

# NJEDge.Net Procedures for Trouble Reporting for ATM Connected Members. (June 2008)

Please print this document so that it will be available during network outages

When you experience a network problem, it's necessary to perform initial tests to best understand what has happened.

## Step 1: Test your connection to NJEDge

Members connected to the NJEDge Halsey Street Router should ping 130.156.34.132.  
Members connected to the Camden Router should ping 130.156.34.131

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 the NJEDge office'*
- 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 Verizon for a circuit problem. Go to Step 2

## Step 2: Check the ATM Interface(s)

From the Router that connects to the NJEDge Network ensure that the ATM interface is displaying Line Up Protocol UP.

- ATM interface is UP: The issue is probably not on your side. Proceed to step 3
- ATM interface is DOWN: There is an issue with your ATM interface. Please replace the interface with a spare.

## Step 3: Launch trouble ticket with Verizon DSAC (Data Services Assurance Center)

If the procedures in Step 1 determine the ATM and equipment interfaces on your campus are ok, it is likely that the incoming circuit is experiencing a trouble. Proceed to contact Verizon as indicated below and have your Circuit ID available when placing that call.

**ATM DSAC Hotline: (800) 541-3622**

When calling the Data Services Assurance Center (DSAC), please provide the following information to the Technician:

Type of Data Service reported (SES/TLS or ATM.)

Circuit ID # and Site Address

Description of Trouble

Advise if customer provided equipment has been checked

Advise if intrusive testing can be performed

Site Access Information: Site Access Times and Site Contact Information

Mention your participation in the NJEDge.Net consortium

The Data Technician will provide you with a Verizon Data Services Trouble Ticket number.

#### **Step 4: Notify the NJEDge Office**

Please send an email to [trouble@njedge.net](mailto:trouble@njedge.net) with the date of trouble, institution, ticket number (only if you had to follow Step 3), name and contact details of contact person and a detailed description of the problem. If the issue is critical then please call the NJEDge Office at (973) 596-5490 with the same information. Maintain a written narrative and email [trouble@njedge.net](mailto:trouble@njedge.net) after the issue is resolved.

#### **Step 5: Next steps: Escalation (only if you followed step 3)**

##### **Request for Status or Escalation Procedures:**

To inquire about the status of your trouble:

Call the ATM DSAC Center at the number shown above and ask for the trouble status using the Verizon 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 Data Maintenance Center.