**From:** Baker, Chris J.   
**Sent:** Tuesday, October 15, 2019 3:42 PM  
**To:** Gindina, Irina E. <iegindina@dekalbcountyga.gov>  
**Cc:** Hollis, Cary <chollis@dekalbcountyga.gov>; Reaves, Lashawn C. <lcreaves@dekalbcountyga.gov>  
**Subject:** RE: Additional troubleshooting steps for WebFusion. Please clarify questions and we will forward it to correspondent department.

I’ll reach out to Juvare at our next break.

**Chris Baker, CEM®**

**Emergency Management Specialist**

DeKalb County Emergency Management Agency

1950 West Exchange Place

Tucker, GA 30084

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[www.dekalbcountyga.gov/DEMA](https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.dekalbcountyga.gov%2FDEMA&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7Cdbb2f32a9bd0482d08fd08d751a7be14%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067653195939157&sdata=Ysyk819SQ0fMBl7%2B63u5qIe6pgw03ime66DHxMX8OBI%3D&reserved=0)



**From:** Gindina, Irina E. <[iegindina@dekalbcountyga.gov](mailto:iegindina@dekalbcountyga.gov)>   
**Sent:** Tuesday, October 15, 2019 3:34 PM  
**To:** Baker, Chris J. <[cjbaker@dekalbcountyga.gov](mailto:cjbaker@dekalbcountyga.gov)>  
**Cc:** Hollis, Cary <[chollis@dekalbcountyga.gov](mailto:chollis@dekalbcountyga.gov)>; Reaves, Lashawn C. <[lcreaves@dekalbcountyga.gov](mailto:lcreaves@dekalbcountyga.gov)>  
**Subject:** RE: Additional troubleshooting steps for WebFusion. Please clarify questions and we will forward it to correspondent department.

Chris,

Would you please clarify what this questions about?

T: Confirm the IP Address<<< IP ADDRESS FOR WHAT SERVER?

T: Get pullservice logs        <<< WHAT IS PULLSERVICE LOG?

T Re subscribe to fusion          <<< WHO HAS TO SUBSCRIBE TO FUSION?

T: Re-type the passwords for each of those fusion connections and then retest  <<< WHO HAS ACCESS TO FUSION and PASSWORD?

T: Updating the credentials if needed       << WHO IS RESPONSBLE TO UPDATE CRIDENTIAL?

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  <<< WHAT SERIAL NUMBER?

Please clarify questions above and we will forward it to correspondent department.

Regards, Irina Gindina

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

Please see below

**Chris Baker, CEM®**

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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

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[cid:image003.png@01D5836F.13868850](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2Fjuvarecorp%2F&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7Cdbb2f32a9bd0482d08fd08d751a7be14%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067653195959146&sdata=0ivt2DgcQOySiGYx55Pb3SXjRenYKmFhgyitaJlfxQI%3D&reserved=0)  [cid:image004.png@01D5836F.13868850](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwitter.com%2Fjuvarecorp%3Flang%3Den&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7Cdbb2f32a9bd0482d08fd08d751a7be14%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067653195969142&sdata=3OcvEpn4bkXjLUplKNtcPHTK6ERdbrY0EeX7kMaS%2FC8%3D&reserved=0)  [cid:image005.png@01D5836F.13868850](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fjuvare%2F&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7Cdbb2f32a9bd0482d08fd08d751a7be14%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067653195969142&sdata=r43oj4d7F4ytfxyedeOUqFpvFNexJLVhb9yFWqCvW%2BQ%3D&reserved=0)

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