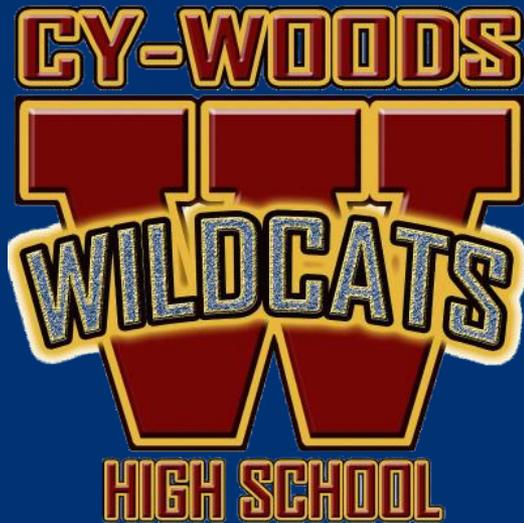




Enterprise Communication Network Operational Support

Elizabeth Montes met with Spectrum to troubleshoot the marquee at Cy Woods HS. Spectrum replaced the power injector and the marquee is now operational.



Elizabeth Montes continues working with Adam Gray in HVAC on the thermostats located in the portables district wide.

Tony Rogers worked through a Cy Falls Lexmark printer issue. Several steps were completed that involved both BlueCat IP address manipulation and switch configuration modifications before the device began functioning properly.





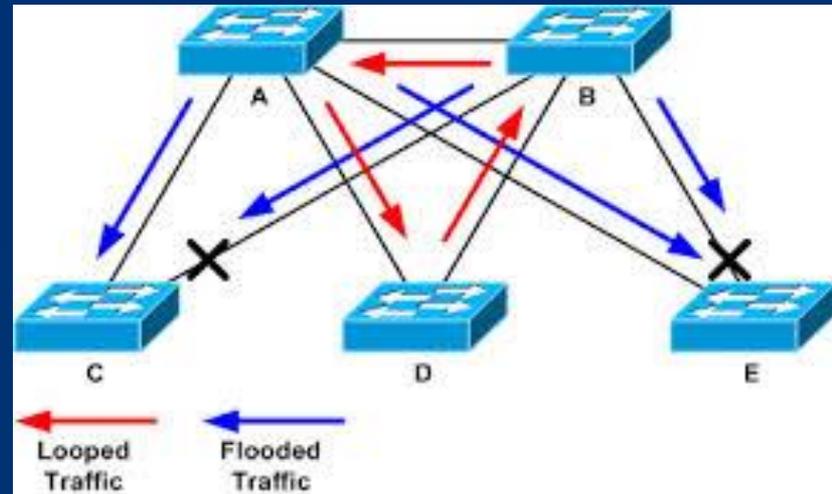
Enterprise Communication Network Operational Support

Ray Leung received wireless complaints from Becky Cook. Becky reported issues with Classflow at several schools:

- Kahla MS
- Jersey Village HS
- Dean MS
- Danish ES

Glen Carpenter and **Ray** are unable to duplicate the problem. They are trying to get more details on this application before they visit campuses to troubleshoot.

Glen Carpenter was able to eliminate network loops at Lieder ES and Hancock ES

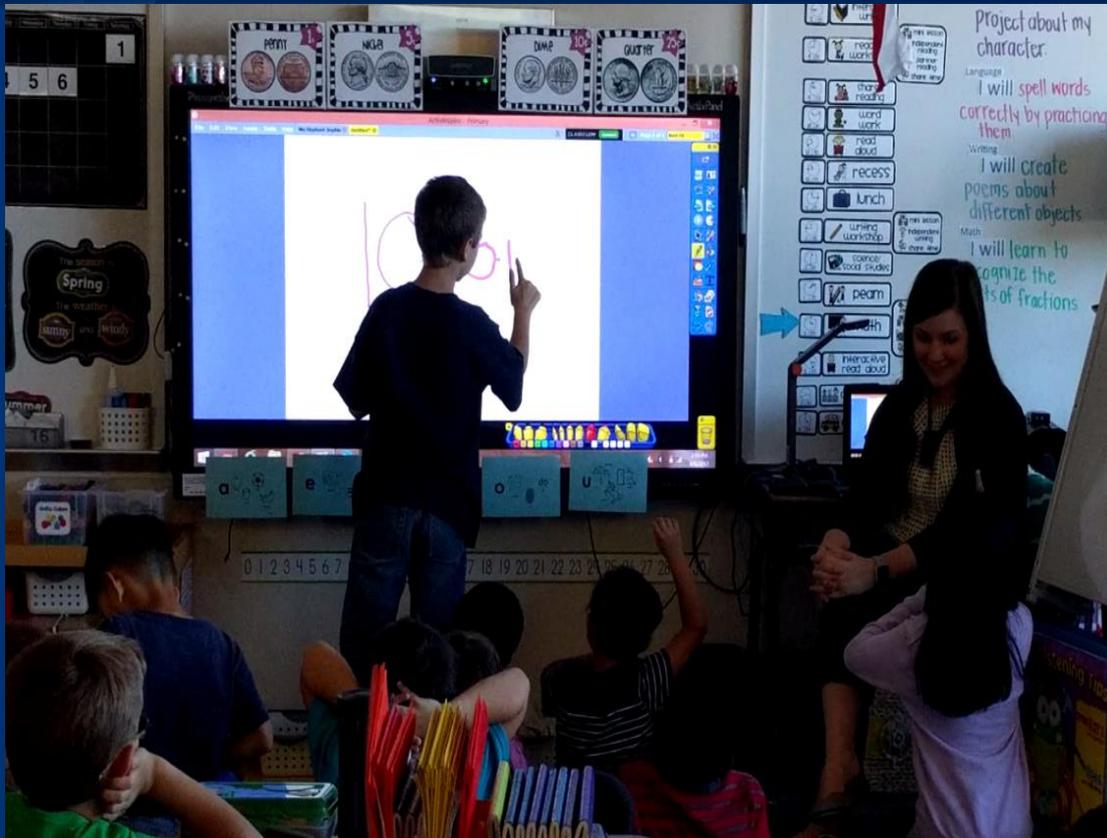


Andrew Tran continues to work with DII and Curriculum to monitor switches during the WePresent pilot at Woodward





Enterprise Communication Network Supports WePresent Pilot at Woodard ES



WePresent is a professional wireless presentation system that allows up to 64 users to collaborate and give a wireless interactive presentation from their Windows/Mac computer, smartphone or tablet. The WePresent WiPG Presentation Gateway allows users to bridge the technology gap allowing businesses and classrooms to enjoy the benefits of wireless presentation. When connected to a display or projector, users can mirror their content without the need for connecting wires. The WiPG device can be used as a stand-alone device projecting its own Wi-Fi Signal or connected to a network through the LAN Ethernet port.

Andrew Tran and **Austen Chang** went to Woodard on **Thursday afternoon, April 6, 2017** to meet with Shannon Gillpatrick (Instructional Specialist) to get feedback from the pilot program.





Enterprise Communication Network Supports WePresent Pilot at Woodward

```

Core 0: CPU utilization for five seconds: 7%; one minute: 8%; five minutes: 8%
Core 1: CPU utilization for five seconds: 0%; one minute: 1%; five minutes: 1%
Core 2: CPU utilization for five seconds: 0%; one minute: 0%; five minutes: 1%
Core 3: CPU utilization for five seconds: 5%; one minute: 3%; five minutes: 2%
PID      Runtime(ms)   Invoked      uSecs      5Sec      1Min      5Min      TTY      Process
5679      2629770       55544739     46          1.65      1.88      1.86      008      iosd
85559     1300774       18180535     83          0.63      0.71      0.99      0        ffm
62322     3726142       76154052    105         0.19      0.33      0.34      0        wcm
8555      1681418       25149492    12          0.15      0.13      0.13      0        init
1         1760          1117        1575        0.00      0.00      0.00      0        kthreadd
2         0             124         0           0.00      0.00      0.00      0        migration/0
4         460           63874       7           0.00      0.00      0.00      0        irq-high/0
5         0             39          0           0.00      0.00      0.00      0        irq-timer/0
6         181370        44668200    0           0.00      0.00      0.00      0        irq-net-tx/0
7         0             5           0           0.00      0.00      0.00      0        irq-net-rx/0
8         0             1116        0           0.00      0.00      0.00      0        irq-block/0
9         2010         385902      5           0.00      0.00      0.00      0        irq-block-iopo
10        0            8           0           0.00      0.00      0.00      0        irq-tasklet/0
11        131100       23290226    0           0.00      0.00      0.00      0        irq-sched/0
12        8400         1721737     0           0.00      0.00      0.00      0        irq-hrtimer/0
13        102390       43828390    0           0.00      0.00      0.00      0        irq-rcu/0
14        1710         259080      6           0.00      0.00      0.00      0        desched/0
15        290          27512       10          0.00      0.00      0.00      0        migration/1
16        0            15          0           0.00      0.00      0.00      0        irq-high/1
17        97140        22560007    0           0.00      0.00      0.00      0        irq-timer/1
18        0            19          0           0.00      0.00      0.00      0        irq-net-tx/1
19        0            19          0           0.00      0.00      0.00      0        irq-net-rx/1
20        40           88075       0           0.00      0.00      0.00      0        irq-block/1
21        0            20          0           0.00      0.00      0.00      0        irq-block-iopo
22        0            21          0           0.00      0.00      0.00      0        irq-tasklet/1
23        36340        16871135    0           0.00      0.00      0.00      0        irq-sched/1
24        0            53796       0           0.00      0.00      0.00      0        irq-hrtimer/1
25        71050        22381822    0           0.00      0.00      0.00      0        irq-rcu/1
26        1200         86602       13          0.00      0.00      0.00      0        desched/1
27        1160         154866      7           0.00      0.00      0.00      0        migration/2
28        0            27          0           0.00      0.00      0.00      0        irq-high/2
29        13810        14244277    0           0.00      0.00      0.00      0        irq-timer/2

```

Cisco Log Activity During the Pilot



WePresent Device

The feedback was 100% positive with a few minor issues related to the laptop/tablet. One interesting fact is that all teacher's laptop/tablet were all connected on wireless, therefore allowing them to move around while using their laptop/tablet, Promethean board, and WePresent to teach their lesson. There will be a more comprehensive follow up meeting to discuss the pilot results. Meantime, **Andrew Tran** will continue to monitor the switches should any issue develop while supporting these products.



Enterprise Communication Network Operational Support

Ray Leung and **Glen Carpenter** worked with **Larry Barrios**, **Nancy Grella**, and Joel McCotter from Layer 3 Communications on what initially appeared to be a wireless ClearPass issue. The problem was with newly delivered Chromebooks. These devices were not connecting properly to our wireless network. After additional research, the team determined that the Chromebooks were not registering correctly in the Google Admin console. Once the registration process was corrected, the devices were able to connect to CFISD wireless as designed.



Google® admin

Manage users, reset passwords
and manage groups from
anywhere



Andrew Tran worked with **Austen Chang** on a Microsoft Office Template issue.