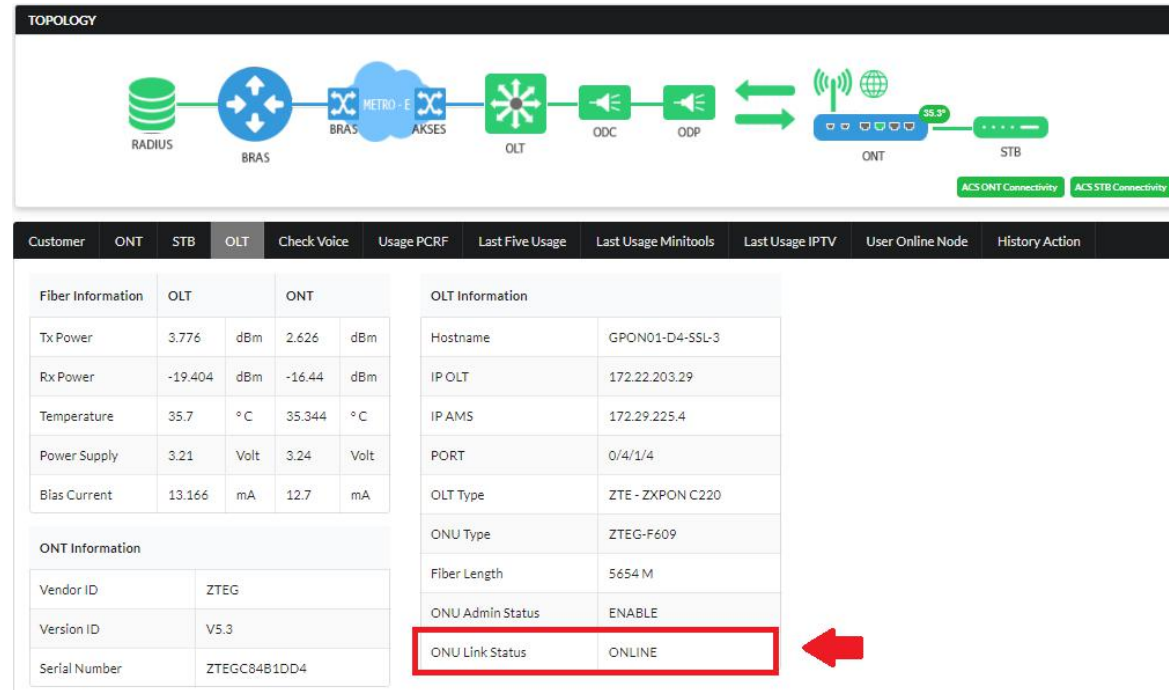


## TIDAK BISA BROWSING

Hasil Ukur Jaringan GPON (FO) Teknis - Logic



### 1. EKSEKUSI FO-Teknis-Logic

LAN INFORMATION di ACSIS

- Pilih menu ONT klik LAN Information
- Muncul tombol public, klik
- Lanjut

LAN Config																				
Mac Address	74:cc:39:d3:70:e8		DHCP Enabled	Enabled																
IP Address	192.168.1.1		Min Address	192.168.1.2																
Subnet Mask	255.255.255.0		Max Address	192.168.1.254																
DNS Server	192.168.1.1	<input type="checkbox"/> Use Public DNS	Lease Time	2 Jam																
<table><thead><tr><th>Ethernet Port</th><th>LAN Enabled</th><th>LAN State</th><th>LAN ByteSent</th><th>LAN ByteReceived</th></tr></thead><tbody><tr><td>LAN1</td><td>Enabled</td><td>NoLink</td><td>NAN</td><td>NAN</td></tr><tr><td>LAN2</td><td>Enabled</td><td>NoLink</td><td>NAN</td><td>NAN</td></tr></tbody></table>						Ethernet Port	LAN Enabled	LAN State	LAN ByteSent	LAN ByteReceived	LAN1	Enabled	NoLink	NAN	NAN	LAN2	Enabled	NoLink	NAN	NAN
Ethernet Port	LAN Enabled	LAN State	LAN ByteSent	LAN ByteReceived																
LAN1	Enabled	NoLink	NAN	NAN																
LAN2	Enabled	NoLink	NAN	NAN																

History Action setelah ubah DNS Server pada LAN Information:

Customer **ONT** OLT Check Voice Usage PCRF Last Five Usage Last Usage Minutools Last Usage IPTV User Online History Action Panduan Solusi

WAN Connection  
Wifi Configuration  
Neighbor Wifi  
Voice Service  
**LAN Information**  
CPE Action  
Speed Test  
Pinghost  
Traceroute  
Traffic Graph  
Clients  
Advanced Info

Reload

LAN Config			
Mac Address	00:67:62:6F:53:8C	DHCP Enabled	Enabled
IP Address	192.168.1.1	Min Address	192.168.1.2
Subnet Mask	255.255.255.0	Max Address	192.168.1.254
DNS Server	192.168.1.1 <input type="checkbox"/> Use Public DNS	Lease Time	24 Jam

Port	Enabled	State	ByteSent	ByteReceived
LAN1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> NoLink	11.1 MB	NAN
LAN2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> NoLink	11.1 MB	NAN
LAN3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> NoLink	11.1 MB	NAN
LAN4	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> NoLink	11.1 MB	NAN

Customer ONT OLT Check Voice Usage PCRF Last Five Usage Last Usage Minutools Last Usage IPTV User Online **History Action** Panduan Solusi

Reload

User	Date	Serial Number	Nomor Internet	Nomor Telepon	Result
161738 - USWATUN KHASANAH	2021-04-05 11:59:17	FHTT946F5388	131159131852	02220671380	Berhasil - Restart ONT
155276 - YUNITA PURWASARI	2021-04-05 11:41:47	FHTT946F5388	131159131852	02220671380	Berhasil - Change SSID Channel    9
155276 - YUNITA PURWASARI	2021-04-05 11:41:37	FHTT946F5388	131159131852	02220671380	Berhasil - Change DNS Server

## RECONNECT INTERNET di ACSIS

1. Muncul tombol Reconnect, klik.
2. Lanjut Restart ONT.

Restart STB

Restart ONT

Reset Factory

Config ACS

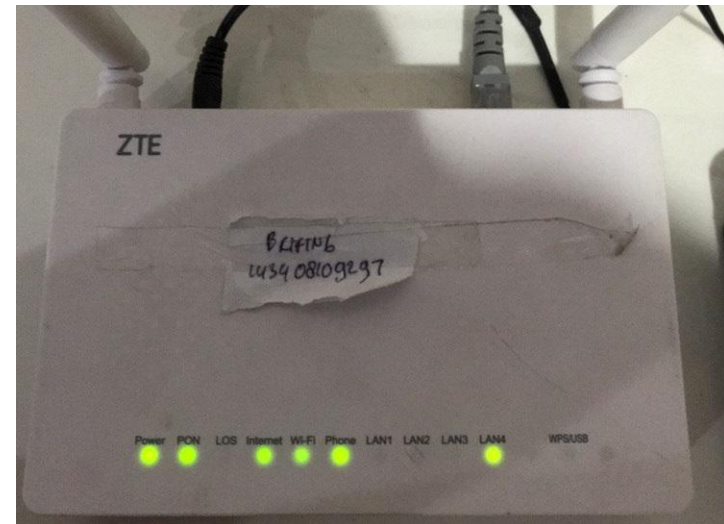
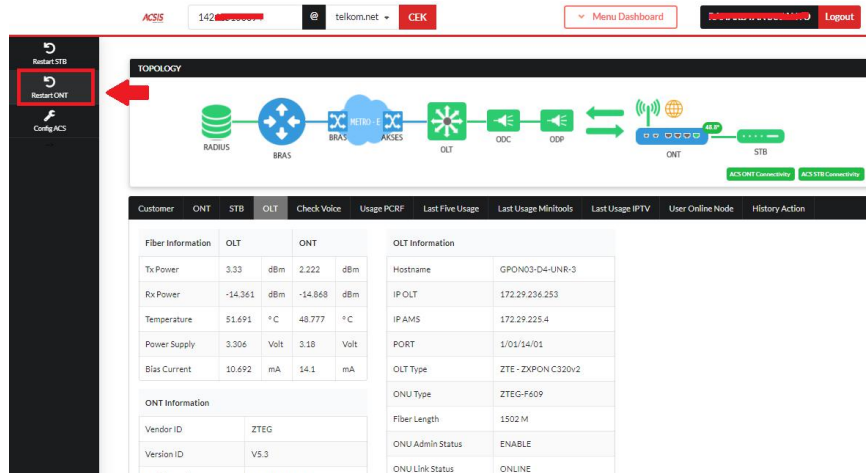
Update Line Profile

Reconnect Internet

Reset Port

## RESTART ONT di ACSIS

1. Klik tombol restart ONT.
2. Script :  
*"Bapak/Ibu mohon ditunggu sebentar, kami bantu restart jaringan dari sistem kami terlebih dahulu ya. Terimakasih" Tunggu ONT nyala.*
3. Hasil :
  1. OK, FCR (Input Irma & Incident FCR YES).
  2. NOK, lanjut cek WAN.



## EDUKASI FO-Teknis-Logic

- A. Untuk rekomendasi dicoba akses ke youtube.com, hasil : (tanpa poin B)
- A. Bisa : Save Draft - lambat.
  - B. Gagal : edukasi cek website lain Lanjut Esklasi

**B. Untuk kendala bola dunia abu-abu dan indikator internet padam (tanpa poin A)**

A. lanjut Eskalasi

**EDUKASI FO-Teknis-Logic**

**A. Bisa Youtube :**

Open tiket Mycx Symptom Bisa Browsing - Lambat (Save Draft)

**B. Tidak Bisa Youtube saja:**

Bisa Browsing - Tidak Bisa ke Website Tertentu (Save Draft)

*Copy Paste/Cantumkan :*

A. External IP Address.

B. Default Gateway.

C. Alamat website yang dituju.

**C. Tidak bisa all website :**

Open tiket Mycx Symptom Bisa Browsing - Lambat (Save Draft)

**D. Indikator Internet Padam (Kendala Bola dunia abu-abu)**

restart ONT >> open tiket symptom Bisa browsing - Intermitten / Putus-putus (Save Draft)