat.

## ESKALASI

- **Symptom** : Bisa Browsing - Tidak Bisa ke Website Tertentu (Save Draft)
- **Tambahkan pada Deskripsi Pelaporan** :
  - **website yang tidak bisa diakses**
    - Jika nama website : cantumkan WWW. (contoh > [WWW.contoh.com](http://WWW.contoh.com))
    - Jika Game : cantumkan game : nama game (contoh > Game : Supermario)
  - **keterangan gagal akses**

contoh : web tidak bisa dibuka sama sekali, web hanya muncul gambar, web tidak bisa login, bisa buka webnya, login OK, namun ada menu yang tidak bisa dibuka/tidak
  - **akses menggunakan jaringan/provider lain**

contoh : akses menggunakan jaringan koneksi telkomsel lancar