TROUBLESHOOTING FORM

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| Date Investigation : May 10, 2022 | Site : Edge building,  |

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| PIC. PT. Cloudtronics Indonesia | Vendor PIC. \_\_\_\_\_\_\_\_\_\_\_\_ |
| Name : Faiq Fawwaz APosition: Support | Name :Position: |

Device used :

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| Switch : DellPart Number : SFP+10G-13-LR-QSerial Number : CLD2112050322, CLD2112050323, CLD2112050324, CLD2112050325Patchlead Type : SMFLength : 10 KmSwitch Version :Text  Description automatically generated |

Detail Information

dBm

dBm

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| Fiber 1 InformationKmIL 1310 nmIL 1550 nm**SFP**Fiber 1TxRXRxTXdBmFiber 2dBm**SFP**Fiber 2 InformationKmIL 1310 nmIL 1550 nm**Circle choice :**Cable Type : SMF / MMF ( OM5 / OM4 / OM3 / OM2 / OM1 )Patch Lead Type : SMF / MMF ( OM5 / OM4 / OM3 / OM2 / OM1 )Link Length :Connector Type : SC / ST / LC / FCPolish Type : APC / UPC / Other Patch Color : Green / Blue / OtherCoupling Type : SMF / MMF |

Investigation :

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| Tx and Rx read as shown below:Text  Description automatically generated |

Investigation Finding :

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| 1. SFP is read but the link is not up
2. SFP testing before the Eid holiday (28 April 2022) shows the link still can't be up

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Troubleshoot :

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| 1. Re-check the Cloudtronics brand SFP+ 10G LR software.
2. SFP software/code is appropriate and not reprogrammed.
3. Check the supporting equipment, try to change the pachlead from MMF to SMF.
4. Inspection of SFP cores, and SFP cores are found to be in clean condition.
5. Try running SFP with another dell switch with the same switch type.
6. The client team set the Dell switch and SFP+ 10G LR to work properly on these two Dell devices.
7. Tried again with the main switch, by trying on a different port.
8. SFP is running well.
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Result :

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| 1. SFP is not recoded.
2. SFP is working properly
3. Change the SFP port on a different Dell Switch with the same type.

Status has changed to up. |

Supporting Document :

This report is made with a sense of responsibility and signed by the PIC.

Jakarta, May 12, 2022

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| **PIC. PT. Cloudtronics Indonesia** | **PIC. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  |
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