



# ECN Team Supports Cy Creek Over Labor Day Weekend

## CYPRESS CREEK HIGH SCHOOL

*Shaping The Future, One Mind At A Time!*

While the majority of CFISD employees were off enjoying the last few days of summer, Cypress Creek High School administrative staff was busy Saturday morning working at their campus. Unfortunately, the staff began to experience network connectivity issues, and it wasn't long before **Anna Senties** and **Elizabeth Montes** were on site to provide assistance. At first glance, the issue appeared to be fiber connectivity to the campus. **Anna** immediately engaged Phonoscope to test the fiber. Simultaneously, **Anna** and **Elizabeth** began to investigate connectivity in the MDF/IDF closets. The two traced the connectivity issue to a network loop that had been generated on the campus. The network loop was traced back to a specific port in the closet. Once this port was disabled, the campus regained reliable network connectivity. Thank you **Anna** and **Elizabeth** for providing support during the Labor Day Weekend!



Anna Senties

Elizabeth Montes



# Enterprise Communications Network Operational Activity



Oscar Villar



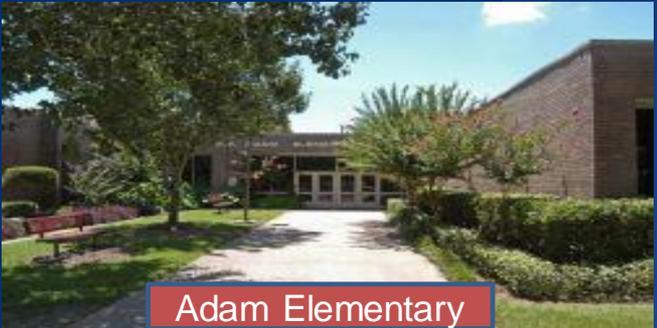
Cypress Fairbanks currently has two internet service providers: ICTX WaveMedia and Cogent Communications. Earlier this month a request was submitted to ICTX WaveMedia for an increase in our internet bandwidth connectivity. On August 31, 2015 **Oscar Villar** submitted the necessary paperwork to Cogent Communications requesting an increase in the Cypress Fairbanks internet bandwidth connectivity from 4 Gbps to 6 Gbps. The Cogent increase will take effect mid September 2015.

Thornton MS suffered connectivity due to a variety of reasons:

1. Phonoscope's dark fiber had a crack with a splice case, after repairs on an earlier break were performed.
2. A fiber connector on ISC side was also deemed bad and was replaced. Optics were replaced both at ISC and at Thornton's MDF.
3. Campus equipment also had a VID error locally. **Thomas Hollister** was successful in correcting the above and ultimately connectivity is again stable.



Thomas Hollister



Adam Elementary

In an attempt to resolve the lingering connectivity issue at Adam ES, **Elizabeth Montes** contacted HP and worked with the engineers to eliminate any issues with the switches. **Elizabeth** also asked the principal's secretary to submit a work order to see if an electrician can verify the power to the MDF. **Elizabeth** and **Anna Senties** also installed an extra power supply for each switch and moved the switches to a power strip to see if the UPS could be the root cause of the problem. ECN will continue to monitor the status.



# Enterprise Communications Network Operational Activity

**Roland Padilla** has been extremely busy managing a variety of reported issues:

- Goodson MS was experiencing many issues with no phone service - up to 30 numbers were reported out of service. Roland reported the issue to AT&T and they ultimately had the service restored by September 3, 2015.
- Walker Elementary was experiencing various issues regarding no phone service which also was reported to AT&T. This issue was also resolved by September 3, 2015.
- Lastly, a significant amount of time has been spent troubleshooting a variety of issues at numerous campuses. These issues range from office moves, phones with static or no dial tone, long distance access requests, voicemail passcode resets, voicemail resets for new staff, voicemail notification issues, data drops not providing connectivity or pushed into the outlet covers, Wi-Fi connectivity issues referring to weak signal, or at elementary schools with old access point covers that have fallen off, video/cable TV system issues, etc.



Roland Padilla