**From:** Vernon, Michelle D   
**Sent:** Tuesday, October 15, 2019 3:42 PM  
**To:** Baker, Chris J. <cjbaker@dekalbcountyga.gov>; WebEOC <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

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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**

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%7C04f6265d8ac842ed01be08d751a7bf39%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067653236875672&sdata=KxbsJ%2FBz04RktRKjWv8RRbENw%2BnxqDepTV5FVr1giUM%3D&reserved=0)



**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

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[Juvare](https://gcc02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.juvare.com%2F&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7C04f6265d8ac842ed01be08d751a7bf39%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067653236875672&sdata=JsSqhFuRl4d73scVmtjYBsPj85JOiDddp%2BS8XnxDMAg%3D&reserved=0)

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[cid:image007.png@01D58365.A574ABC0](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2Fjuvarecorp%2F&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7C04f6265d8ac842ed01be08d751a7bf39%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067653236885658&sdata=0GT71GhsY75rJOYFLu8ZYI9IrxtlfEOSBSZT2zy61yg%3D&reserved=0)  [cid:image008.png@01D58365.A574ABC0](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwitter.com%2Fjuvarecorp%3Flang%3Den&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7C04f6265d8ac842ed01be08d751a7bf39%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067653236895660&sdata=kHGcPdmeNysa1bhyIRV35aJzN2Q6FlQBDaJQg22r8U0%3D&reserved=0)  [cid:image009.png@01D58365.A574ABC0](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fjuvare%2F&data=02%7C01%7Ciegindina%40dekalbcountyga.gov%7C04f6265d8ac842ed01be08d751a7bf39%7C292d5527abff45ffbc92b1db1037607b%7C0%7C0%7C637067653236895660&sdata=iIQh2VigTntYso8SiwyeRJfJjOTLeE3yESvwdciibkI%3D&reserved=0)

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