

GANGGUAN IP PUBLIC

Jaringan GPON (FO)

WAN CONNECTION di ACSIS

1. Masukkan jastel klik CEK.
2. Klik menu ONT.
3. Klik WAN Connection.
4. Klik INTERNET.
5. Lihat External IP Address :

The screenshot shows the ACSIS (ACSIS) interface. At the top, there is a header with the ACSIS logo, a user ID (142...), a telkom.net domain, and a 'CEK' button. There are also links for 'Menu Dashboard' and 'Logout'. Below the header is a 'TOPOLOGY' section showing a network diagram with components: RADIUS, BRAS, METRO-E, AKSES, OLT, ODC, ODP, ONT, and STB. Below the topology is a navigation bar with tabs: 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' tab is selected. On the left, there is a sidebar with a 'WAN Connection' menu item highlighted. Below it are other options: Wifi Configuration, Neighbor Wifi, Voice Service, LAN Information, CPE Action, Speed Test, Pinghost, Traceroute, and Traffic Graph. The main content area shows the 'INTERNET' settings for the selected ONT. It includes a 'Reload' button and a table of connection details:

Reload	
Connection State	Connected
Connection Type	IP_Routed
Uptime	4 Hari, 11 Jam, 25 Menit
VLAN ID	2407
External IP Address	10.44.0.41
Default Gateway	10.44.0.1
DNS Servers	180.250.13.42, 180.250.13.46

IP Selain 10. xxx

- Edukasi IP Normal, FCR (Input Mycx dan Incident FCR YES).

IP 10. xxx.

- Klik Restart ONT.
- Tunggu ONT nyala kembali.
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Fiber Information	
Tx Power	3.33 dBm
Rx Power	-14.361 dBm
Temperature	51.691 °C
Power Supply	3.306 Volt
Bias Current	10.692 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

ESKALASI

Symptom :

Bisa Browsing - Gangguan IP Publik (Save Draft)

Sertakan pada Deskripsi Pelaporan :

- Detail kendala IP yang tidak bisa diakses.
Contoh :
 - IP Tidak bisa diremote
 - IP Pelanggan yang digunakan sebagai web server yang tidak bisa diakses
 - ONT port forwarding à tanyakan port berapa yang perlu dilakukan forwarding