



Enterprise Communications Network Operational Highlights

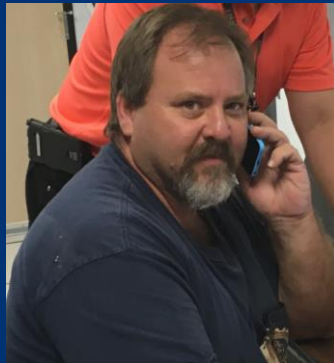
Andrew Tran spent a significant amount of time this week testing the Promethean/Classflow Connect device. **Andrew** ran in to issues and began working through these issues with our Fortinet technical account manager, Lee Vang. **Andrew** has also requested the name of a Promethean/Classflow engineer to assist in addressing the remaining issues. These issues need to be addressed prior to deploying the pilot scheduled for Hopper MS this month.



Andrew Tran



Elizabeth Montes



Adam Grey

Elizabeth Montes received a call that Spillane MS went down on **Friday night, October 7, 2016**. The HVAC chiller plant is connected to the CFISD network via Spillane MS, so Adam Grey from HVAC began to call for support. Adam spoke with **Elizabeth** on Saturday evening. **Elizabeth** was able to restore the network connectivity on Sunday afternoon. Afterwards **Elizabeth** contacted Adam and let him know that the Chiller Plant was up and running before the school start on Monday.



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Janette Martinez continues to coordinate/schedule quadrant leaders to conduct final walk-throughs for campuses. Below is a picture of **Janette** and **Anna Senties** reviewing the final inspection for the high school campuses located within Quadrant/Zone 4.





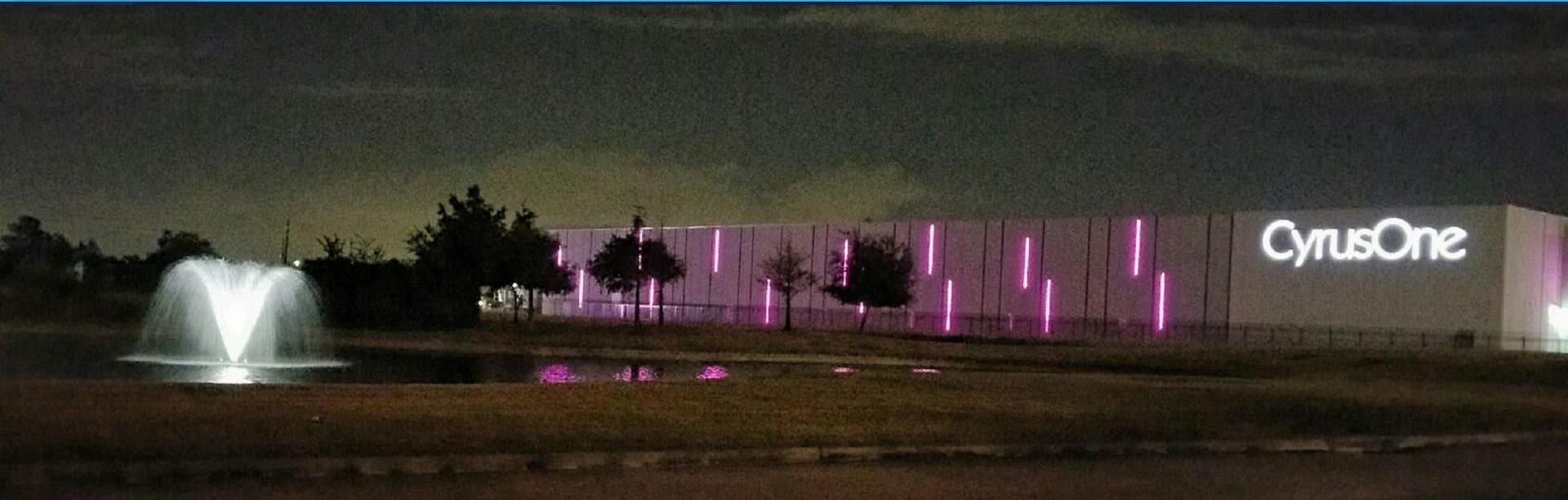
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Thursday morning, October 13, 2016, the Customer Care Center received a call from Cy Park HS stating that the campus was experiencing a wireless issue with CFISD_CP. It was soon determined that a sub-set of campuses were experiencing the same wireless issue. Andrew Tran, Oscar Villar, Joel McCotter from Layer 3, and Stewart Loftis from Presidio were engaged in a group WebEx all morning attempting to resolve the issue.



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The team was able to bring CFISD_CP wireless back online for all campuses by late Thursday morning. Throughout the day, the team followed a sequence of events attempting to pinpoint the root cause of the wireless outage. At the close of business, **Oscar Villar** traveled to Data Center 4 to reconfigure what the team determined was a potentially bad firewall. Before Oscar went down this path, he remembered a comment that **Andrew Tran** had noted earlier in the day about port configurations on the firewall not matching. **Oscar** decided to follow-up on the mismatched configuration. In conclusion, there was a miscommunication between Presidio and M&S Technologies approximately 392 days ago, which resulted in port configuration mismatches. The port configuration mis-match has now been corrected.