

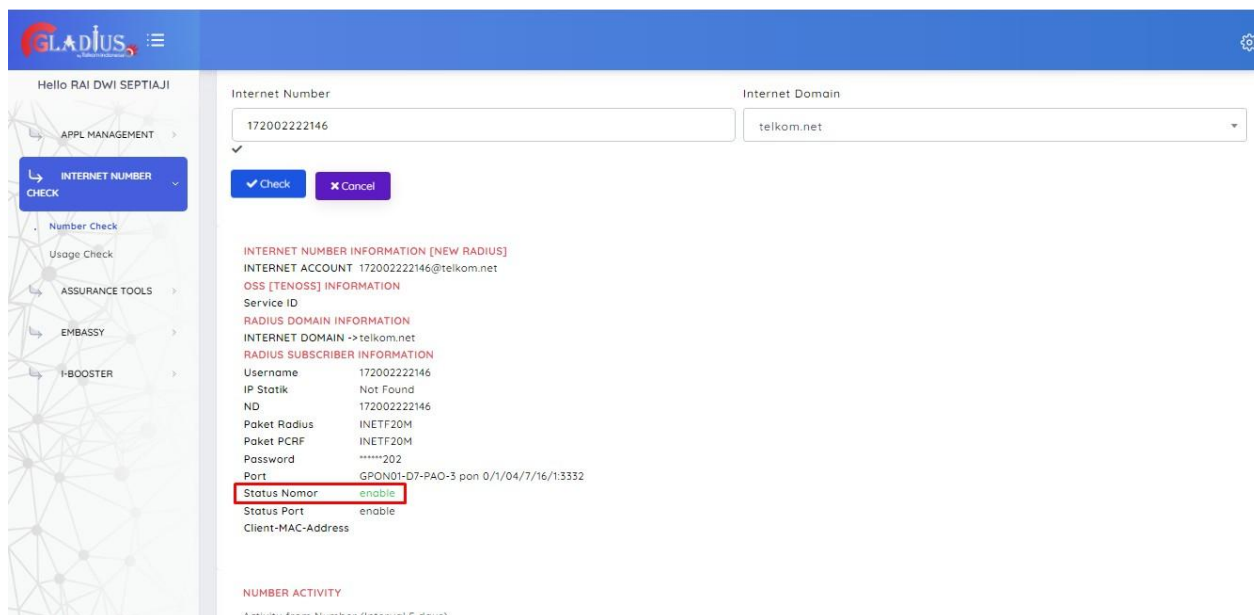
PENGECEKAN STATUS DAN PENANGANAN ISOLIR LAYANAN INDIHOME

A. Pengecekan Isolir melalui aplikasi Gladius

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

Untuk melakukan pengecekan di aplikasi Gladius ada 2 menu yang dapat digunakan, yaitu diantaranya :

1. Assurance Tools
 1. Masukan nomor internet di kolom Internet Number
 2. Pilih internet domain sesuai paket pelanggan
 telkom.net -> Paket regular indihome
 apss.telkom -> Paket gamers
 gold.telkom -> Paket speedygold
 3. Klik kolom check untuk memunculkan informasi nomor internet pelanggan
 4. Setelah muncul kita lihat Status Nomor pelanggan apakah enable (normal) atau isolir

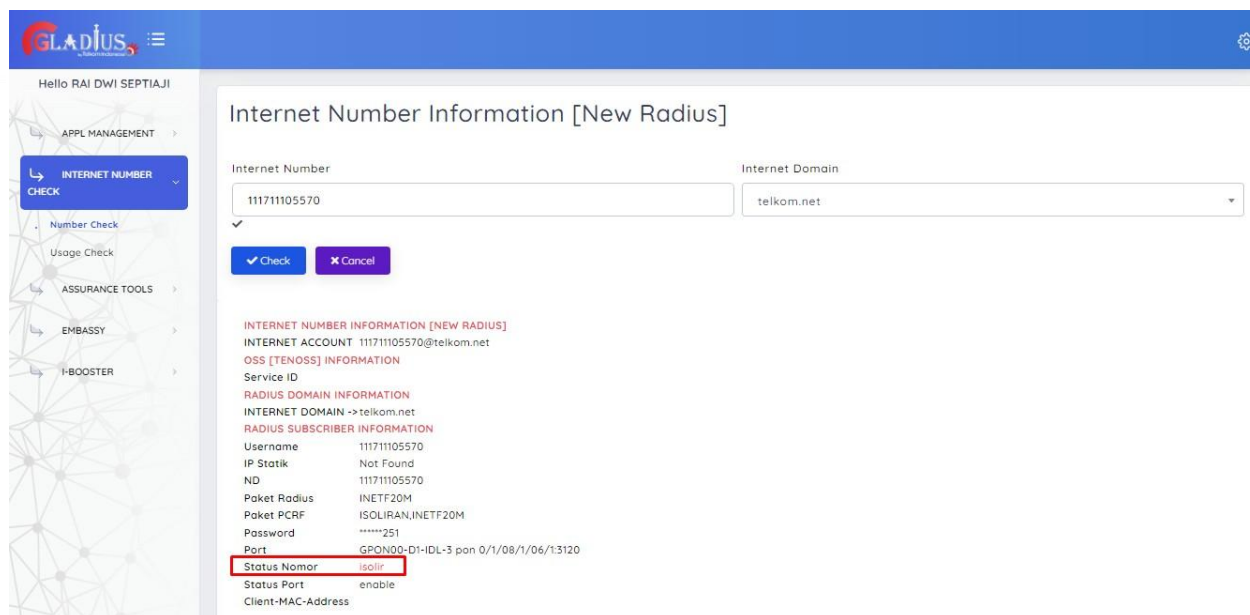


The screenshot shows the Gladius application interface. On the left is a sidebar with navigation options: APPL MANAGEMENT, INTERNET NUMBER CHECK (selected), Number Check, Usage Check, ASSURANCE TOOLS, EMBASSY, and I-BOOSTER. The main area displays the 'Internet Number Check' results for the number 17200222146 and domain telkom.net. The status is 'enable'.

INTERNET NUMBER INFORMATION (NEW RADIUS)	
INTERNET ACCOUNT	17200222146@telkom.net
OSS [TENOSS] INFORMATION	
Service ID	
RADIUS DOMAIN INFORMATION	
INTERNET DOMAIN ->	telkom.net
RADIUS SUBSCRIBER INFORMATION	
Username	17200222146
IP Statik	Not Found
ND	17200222146
Paket Radius	INETF20M
Paket PCRF	INETF20M
Password	*****202
Port	GPON01-D7-PAQ-3 pon 0/1/04/7/16/1:3332
Status Nomor	enable
Status Port	enable
Client-MAC-Address	

NUMBER ACTIVITY
Activitu from Number (Interval 5 daut)

Gambar 1. Contoh status internet pelanggan tidak ada isolir



GLADIUS

Hello RAI DWI SEPTIAJI

APPL MANAGEMENT

INTERNET NUMBER CHECK

Number Check

Usage Check

ASSURANCE TOOLS

EMBASSY

I-BOOSTER

Internet Number Information [New Radius]

Internet Number: 111711105570

Internet Domain: telkom.net

✓ Check ✗ Cancel

INTERNET NUMBER INFORMATION [NEW RADIUS]

INTERNET ACCOUNT 111711105570@telkom.net

OSS [TENOSS] INFORMATION

Service ID

RADIUS DOMAIN INFORMATION

INTERNET DOMAIN -> telkom.net

RADIUS SUBSCRIBER INFORMATION

Username 111711105570

IP Statik Not Found

ND 111711105570

Paket Radius INETF20M

Paket PCRF ISOLIRAN,INETF20M

Password *****251

Port GPON00-D1-IDL-3 pon 0/1/08/1/06/13120

Status Nomor **isolir**

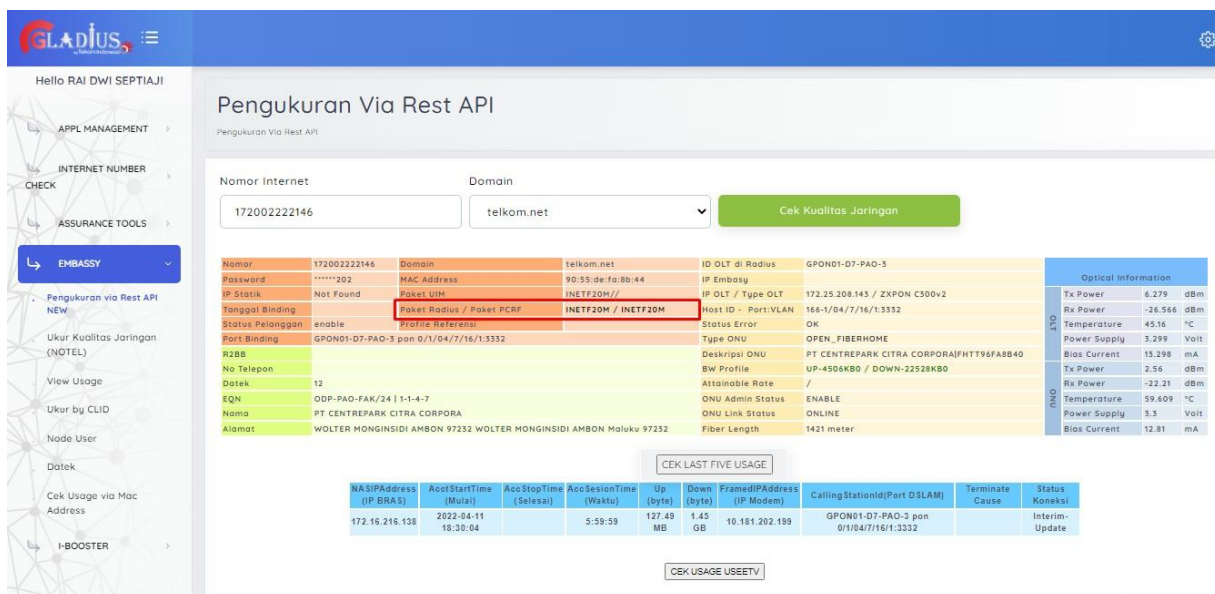
Status Port enable

Client-MAC-Address

Gambar 2. Contoh status internet pelanggan terisolir

2. Embassy

1. Masukkan nomor internet di kolom Nomor Internet
2. Pilih internet domain sesuai paket pelanggan
telkom.net -> Paket regular indihome
apss.telkom -> Paket gamers
gold.telkom -> Paket speedygold
3. Klik kolom Cek Kualitas Jaringan untuk memunculkan status jaringan pelanggan
4. Setelah muncul kita lihat Status jaringan internet pelanggan apakah normal atau isolir (ISOLIRAN)



Pengukuran Via Rest API

Nomor Internet: 17200222146 Domain: telkom.net Cek Kualitas Jaringan

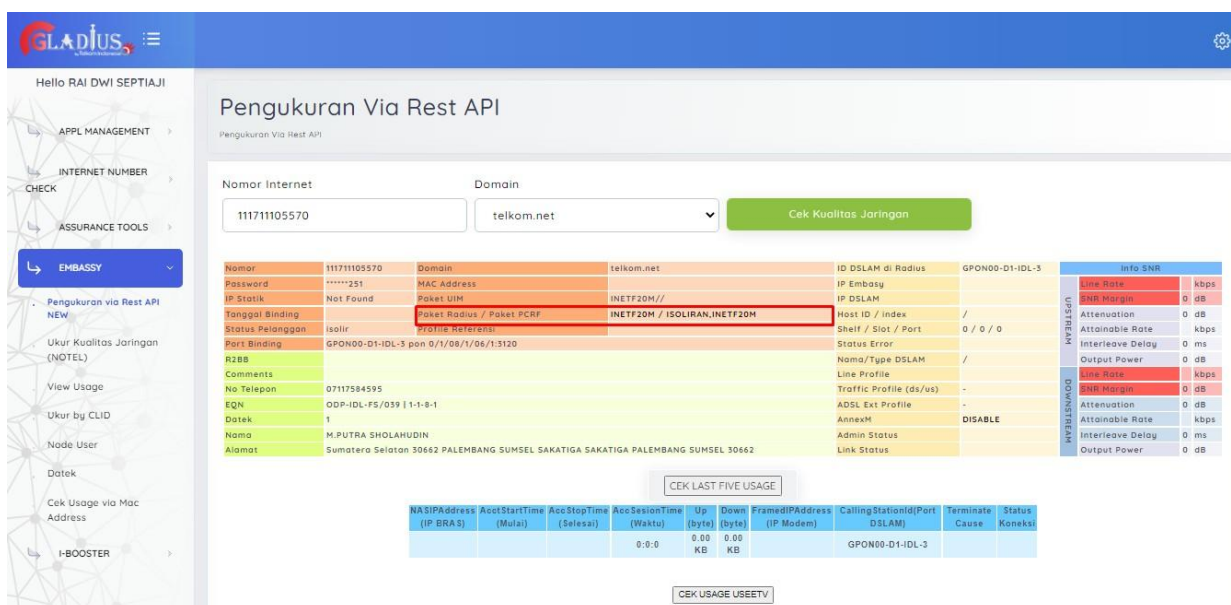
Nomor	17200222146	Domain	telkom.net	ID OLT di Radius	GPON01-D7-PAO-3	Optical Information
Password	*****202	MAC Address	90:55:de:fa:8b:44	IP Embassy		
IP Statistik	Not Found	Paket UIM	INETF20M//	IP OLT / Type OLT	172.25.208.143 / ZXPN C300v2	
Tanggal Binding		Paket Radius / Paket PCRF	INETF20M / INETF20M	Host ID - Port VLAN	166-1/04/7/16/13332	
Status Pelanggan	enable	Profile Referensi		Status Error	OK	
Port Binding	GPON01-D7-PAO-3 pon 0/1/04/7/16/13332			Type ONU	OPEN_FIBERHOME	
R2BB				Deskripsi ONU	PT CENTREPARK CITRA CORPORA/HTT96FAB840	
No Telepon				BW Profile	UP-4506KB0 / DOWN-22528KB0	
Datek	12			Attainable Rate	/	
EQN	ODP-PAO-FAK/24 1-1-4-7			ONU Admin Status	ENABLE	
Nama	PT CENTREPARK CITRA CORPORA			ONU Link Status	ONLINE	
Alamat	WOLTER MONGINSIDI AMBON 97232 WOLTER MONGINSIDI AMBON Maluku 97232			Fiber Length	1421 meter	

CEK LAST FIVE USAGE

NASIPAddress (IP BRAS)	AccStartTime (Mulai)	AccStopTime (Selesai)	AccSessionTime (Waktu)	Up (byte)	Down (byte)	FramedIPAddress (IP Modem)	CallingStationId(Port DSLAM)	Terminate Cause	Status Koneksi
172.16.216.138	2022-04-11 18:30:04		5:59:59	127.49 MB	1.45 GB	10.161.202.189	GPON01-D7-PAO-3 pon 0/1/04/7/16/13332		Interim-Update

CEK USAGE USESETV

Gambar 3. Contoh status internet pelanggan normal



Pengukuran Via Rest API

Nomor Internet: 11171105570 Domain: telkom.net Cek Kualitas Jaringan

Nomor	11171105570	Domain	telkom.net	ID DSLAM di Radius	GPON00-D1-IDL-3	Info SNR
Password	*****251	MAC Address		IP Embassy		
IP Statistik	Not Found	Paket UIM	INETF20M//	IP DSLAM		
Tanggal Binding		Paket Radius / Paket PCRF	INETF20M / ISOLIRAN,INETF20M	Host ID / Index	/	
Status Pelanggan	isolir	Profile Referensi		Shelf / Slot / Port	0 / 0 / 0	
Port Binding	GPON00-D1-IDL-3 pon 0/1/08/1/06/13120			Status Error		
R2BB				Nama/Type DSLAM	/	
Comments	07117584595			Line Profile		
No Telepon				Traffic Profile (ds/us)	-	
EQN	ODP-IDL-F5/039 1-1-8-1			ADSL Ext Profile		
Datek	1			AnnexM	DISABLE	
Nama	M.PUTRA SHOLAHUDIN			Admin Status		
Alamat	Sumatera Selatan 30662 PALEMBANG SUMSEL SAKATIGA SAKATIGA PALEMBANG SUMSEL 30662			Link Status		

CEK LAST FIVE USAGE

NASIPAddress (IP BRAS)	AccStartTime (Mulai)	AccStopTime (Selesai)	AccSessionTime (Waktu)	Up (byte)	Down (byte)	FramedIPAddress (IP Modem)	CallingStationId(Port DSLAM)	Terminate Cause	Status Koneksi
			0:0:0	0.00 KB	0.00 KB		GPON00-D1-IDL-3		

CEK USAGE USESETV

Gambar 4. Contoh status internet pelanggan terisolir

B. Pengecekan Isolir melalui aplikasi ACS

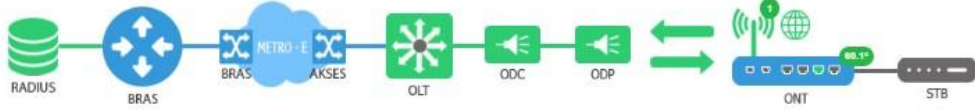
<https://acs-ibooster.telkom.co.id>

1. Masukkan nomor internet di kolom yang sudah disediakan
2. Pilih tipe pencarian nomor yang sesuai (No Inet/Telp)
3. Klik kolom cek untuk menampilkan status jaringan pelanggan
4. Klik kolom customer untuk memunculkan data pelanggan

- Setelah muncul kita lihat Status jaringan internet di bagian “Customer Status” apakah enable (normal) atau isolir

ACSIS 172002222146 by No Inet/Telp CEK SOP ACS Menu RAI DWI SEPTIAJI Logout

TOPOLOGY



ACS-ONT Connectivity ACS-STB Connectivity

Customer	ONT	OLT	Check Voice	Usage PCRF	Last Five Usage	Last Usage Minitools	Last Usage IPTV	User Online	History Action	Panduan Solusi																																		
<div> <div> <p>Billing Information</p> <table border="1"> <tr><td>User</td><td>PT CENTREPARK CITRA CORPORA</td></tr> <tr><td>Phone</td><td>172002222146</td></tr> <tr><td>City</td><td>MALUKU</td></tr> <tr><td>Address</td><td>WOLTER MONGINSIDI - PASSO AMBON</td></tr> <tr><td>RADIUS Package</td><td>INETF20M</td></tr> <tr><td>PCRF Package</td><td>INETF20M</td></tr> <tr><td>Reference Profile</td><td>UP-4506KB0/DOWN-22528KB0</td></tr> <tr><td>Current Profile</td><td>UP-4506KB0/DOWN-22528KB0</td></tr> <tr><td>Customer Status</td><td>ENABLE</td></tr> <tr><td>Port Binding</td><td>GPON01-D7-PAO-3 pon</td></tr> </table> </div> <div> <p>CPE Overview</p> <table border="1"> <tr><td>Manufacturer</td><td>FiberHome</td></tr> <tr><td>Model Name</td><td>HG6243C</td></tr> <tr><td>Device Serial Number</td><td>FHTT96FA8B40</td></tr> <tr><td>ONT Serial Number</td><td></td></tr> <tr><td>Hardware Version</td><td>WKE2.094.278A01</td></tr> <tr><td>Software Version</td><td>RP2735</td></tr> <tr><td>CPE IP Address</td><td>10.148.34.138</td></tr> </table> </div> </div>											User	PT CENTREPARK CITRA CORPORA	Phone	172002222146	City	MALUKU	Address	WOLTER MONGINSIDI - PASSO AMBON	RADIUS Package	INETF20M	PCRF Package	INETF20M	Reference Profile	UP-4506KB0/DOWN-22528KB0	Current Profile	UP-4506KB0/DOWN-22528KB0	Customer Status	ENABLE	Port Binding	GPON01-D7-PAO-3 pon	Manufacturer	FiberHome	Model Name	HG6243C	Device Serial Number	FHTT96FA8B40	ONT Serial Number		Hardware Version	WKE2.094.278A01	Software Version	RP2735	CPE IP Address	10.148.34.138
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Software Version	RP2735																																											
CPE IP Address	10.148.34.138																																											

Gambar 5. Contoh status internet pelanggan normal

ACSIS

111711105570

by

No Inet/Telp

CEK

SOP ACS

Menu

RAI DWI SEPTIAJI

Logout

ACS ONT Connectivity ACS STB Connectivity

Customer	ONT	Check Voice	Usage PCRF	Last Five Usage	Last Usage Minitools	Last Usage IPTV	User Online	History Action																																		
<div> <div> <div>Billing Information</div> <table> <tr><td>User</td><td>M.PUTRA SHOLAHUDIN</td></tr> <tr><td>Phone</td><td>07117584595</td></tr> <tr><td>City</td><td>SUMSEL</td></tr> <tr><td>Address</td><td>SAKATIGA 01 DS INDRALAYA, PALEMBANG SUMSEL</td></tr> <tr><td>RADIUS Package</td><td>INETF20M</td></tr> <tr><td>PCRF Package</td><td>INETF20M</td></tr> <tr><td>Reference Profile</td><td>UP-4506KB0/DOWN-22528KB0</td></tr> <tr><td>Current Profile</td><td>/</td></tr> <tr><td>Customer Status</td><td>ISOLIR (Silakan cek billing pelanggan)</td></tr> <tr><td>Port Binding</td><td>GPON00-D1-IDL-3 pon 0/1/08/1/06/1:3120</td></tr> </table> </div> <div> <div>CPE Overview</div> <table> <tr><td>Manufacturer</td><td>ZTE</td></tr> <tr><td>Model Name</td><td>F670L</td></tr> <tr><td>Device Serial Number</td><td>ZTEGCE72B45E</td></tr> <tr><td>ONT Serial Number</td><td></td></tr> <tr><td>Hardware Version</td><td>V9.0</td></tr> <tr><td>Software Version</td><td>V9.0.11P1N13</td></tr> <tr><td>CPE IP Address</td><td>10.48.179.7</td></tr> </table> </div> </div>									User	M.PUTRA SHOLAHUDIN	Phone	07117584595	City	SUMSEL	Address	SAKATIGA 01 DS INDRALAYA, PALEMBANG SUMSEL	RADIUS Package	INETF20M	PCRF Package	INETF20M	Reference Profile	UP-4506KB0/DOWN-22528KB0	Current Profile	/	Customer Status	ISOLIR (Silakan cek billing pelanggan)	Port Binding	GPON00-D1-IDL-3 pon 0/1/08/1/06/1:3120	Manufacturer	ZTE	Model Name	F670L	Device Serial Number	ZTEGCE72B45E	ONT Serial Number		Hardware Version	V9.0	Software Version	V9.0.11P1N13	CPE IP Address	10.48.179.7
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Gambar 6. Contoh status internet pelanggan terisolir

C. Penanganan jika ada laporan case isolir :

1. Jika hasil pengecekan payment normal (tidak ada tunggakan), namun hasil pengecekan jaringan ada indikasi isolir silahkan di lakukan buka isolir menggunakan symtomp (BUKIS) dan FCR Yes (tidak jadi tiket) dan dibantu restart by system.
2. Jika hasil pengecekan payment ada tunggakan, namun hasil pengecekan jaringan tidak ada isolir, silahkan di openkan tiket gangguan sesuai kendala customer.
3. Jika hasil pengecekan payment ada tunggakan dan hasil pengecekan jaringan ada indikasi isolir, silahkan pelanggan diarahkan untuk melunasi pembayarannya terlebih dahulu.