



# Enterprise Communications Network Network Highlights



**Oscar Villar**, **Larry Barrios**, and **Greg Rhodes** worked on two Google issues:

1. Slowness with Google Chrome browser on our network.
2. Teacher's not able to embed Youtube videos in their curriculum.

While working with Google, **Greg** discovered that Chrome is making calls to Hong Kong. **Oscar** blocks traffic to/from Hong Kong, due to the large number of network attacks that originate in Hong Kong. Larry is currently testing a Google recommendation to address slowness. Meantime, Greg found a setting on the Fortinet firewall that corrected the Youtube video issue.



After 6 weeks without any DDoS attacks, CFISD was attacked twice on Tuesday, March 8, 2016. Two 10 minute attacks, one in the morning and one in the afternoon. **Oscar Villar** previously met with both Radware and L5 to discuss each of their product's mitigation technology and strategy. We plan to pilot and/or evaluate one, or both products.

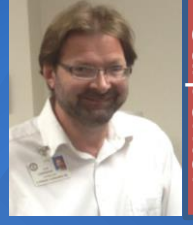
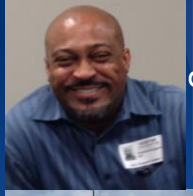


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Oscar Villar  
Andrew Tran  
Roland Padilla  
Charles Newton



**Elizabeth Montes** has spent a significant amount of time troubleshooting a wireless issue at Cy Woods HS in the science wing. Recently, MCA Communications certified the CAT6A cable was good, thus we ultimately determined that the wireless access point (AP) was bad. Needless to say, this a rare occurrence with our newly deployed Aruba solution. Within our team we developed a new process by where **Anna Senties** is the point person for all Aruba AP issues. **Anna** opened a service request with Layer3 Communications and Henry Fontenot from Layer3 picked up the bad AP on Friday, March 11, 2016. In the meantime, **Elizabeth** configured a spare AP, so the teacher could have wireless access.



Thomas Hollister  
Tony Rogers  
Anna Senties  
Elizabeth Montes  
Glen Carpenter





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In the absence of procedure and/or policy, sometimes it takes a new member to the team to generate documented procedures. Below you will see where **Tony Rogers** is generating Lexmark printer procedures:

- \*Unplug the Lexmark from the network.
- \*Make sure that the menu icon is visible.
- \*If the menu icon is not visible, restart the machine while depressing the 2 and 6 at the same time.
- \*A menu will appear and the fourth selection down will allow you to enable menus on the start screen.  
The system will restart and the menu screen will be available.
- \*Use the mac address in the search field to find the attribute and delete it.
- \*Use the old IP address in the address field to find the address and what is assigned to it.  
If the address is statically assigned to the printer, edit the status to dhcp reserved and delete it.
- \*Add the printer's DHCP reserved address to Blue Cat as normal.

Thank you **Tony** for taking the time to document this process!



Lexmark™



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The VOIP Team, consisting of **Roland Padilla** and **Charles Newton**, continues ongoing operational support reviewing iSupport requests and focusing on providing great customer service. In addition to the bond related work, the VOIP team has been doing the following:  
Received/addressed/reviewed/reassign to applicable iSupport incidents counting more than 40+ regarding voice, data and video issues district wide last week. Descriptions of issues at all campuses include:

1. phone service for new staff allocations
2. long distance access requests
3. voicemail passcode resets
4. message director (auto attendant) changes and or updates
5. data drop connectivity issues
6. wi-fi connectivity issues
7. wi-fi configuration changes when defective ap's are replaced



THURSDAY, MARCH 31 AT 9 P.M. ET  
BERRY CENTER - CYPRESS, TX

LIVE ON **ESPN**

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One unique request last week originated from the Berry Center. They have requested the installation of 4 standard POTS lines for an upcoming event that will be aired on ESPN on March 31, 2016. **Roland Padilla** coordinated with AT&T for this installation.

Link to event here <http://www.collegeslam.com/>