



# Enterprise Communications Network Network Highlights



In late April 2016, record rainfall fell in the Houston area, and some areas received nearly a season's worth of rain in one night. The deluge led to record breaking flooding and the closure of CFISD schools for a week.

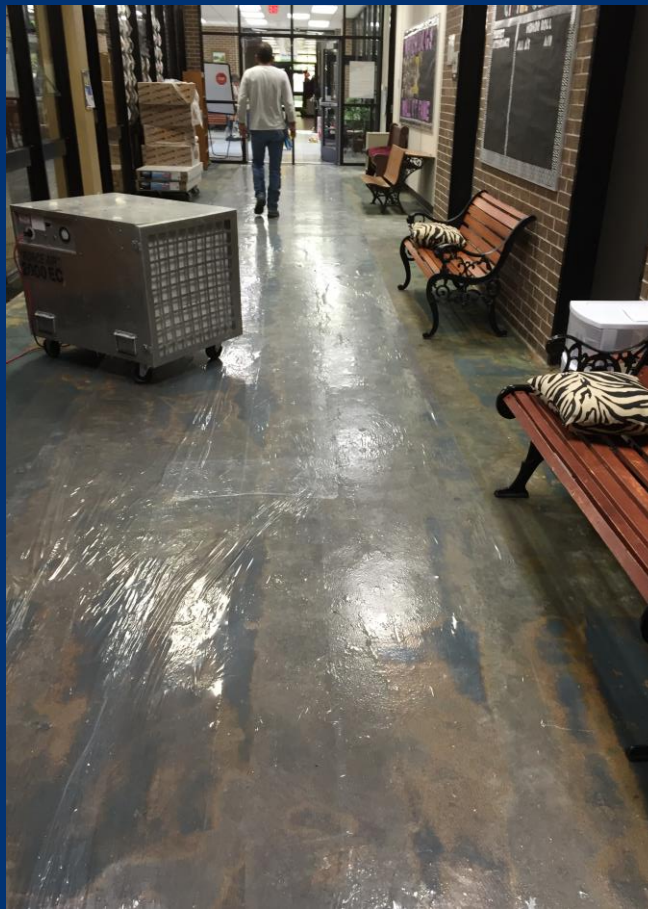


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On Wednesday, April 20, 2016, the Technology Department requested a list of campuses that sustained water damage. Initially, the list included the campuses that were hit the hardest:

Cy Falls HS  
Cy Fair HS  
Adam ES  
Moore ES

Adam ES is in **Elizabeth Monte's** quadrant of support, so **Elizabeth** decided to visit the campus and verify that water had not damaged the ECN Team's MDF/IDF communication closet. The MDF/IDF closet was high and dry but the campus sustained significant damage. The pictures to the right show the Operations Department having removed the carpet and drying out the hallways.





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Wednesday, April 20, 2016, at 9:07 am, CFISD lost the ICTX internet connection. Fortunately, the district remained online via our redundant Cogent internet connection.

## **\*NOTE\***

VPN is not available while the ICTX connection is down. This will no longer be a problem after we migrate from the ICTX public IP address space to the CFISD public IP address space.

**Oscar Villar** worked with support Wednesday, late Wednesday night, then again Thursday. ICTX ISP connectivity was restored Thursday at 1:03pm. Unfortunately for ICTX, the fiber issue occurred underground with the manhole access completely flooded. The outage was caused by construction crews fixing a broken drain at I-45 and Beltway 8 near greens road.







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The district monthly board meeting was originally scheduled for Monday evening, April 18, 2016. Due to inclement weather, the meeting ultimately took place on Thursday, April 21, 2016 at noon. Prior to the meeting several of the associate superintendents, including Dr. Henry, had trouble accessing their email and numerous websites. Several support staff members were called in and eventually resolved the issue. The issue appeared during the timeframe that our ICTX internet connection was offline. However, the problem was a result of a group membership providing access via the Fortinet firewall. Once **Oscar Villar** disabled the group, the problem was resolved.

Thank you to all parties that contributed to the resolution:

**Oscar Villar, Greg Rhodes, Kimberly Osborn, Jennifer Miller, Jay Johnson, and Paula Ross.**

