



Enterprise Communications Network Network Highlights

Oscar Villar



Andrew Tran



Roland Padilla



Charles Newton



- Last Friday, January 29, 2016, the district experienced what presented itself as an internet outage. Midday on Friday the number of complaints began to increase and the problem persisted until after the school day ended. As it turns out, the firewall stopped passing DNS traffic and **Oscar Villar** worked with Fortinet Technical Assistance Center (TAC) to obtain a resolution. Once the firewall was restored, **Oscar** then discovered a routing issue which prevented return internet traffic to our network. Oscar was able to resolve both issues and network stability was restored
- **Oscar Villar** and **Anna Senties** worked with AVANCE at Holbrook ES. AVANCE, Houston's Head Start program, has partnered for almost seven years with CFISD at the Holbrook location with offices and classrooms inside the school. AVANCE was experiencing internet issues but **Oscar** and **Anna** discovered and helped them correct a VPN protocol issue. Advance users are now able to VPN back to the AVANCE home office.
- Saturday, January 30, 2016, the existing UPS located in DataCenter3 was relocated to DataCenter2. DataCenter2 had to power down in order to install the UPS. **Thomas Hollister** was onsite to verify the network equipment came back online.



Thomas Hollister



Tony Rogers



Anna Senties



Elizabeth Montes



Glen Carpenter



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- Both **Roland Padilla** and **Charles Newton** worked on the production VOIP system located at the Berry Center. An older, legacy voice gateway model 2821 has been showing symptoms of failure. It is operational but it is a core switch that provides connectivity for all phone service at this campus. **Roland** and **Charles** began making preparations to either request engineering support to address and/or replace this equipment. They have also spoken with David Dietsch of Presidio, who said they should be able to assist and likely provide a replacement switch at a reasonable cost.
- Keith ES went down due to a fiber issue. **Elizabeth Montes** discovered the fiber pair had been moved.
- **Elizabeth Montes** received a call from Spillane MS on Saturday, January 30, 2016 stating that the network was down. Spillane MS was hosting a district music competition for MS that day and could not access network resources. **Elizabeth** went onsite and verified that all the network switches and Internet connectivity was working. However, teachers and administrators were not able to login due to the network work that was occurring that same day at DataCenter2. Services were restored midday.



Thomas Hollister
Tony Rogers
Anna Series
Elizabeth Montes
Glen Carpenter

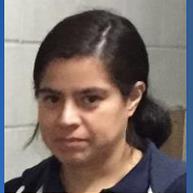


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- **Anna Senties** has been working with the Security department with ports needed for the 383 door readers throughout the district. In addition, another 30 cameras are being added at Moore Elementary. The Security department will need to add a rack and switch to support these new drops.
- **Thomas Hollister** worked to correct sporadic outages over the last month at Andre ES portables. **Thomas** replaced switch in head end portable, to no avail. The issue wound up being the MDF patch panel termination for the data run. Thomas was able to re-terminated the cable with immediate success.
- An urgent request came in from the TV Studio after DataCenter2 outage last Saturday. The video feed from Broadcaster 1 (TV Studio) was not reaching the Master Controller, and ultimately not reaching the cloud based storage where it is streamed from the CFISD webpage. Next Monday's Board meeting will need to use this feed, use of YouTube not optional for this meeting. **Thomas Hollister** worked on this urgent matter.



Thomas Hollister
Tony Rogers
Anna Senties
Elizabeth Montes
Glen Carpenter