



Enterprise Communications Network (ECN) Core and Campus Level Support

Monday, August 3, 2015, **Oscar Villar** and **Thomas Hollister** discovered the production Cisco 6509-2 had a blade offline resulting in a loss of service for a small subset of sites. The two worked together to get the core router back online and ready for operational activity before 8:00am Monday morning.



Thomas Hollister

Additional Operational Support Activities Include:

Oscar Villar worked with Phonoscope to get Cook MS back online after a fiber break on Monday, August 3, 2015.



ECN began the work to capture the subnets that the portable buildings uplink through to be able to create the 562 DHCP reservations needed for the new thermostats being installed by Climatec and CFISD HVAC.





Enterprise Communications Network (ECN) Telecommunications Support

Roland Padilla was busy this past week with multiple sites experiencing phone issues:

- **Goodson MS** – Construction crew nearby damaged underground cabling and cut the campus phone line(s) on August 4, 2015. Service was restored August 5, 2015.
- **Jersey Village HS and Post ES** – Both campuses reported no phone service. Roland reported the outage to AT&T and service was restored the next day.
- **CyFair HS** – Elevator had no phone service.
- **Berry Center** – All phones were reported down. Pictured right is Roland working in the MDF/phone closet at the Berry Center to restore phone service.



Roland Padilla