



Enterprise Communications Network Operational Activity



Oscar Villar received a notification from ICTX, one of CFISD's internet service providers (ISPs), informing us that a district user had downloaded the movie *Mad Max: Fury Road*. However, after reviewing the FortiAnalyzer log files, **Oscar** discovered that the user's connections were denied by our Fortinet Firewalls. Therefore, the movie download was not successful.



Oscar Villar

Oscar Villar monitors the internet connectivity that both internet service providers (ISPs) deliver to CFISD. CFISD lost internet service from Cogent on Thursday, September 10, 2015. **Oscar** opened a service request with Cogent technical support. The good news is that none of our user community noticed the outage since CFISD has redundant ISPs: Cogent and ICTX.



Elizabeth Montes

Elizabeth Montes, Anna Senties, and Thomas Hollister reported that several campuses were experiencing high utilization on the campus switching infrastructure. The switches are showing extremely high utilization and the result is connectivity issues at the campus. The culprit appears to be Internet Protocol version 6 (IPv6). After a bit of research, **Anna** and **Elizabeth** discovered that the campuses all seem to have newly delivered edge devices. As a result, the Enterprise Communications Network (ECN) and Device Imaging and Integration (DII) teams will collaborate in an effort to resolve the issue.



Anna Senties



Thomas Hollister





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Roland Padilla has been addressing the following AT&T issues:

- The majority of phone issues reported last week at Goodson MS have been repaired. However, Roland is still addressing a few lingering issues at Goodson MS.
- Metcalf ES reported no phone service on Friday. The service was restored the same business day.



Roland Padilla

Roland Padilla has been working with MCA Communications on the following operational issue:

- Cy Woods gym area had a Hubble box installed that was problematic. It was placed in a position where the power outlet was not within reach. The campus inquired as to the safety of this equipment. The campus did not want to pay for additional electrical outlets to be installed, so MCA Communications helped to rectify the immediate situation by installing additional power strips.



Newly Installed
Hubble Box



Power Issue