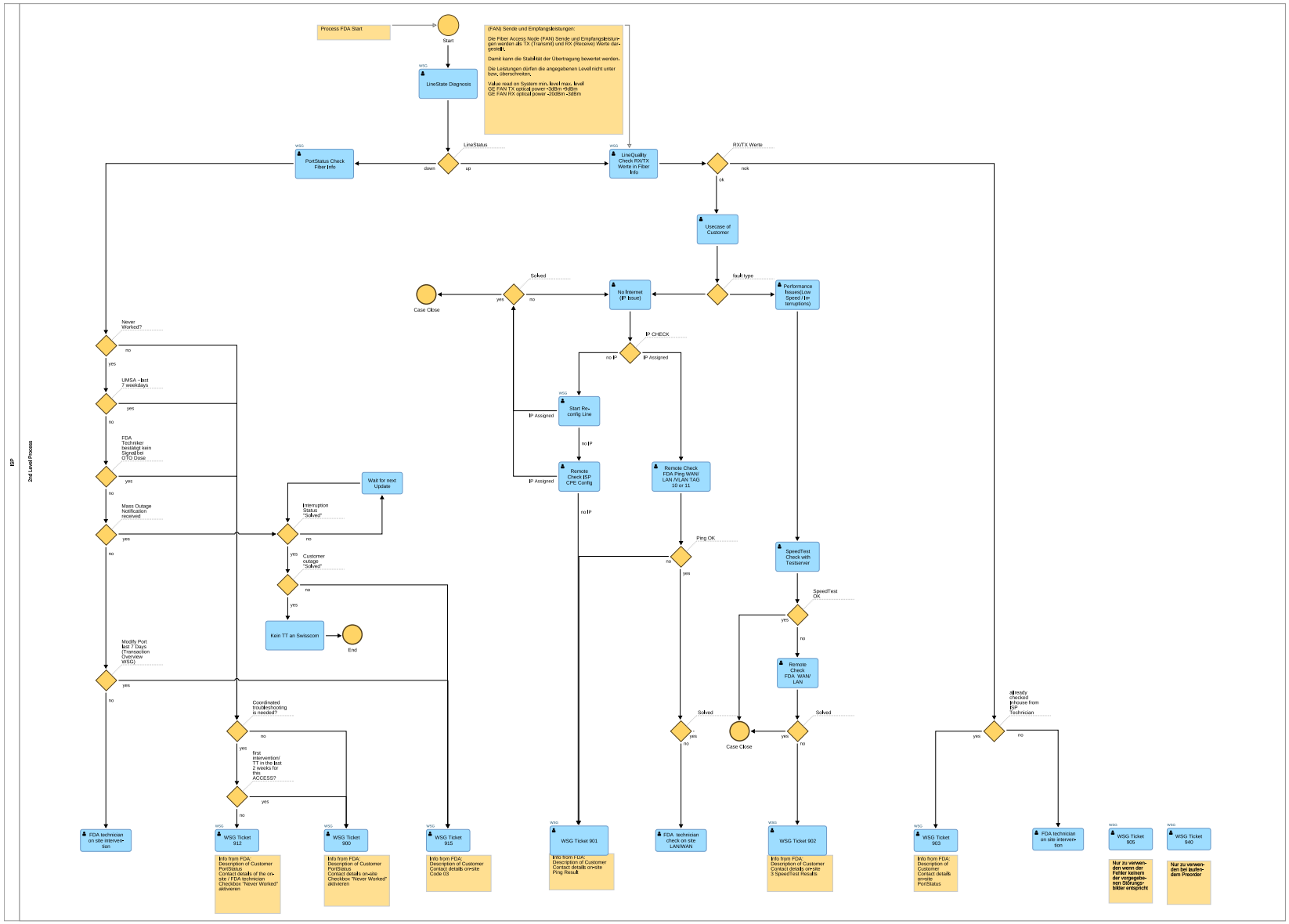
ISP
2nd Level Process
Process FDA Start
Start
LineState Diagnosis
(FAN) Sende und Empfangsleistungen:
Die Fiber Access Node (FAN) Sende und Empfangsleistungen werden als TX (Transmit) und RX (Receive) Werte dargestellt.
Damit kann die Stabilität der Übertragung bewertet werden.
Die Leistungen dürfen die angegebenen Level nicht unter bzw. überschreiten.
Value read on System min. level max. level
GE FAN TX optical power -3dBm -9dBm
GE FAN RX optical power -20dBm -28dBm
LineStatus
down
up
PortStatus Check Fiber Info
LineQuality Check RX/TX Werte in Fiber Info
RX/TX Werte
nok
ok
Usecase of Customer
fault type
Performance Issues(Low Speed / Interruptions)
No Internet (IP Issue)
Solved
yes
no
Case Close
IP CHECK
no IP
IP Assigned
Start Re-config Line
Remote Check ISP CPE Config
Remote Check FDA Ping WAN/ LAN /VLAN TAG 10 or 11
Ping OK
SpeedTest Check with Testserver
SpeedTest OK
Remote Check FDA. WAN/ LAN
Never Worked?
UMSA –last 7 weekdays
FDA Techniker bestätigt kein Signal bei OTO Dose
Mass Outage Notification received
Interruption Status "Solved"
Wait for next Update
Customer outage "Solved"
Kein TT an Swisscom
End
Modify Port last 7 Days (Transaction Overview WSG)
Coordinated troubleshooting is needed?
first intervention/ TT in the last 2 weeks for this ACCESS?
already checked inhouse from ISP Technician
FDA technician on site intervention
WSG Ticket 912
Info from FDA: Description of Customer PortStatus Contact details of the on-site / FDA technician Checkbox "Never Worked" aktivieren
WSG Ticket 900
Info from FDA: Description of Customer PortStatus Contact details on-site Checkbox "Never Worked" aktivieren
WSG Ticket 915
Info from FDA: Description of Customer Contact details on-site Code 03
WSG Ticket 901
Info from FDA: Description of Customer Contact details on-site Ping Result
FDA technician check on site LAN/WAN
WSG Ticket 902
Info from FDA: Description of Customer Contact details on-site 3 SpeedTest Results
WSG Ticket 903
Info from FDA: Description of Customer Contact details on-site PortStatus
FDA technician on site intervention
WSG Ticket 905
Nur zu verwenden wenn der Fehler keinem der vorgegebenen Störungsbilder entspricht
WSG Ticket 940
Nur zu verwenden bei bufendem Preorder