

NJEDGE.NET PROCEDURES FOR TROUBLE REPORTING CONNECTED MEMBERS (SEPTEMBER 2020)

PLEASE PRINT THIS DOCUMENT SO THAT IT WILL BE AVAILABLE DURING NETWORK OUTAGES.

If you have lost connectivity to NJEdge.Net, it will be necessary to perform these initial tests to begin the trouble isolation process.

TO PERFORM THESE TESTS YOU MUST BE CONNECTED TO THE CONSOLE PORT OF YOUR ROUTER THAT CONNECTS TO NJEdge.Net

STEP 1A: TEST YOUR CONNECTION TO NJEDGE FOR SINGLE-HOMED

Members connected to the NJEdge.Net running BGP should login to their edge router and ping the NJEdge.Net peer address.

Members connected to the NJEdge.Net running LISP should login to their edge router ping the default route next hop address.

Members connected to the NJEdge.Net that use static routing should login to their edge router and ping the default route next hop address.

Was the ping successful?

- YES: A successful reply indicates that your Circuit is up and running. Skip Step 2 & 3 and go to Step 4 *'Notify Highpoint.'*
- NO: If the ping was unsuccessful, this indicates a POTENTIAL problem between your Router and the NJEdge.Net Network. Further troubleshooting is required prior to calling your last mile provider for a circuit problem. Go to Step 2.

STEP 1B: TEST YOUR CONNECTION TO NJEDGE FOR MEMBERS WITH MULTIPLE CONNECTIONS

Prior to testing members should review your router interface configuration on the router that connects to NJEdge.net. After reviewing that interface configuration you will see that the configuration has a **130.156.250.xx, 130.156.251.xx, 130.156.252.xx or 130.156.253.xx** address. A /30 address has been allocated for each member with the even numbered serial address configured on their side, the NJEdge Router has the odd address (lower numerically). This is referred to as the next-hop address from the Member router.

Members should ping the next hop address. It will be the numerically lower number of the last mile connection. Always initiate the ping from the Edge router.

Was the ping successful?

- YES: A successful reply indicates that your Circuit is up and running. Skip Step 2 & 3 and go to Step 4 *'Notify Highpoint.'*
- NO: If the ping was unsuccessful, this indicates a POTENTIAL problem between your Edge Router and the NJEdge.Net Network. Further troubleshooting is required prior to calling your last mile provider for a circuit problem. Go to Step 2.

STEP 2: TESTING YOUR SERVICE PROVIDER'S HANDOFF DEVICE (SES NETWORK INTERFACE DEVICE OR CARRIER SWITCH)

On your router, ensure that the interface connected to your carrier circuit is showing **Line up and Protocol up**.

If the connection to the service provider's device from your ROUTER indicates, "Line down protocol down."

Ensure that the carrier's device is powered on and that the cable connecting the device to your Router / Switch is present and undamaged.

To confirm the interface on your equipment is operational:

- For a Fiber port create a physical loopback: use one-strand multimode cable with the proper connector type SC-SC or LC-LC and plug into your interface. Does the interface indicate "Line Up Protocol UP" if so it is not your equipment. It could be the interface on the carrier's hand off device. Proceed to Step 3
- For a copper hand-off you can plug into another port on your switch or router if you have the spare ports.

If an issue was found in this step and resolved, return to Step 1 to confirm connectivity has been restored.

If the connection to the service provider's device is UP.

The issue is probably not on your side of the network. It is likely that the provider's circuit is experiencing a problem, proceed to Step 3.

STEP 3: OPEN TROUBLE TICKET WITH YOUR LAST MILE SERVICE PROVIDER

If the procedures in Step 2 determine the carrier's device and equipment interfaces on your campus are ok, contact your service provider as indicated below.

Verizon Switched Ethernet Services (TLS)

Data Services Assurance Center (DSAC): (866) 844-3592

Crown Castle Ethernet Private Line and Dark Fiber

Crown Castle NOC: (855) 93-FIBER

Fibertech Ethernet Private Line and Dark Fiber

Fibertech labeled circuits are now provided and supported by Crown Castle. See above contact information.

Sunesys Ethernet Private Line and Dark Fiber

Sunesys labeled circuits are now provided and supported by Crown Castle. See above contact information

Lighttower Ethernet Private Line and Dark Fiber

Lighttower labeled circuits are now provided and supported by Crown Castle. See above contact information

Comcast Ethernet Services

Comcast Customer Care Center: (800) 741-4141

(From the automated menu options, please select option 2, and then option 1)

Lightpath/Altice Ethernet Services

Lightpath Network Management Center (NMC): (866) 611-3434

(Select option 1)

Zenfi Networks (formerly Cross) River Ethernet Private Line and Dark Fiber

Zenfi NOC: (888) 854-7475

When reporting an outage, you must provide the following information:

- Name of the institution making the report
- Name of contact person reporting the problem
- Telephone number to call back to with status updates
- Location(s) with the problem
- Location(s) contact name with phone, pager, or cellular number
- Location(s) access instructions, if required
- Circuit ID or The fiber or port number with the problem
- Description of the problem with as much detail as possible
- Time and date the problem occurred or started
- The customer service person will provide you with a Trouble Ticket number

STEP 4: NOTIFY HIGHPOINT

NJEdge has partnered with Highpoint to provide 24x7 network management on behalf of the membership.

Highpoint NOC: 855-485-8324

As part of this agreement, Highpoint will:

1. Pursue last mile circuit issues by following up on the trouble ticket provided in "Step 3" above.
2. Troubleshoot beyond last mile circuit.

Advise them that you are a connected NJEdge member, and that you are experiencing a service impacting issue.

Provide them with any information that resulted from your call with your last mile provider including any trouble ticket ID's and the phone number you called to report the outage.

Request a ticket number from them and verify your contact information.

Highpoint will notify NJEdge.net and begin to work the trouble.

Should the issue already have been verified to be with your last mile provider, they will contact them to pursue the open ticket.

As a precaution, please send an email to support@NJEdge.net with the date of trouble, institution, ticket number(s) name and contact details of contact person and a detailed description of the problem. Maintain a written narrative and email support@NJEdge.net after the issue is resolved.

STEP 5: NEXT STEPS: ESCALATION

Request for Status or Escalation Procedures:

To inquire about the status of your trouble call Highpoint at the number shown above and ask for the trouble status using the Highpoint Trouble Ticket number provided. If you are not satisfied with the status or for other reasons wish to escalate the problem, please ask to speak with a **Supervisor** in the NOC.

NJEdge Escalation

If you feel that either Highpoint or the last mile carrier are not being appropriately responsive to your outage situation, please contact:

Bruce Tyrrell

AVP, Programs and Services

Email: tyrrell@NJEdge.net

Cell Phone: 609-276-6928

