



# Enterprise Communications Networks Operational Service



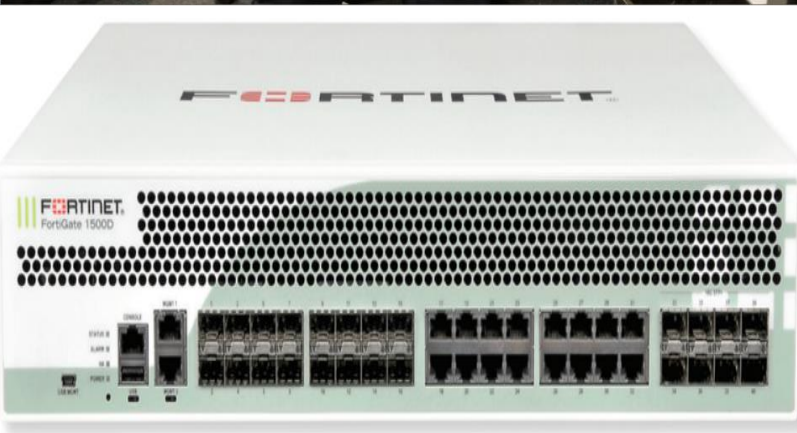
On **Thursday, January 11th** **Sani Saqr**, **Anna Senties** and **Ray Leung** met with **Charlie Daliege** of Layer3 at Cyrus One because one of the wireless clusters had gone down causing several schools to lose Wi-Fi connectivity. After troubleshooting the issue we were able to get the cluster back up and running and verify that the schools Wi-Fi was back online as well.



# Enterprise Communication Network Operational Enhancement



On **Wednesday Jan 10<sup>th</sup> 2018**, **Mike Diaz** (NMO) and **Chris Bell** (EMC) did an upgrade of the ESRS server (**EMC Secure Remote Services** ). The main benefit of ESRS is to enable EMC to deliver proactive customer service by identifying and addressing potential problems before there is an impact to the customer's business. For this to work, the ESRS needs to be able to phone home to EMC. **Mike** asked **Andrew Tran** (ECN) to open ports on the Fortigate Firewall to allow ESRS to communicate with EMC. Chris provided Andrew the ports and IP addresses and **Andrew** created rules on the Fortigate based on the documentation. **Mike** and **Chris** were able to successfully complete the installation of the ESRS servers.







# Enterprise Communication Networks Operational Enhancement



As the SRST remediation project continues into the new year, the analog phone service efforts continue as well. **Mike Aguirre** of MCA communications is joined by **Roland Padilla** and **Michael Walker** of Maintenance Low voltage at Hamilton MS and Hancock ES. **Michael W.** has been instrumental in coordinating the fire alarm dialer reprogramming.



# Enterprise Communication Networks Operational Enhancement



On **Wednesday, January 10<sup>th</sup>**, **Bradley Mulligan & David Glennon** met with **NCR** at Yeager Elementary School to replace the SRST router. **Mike Aguirre (MCA)** was on site to verify the POTS lines. Additionally, **Doug Kettler (NDS)** and other representatives from **NCR** and **NDS** were on the WebEx monitoring and assisting with the configuration and testing of the replacement router. There was 0 down time experienced by the campus and the configuration has been confirmed to be fully functional.

