HP RPS/STAB WM Vendor LAN Troubleshooting Flowchart

Flowchart nodes and text:

- HP Stab Engaged by RPS via SharePoint and GCSS case HP Queue – **NAC_SC HP Stab Team**
- HP Stab team opens a Walmart Remedy ticket
- HP troubleshoots network connections using NETMGT tool. HP updates ticket and Sharepoint

Ticket should contain:
1. Basic info such as store id
2. HP router eth0/2 MAC Address

HP STAB Team will:
1. Review RPS troubleshooting steps
2. Validate if the HP Procurve Router is connected to the PIC switch port number that was originally assigned
3. Validate switch port is configured correctly for VLAN35
4. Validate if there is traffic flow
5. Validate the Procurve Router is visible from the PIC switch
6. Ping the Procurve Router

- MAC address and Port Connection found? — Yes / No
- HP contacts Walmart NOC team to correct networking issues
- HP forwards Remedy ticket to Cabling to have VLAN cable located and validated
- Cable team dispatches tech to locate/validate VLAN cable and run a new cable if needed
- Cable team validates or replaces VLAN cable
- MAC address and Port Connection found? — Yes / No
- **VR-HPRPS-1** pings on the network — yes / No
- Send Remedy ticket to Walmart **NEOO** to validate network configuration, ACL's, Spanning Tree and Port Channeling
- HP updates ticket and SharePoint, and marks SharePoint for RPS validation of Ipsec tunnel
- **VR-HPRPS-1** pings on the network — yes / No
- HP updates ticket and Sharepoint and marks item in sharepoint for Further investigation by RPS team
- RPS team dispatches tech to site to validate hardware/ software
- RPS validates Ipsec tunnel — No / Yes
- Send Remedy ticket to Walmart **NEOO** to validate network configuration, ACL's, Spanning Tree and Port Channeling
- **VR-HPRPS-1** pings on the network — No / Yes
- RPS validates Ipsec tunnel — No / Yes
- HP updates Remedy ticket and SharePoint, Closes Remedy Ticket and dispatches GCSS case back to RPS Queue – **UCG_SC GSC AMO P STC RPS**