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|  | **Trouble Ticket** |
| Trouble Ticket TT-05-2024 | No access to head office corporate resources or other remote sites. |
| Date | 05/04/2024 |
| Reporting User | On Site Technician |
| Status | Open – passed to Networking and Remote Access Team |
| Priority | Very Urgent - High |
| Location | Remote Site S3 |
| Affected Users | All users |
| Issue | Network down |
| Issue  Description | A replacement router was sent in after the sudden breakdown of the previous one. The engineer in the premises configured the router but doesn’t seem to see or get any information from other remote site routers. Other sites confirm not being able to also reach Remote Site S3. This issue affects them with working with other sites and vice versa. |
| Action taken by  Tier 1 engineer | Tier 1 logs the problem on the ticketing system for resolution and takes the following action:   1. Checks if the router is powered on and the power cables for any issue and confirms it is indeed turned on and no issues with the supply cables 2. Tests the network cables connected to the physical interfaces and also re-crimps the cables and sure enough they work well. 3. Pings the hub’s IP and nothing shows. |
| Test Ping done by Tier 1 engineer |  |
| BGP routes tests |  |
| The ticket is then escalated to a Tier 2 engineer for further troubleshooting | Time: 15:54, 05/04/2024  TT-05-2024  Re: Urgent- Network Down  Hello Victor,  The entire network is down and we cannot reach the other branches and headquarters and as such all work has come to a halt. The first level have done the ping tests and no address is reachable. Please resolve the issue as soon as possible to enable resumption of operations.  Best Regards,  Matt Hunnigan |
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