**From:** Baker, Chris J.   
**Sent:** Tuesday, October 15, 2019 3:50 PM  
**To:** Vernon, Michelle D <mdvernon@dekalbcountyga.gov>; WebEOC <WebEOC@dekalbcountyga.gov>  
**Subject:** RE: Additional troubleshooting steps for WebFusion

Hi Folks,

Just spoke with Juvare and with Michelle. Please disregard the list of items below. What’s primarily needed is the restarting of the pull service. The other items I should be able to do directly in WebEOC.

Appreciate your help with all of this!

**Chris Baker, CEM®**

**Emergency Management Specialist**

DeKalb County Emergency Management Agency

1950 West Exchange Place

Tucker, GA 30084

Office: (770) 724-7572

[www.dekalbcountyga.gov/DEMA](https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.dekalbcountyga.gov%2FDEMA&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7C42f19449588e4aa9611808d751a8da71%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067657969439773&sdata=bucItc1TaJBvuO1%2BVtxLO7Q7ft5qdhFcvknr8v0nQG4%3D&reserved=0)



**From:** Vernon, Michelle D <[mdvernon@dekalbcountyga.gov](mailto:mdvernon@dekalbcountyga.gov)>   
**Sent:** Tuesday, October 15, 2019 3:42 PM  
**To:** Baker, Chris J. <[cjbaker@dekalbcountyga.gov](mailto:cjbaker@dekalbcountyga.gov)>; WebEOC <[WebEOC@dekalbcountyga.gov](mailto:WebEOC@dekalbcountyga.gov)>  
**Subject:** Re: Additional troubleshooting steps for WebFusion

Chris, please give me a call regarding this issue. Irina,  has already created a ticket to restart the services. However,  the other checks DoIT isnt aware of or have  the required credentials to assist.

Michelle Vernon |Platform Technology Manager

DeKalb County Government Department of Innovation & Technology

Bobby Burgess Building|3630 Camp Circle|Room 305|Decatur, GA 30032

Office: (404)-371-2016|Fax: (404)-371-2413|Mobile: 678-283-4623

Please excuse any grammatical errors, sent from my mobile device.

**From:** Baker, Chris J. <[cjbaker@dekalbcountyga.gov](mailto:cjbaker@dekalbcountyga.gov)>  
**Sent:** Tuesday, October 15, 2019 2:34:28 PM  
**To:** WebEOC <[WebEOC@dekalbcountyga.gov](mailto:WebEOC@dekalbcountyga.gov)>  
**Subject:** FW: Additional troubleshooting steps for WebFusion

Please see below

**Chris Baker, CEM®**

**Emergency Management Specialist**

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**From:** Matthew Ajoseh <[matthew.ajoseh@juvare.com](mailto:matthew.ajoseh@juvare.com)>   
**Sent:** Tuesday, October 15, 2019 2:34 PM  
**To:** Baker, Chris J. <[cjbaker@dekalbcountyga.gov](mailto:cjbaker@dekalbcountyga.gov)>  
**Subject:** Additional troubleshooting steps for WebFusion

Chris,

Please have your IT department confirm the following:

T: Confirm the IP Address

T: Get pullservice logs

T Re subscribe to fusion

T: Re-type the passwords for each of those fusion connections and then retest

T: Updating the credentials if needed

T: Lastly, make a new serial number to make sure the 2 instances would be different when you create a new subscriber for testing purposes

**Matthew Ajoseh**

Product Support Specialist, Juvare Support

o: 877-771-0911   m: 470-279-6476

e: [Matthew.Ajoseh@juvare.com](mailto:Matthew.Ajoseh@juvare.com)

[Juvare](https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.juvare.com%2F&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7C42f19449588e4aa9611808d751a8da71%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067657969449770&sdata=EZU%2BuLy2b6itfpkD%2BY7zmGK8PMfMFp%2FCSDxj%2FzaQaiE%3D&reserved=0)

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[cid:image003.png@01D58370.2F2D4750](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2Fjuvarecorp%2F&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7C42f19449588e4aa9611808d751a8da71%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067657969459759&sdata=5KW5aaU046mQPGS652b50rYn1Dwtimmw%2Bk6iBzQrojo%3D&reserved=0)  [cid:image004.png@01D58370.2F2D4750](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwitter.com%2Fjuvarecorp%3Flang%3Den&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7C42f19449588e4aa9611808d751a8da71%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067657969459759&sdata=u%2BQHeU4oJ1xncgDC6CBYj7YkKBCEXiEBAQ4rQnRPvGA%3D&reserved=0)  [cid:image005.png@01D58370.2F2D4750](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fjuvare%2F&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7C42f19449588e4aa9611808d751a8da71%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067657969459759&sdata=bWETto%2B3OqQvLkAnoU96bqDyuvcSDeMTlaGXpgihDjs%3D&reserved=0)

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