



# Dynamic Host Configuration Protocol Services Connectivity Issues



Oscar Villar Works Relentlessly Through the Night

Late in the afternoon on **Wednesday, February 21, 2018**, the Customer Care Center began receiving a noticeable increase in the volume of calls from a variety of elementary campuses regarding network connectivity. The problem stemmed from a core network service called Dynamic Host Configuration Protocol (DHCP). CFISD uses a product called Bluecat Networks to issue a DHCP address. A valid DHCP address is needed by a client in order to connect to a network and receive services.

Oscar Villar and David Deitsch immediately began working the issue with Bluecat Networks technical support on the phone. Oscar worked with technical support all night long and ultimately passed the baton to Andrew Tran on Thursday morning, February 22, 2018.





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Elizabeth Montes and Andrew Tran Working with Bluecat Technical Support

Unfortunately, Bluecat DHCP issues continued both Thursday and Friday, February 22-23, 2018. David Deitsch continued to manage the effort, but Andrew Tran was the primary support contact on Thursday, while Elizabeth Montes continued working the issue into the evening on Friday.

The team learned that the problem was not isolated to the elementary campuses, but was affecting middle school and high school campuses, too. Although the problem was wide spread, users were still able to connect and obtain services, but would potentially lose connectivity.

Friday came to a close with Elizabeth pushing an update to Cy Woods HS. The team managed the process through the weekend with plans to verify functionality on Monday morning.

