

GANGGUAN GAME ONLINE

Hasil Ukur Jaringan GPON (F0)



ADVANCE INFO di ACSIS

1. Masukkan jastel lalu klik CEK
2. Pilih menu ONT klik Advanced Info
3. Pilih Firewall Level:

The screenshot shows the ACSIS interface. At the top, there is a search bar with the text "142" and a "CEK" button. Below the search bar, there is a navigation menu with options: Customer, ONT, STB, OLT, Check Voice, Usage PCRF, Last Five Usage, Last Usage Minutools, Last Usage IPTV, User Online Node, and History Action. The "ONT" menu is selected. On the left side, there is a sidebar with options: WAN Connection, Wifi Configuration, Neighbor Wifi, Voice Service, LAN Information, CPE Action, Speed Test, Pinghost, Traceroute, Traffic Graph, Clients, and Advanced Info. The "Advanced Info" option is selected. In the main content area, there is a "Reload" button and a table showing system statistics: Uptime (4 Hari, 13 Jam, 6 Menit), CPU (%) (14), and Memory (%) (30). Below the table, there is a "Firewall Level" dropdown menu set to "LOW". A red box highlights the "Firewall Level" dropdown menu.

The screenshot shows the ACSIS interface with the "Firewall Level" dropdown menu open. The dropdown menu shows three options: HIGH, MEDIUM, and LOW. The "LOW" option is selected. A red box highlights the dropdown menu.

- ZTE: LOW
- Huawei: MEDIUM
- Lanjut upgrade firmware.

UPGRADE FIRMWARE

1. Klik Customer
2. Muncul tombol upgrade, klik
3. Hasil :
 1. **OK**, FCR (Input Irma & Incident FCR YES)
 2. **NOK**, lanjut **ESKALASI**

ESKALASI FO

- **Symptom** : Bisa Browsing - Gangguan Game Online (*Save Draft*)
- **Copy Paste/ Cantumkan di laporan MyCX** :
 - **PADA SUBJECT PELAPORAN** :
 - **Format Pelaporan** :
T1 / LOGIN / SKILL AVAYA (REG/COM/INFO) /
NAMA PELANGGAN
/ NO JASTEL / CASE/ SOLUSI (disertakan kondisi
saat akses game online dan waktu terkendala)
/ Status Book Teknisi / No PABX

Contoh :

42xxx/ COM / Bp. Andi / 111xxx / koneksi putus-putus saat akses game league of legend di server singapura setiap pk1 21.00 – 23.00 / 0822852*****

- **PADA DESKRIPSI PELAPORAN** :
Sertakan :

- nama game
- game console (PlayStation 4/3/XBOX) atau mobile (di HP)
- Situs game online yang terganggu, msial : DOT, League of Legend, dll
- Waktu terjadinya gangguan
- Keterangan spesifik gangguan yang dirasakan, missal :
 - Terjadi kenaikann nilai ping/loss (tuliskan nilainya)
 - Tidak masuk ke situs game online
 - Koneksi putus-putus saat bermain

Hasil Ukur Jaringan DSLAM (MSAN)



ESKALASI MSAN

- **Symptom** : Bisa Browsing - Gangguan Game Online (Save Draft)
- **PADA DESKRIPSI PELAPORAN :**
 - Sertakan :
 - nama game
 - game console (PlayStation 4/3/XBOX) atau mobile (di HP)
 - Situs game online yang terganggu, misal : DOT, League of Legend, dll
 - Waktu terjadinya gangguan
 - Keterangan spesifik gangguan yang dirasakan, misal :
 - a. Terjadi kenaikan nilai ping/loss (tuliskan nilainya)
 - b. Tidak masuk ke situs game online
 - c. Koneksi putus-putus saat bermain