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 A  Position: Support | Name :  Position: |

Device used :

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| Switch : Dell  Part Number : SFP+10G-13-LR-Q  Serial Number : CLD2112050322, CLD2112050323, CLD2112050324, CLD2112050325  Patchlead Type : SMF  Length : 10 Km  Switch Version :  Text  Description automatically generated |

Detail Information

dBm

dBm

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| Fiber 1 Information  Km  IL 1310 nm  IL 1550 nm  **SFP**  Fiber 1  Tx  RX  Rx  TX  dBm  Fiber 2  dBm  **SFP**  Fiber 2 Information  Km  IL 1310 nm  IL 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 / FC  Polish Type : APC / UPC / Other  Patch Color : Green / Blue / Other  Coupling 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   Text  Description automatically generated  Text  Description automatically generated |

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. |

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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