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| **Steak n Shake** |  |

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| **Purpose:** Unknown |
| **Author:** Unknown |

Steak n Shake

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[A logo on a red background

AI-generated content may be incorrect.](https://kb.sagenet.com/index.php/File:SteaknShake_logo.jpg)

Steak 'n Shake company logo

**IMPORTANT NOTICES**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=1)]

**NETWORK REFRESH IN PROGRESS**

* 4/29/2021 - Steak n Shake is performing NCR POS upgrades at their locations. If NCR tech calls in for troubleshooting, please assist them. Eric Crook is main engineering contact specific to NCR POS Upgrades
* Corporate locations are going through Circuit revamp. Speeds will be altered, providers may change. All TeloIP devices will be removed.

**MAINTENANCE SUPPORT FOR NETWORK REFRESH**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=2)]

If FG-94D-POE needs to be replaced and stock exists please note in the work notes that a sales order has been created and a dispatch will be made once the shipment occurs.

If FG-94D-POE needs to be replaced and there is NO stock - Please note in the work notes that the case is being referred to the installation manager for an installation of a new **FG-60F**, Switch and AP. Send an URGENT email to the CIM, Sally Powell, sally.powell@sagenet.com, and PM, Peter Olmo, peter.olmo@sagenet.com, requesting the installation. Once a project is created for the installation the Case can be closed.

Please do not delay in taking these actions for any site that is hard down. If you have questions please reach out PM, Peter Olmo, peter.olmo@sagenet.com or 845-907-2832.

Company Information[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=3)]

Steak 'n Shake, is a casual restaurant chain located primarily in the Midwestern and Southern United States with locations also in the Mid-Atlantic and Western United States, and Europe. Typical restaurant locations have sit-down, drive-thru and front-window service. The menu features primarily hamburgers and hand-dipped milkshakes. Many Steak 'n Shake restaurants are open 24 hours a day, seven days per week.

**Network Number 20311**

**Headquarters:**

San Antonio HQ

17802 IH 10 West, Suite 400

San Antonio, TX 78257

Indianapolis HQ

107 South Pennsylvania Street, Suite 400

Indianapolis, IN 46204

General Information[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=4)]

**Functional Location identification**

* 20311-<3 digit store number> Corporate location
* 20311-<4 digit store number> Franchise Location that Corporate is supporting/billing - may not have same equipment as corp
* 20311-<5 digit Payer>-<4 digit store number> Franchisee location

**Equipment Variations**

* Some locations may have more than one access point.
* Some locations are using a WAN link aggregation service provided by [TELoIP](https://kb.sagenet.com/index.php/TELoIP" \o "TELoIP). See [Steak n Shake#Provisioning](https://kb.sagenet.com/index.php/Steak_n_Shake#Provisioning) for more information.<--PHASING THESE OUT
* Some locations use an Envysion camera system. These NVRs connect to the POS VLAN instead of the regular Video-LAN.
* Franchisees might not have VoIP phones, access points, or cellular backup systems.
* Franchisees may have opted to provide their own broadband circuits. See [Steak n Shake#Provisioning](https://kb.sagenet.com/index.php/Steak_n_Shake#Provisioning) below for more information on customer-owned circuits.
* 6004 is a food truck. It has only a cellular internet connection. It is not expected to be online 24/7 and should not be generating tickets proactively.
* 1902 has provided their own backup internet. It is a satellite connection through Hughes Networks. All their credit card traffic runs across this connection even when their primary is operational. There is a special policy for this site.
* There are 27 locations with jive phones, and yealink phones through Sagenet, all Franchise. All of the other 380 locations are either analog, not VOIP, or 8x8 VOIP(moving to Zoom for VOIP) services that will have the ATA converter and analog phones with.
* Some locations have transitioned to FG-60F, FG Switch, FG AP. Some locations have multiple AP's. See notes below

**TRANSITION TO FG-60F**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=5)]

SageNet installers are removing the existing FG-94D and Arista AP. These devices are being replaced with the the following equipment.

|  |  |  |  |
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| **Qty** | **Part#** | **Description** | **Location** |
| 1 | FG-60F | FIREWALL; FORTINET FG-60F | Equipment Rack |
| 1 | FS-148E-POE | L2+ managed POE switch with 48GE | Equipment Rack |
| 1 | FAP-221E-A<--End of Sale, (not in use - new part FAP 231G) | AP:ID WIRELESS x GE RJ45 port | Indoor: Drink Station Area  Used for Guest WIFI |
| 3 | FAP-223E-A | AP: Indoor wireless wave 2 AP dual radio | Indoor: Above drop ceiling - middle of the back wall, middle of the right side wall and at the front entrance  Used for NCR tablets for drive thru  NOT ALL LOCATIONS WILL HAVE THIS AP |
| 3 | FANT-04ABGN0606OR | 2.4/5GHz 6dBi Wi-Fi Omni Antenna with 4 RPSMA Connectors | Outdoor: middle of the back wall, middle of the right side wall and at the front entrance  Used for NCR tablets for drive thru  NOT ALL LOCATIONS WILL HAVE THIS AP |

**Port Assignments**

* WAN1 (Broadband)
* Switchport 1 (Cradlepoint)
* Switchport 3-4 (VOIP Phones) Base station connects to VOIP switchport 4. BOS secondary NIC connects to VOIP switchport 3.
* Switchport 7 (AP-221 Guest Wi-Fi)
* Switchport 8 (AP-223 - AP location: Right side of bldg)
* Switchport 9 (AP-223 - AP location: Back side of bldg)
* Switchport 10 (AP-223 - AP location: Front of bldg) Not all locations will have this AP\* Switchports 21-46 (POS)
* Switchports 13-20 (CC Services)
* Switchports 21-46 (POS)
* **Fortigate** ports 1-3 (3rd Party Vendor Equipment)
* **Fortigate** ports 4, 5 (DVR)
* Switch uplink to the Fortigate will be switchports 47 and 48. "A" will connect to 47 and "B" will connect to port 48

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| [FG60F and Switch Port Layout Diagram](https://kb.sagenet.com/images/d/d8/FG_60F_and_Switch_Port_Layout_v3.pdf)  [**CLICK HERE TO VIEW SITE STATUS FOR THE ROLL OUT**](https://sagenetservices.sharepoint.com/:x:/t/departments/ce/ProgramManagement/EX-WLALPANJFkc4IDD7N8DIBJVUvn3lxNubn_cZYoj7Iow?e=0n1xek)  Contacts[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=6)]  For Store, District Managers or Franchise contact info, please refer to the emails that are sent every Monday by insight@steaknshake.com:   * Store and District Manager List will be under email subject: Steak n Shake Store and DM List * Store and Franchise List will be under email subject: Steak n Shake Store and Franchise List * All Franchise locations must be **e-mailed in addition to called** when troubleshooting and when open NOC tickets exist   Internal Contacts[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=7)]   * **Sales**: David Weber * **CSM**: Peter Olmo * **CIM**: Sally Powell * **Billing/CAA**: Thien-Han Nguyen * **ENGR**: Alternating * **Provisioner**: [Kristie Pippin](mailto:kristie.pippin@sagenet.com) * **Service Coordinator:**[John Tindle](mailto:John.Tindle@sagenet.com) * **Service Coordinator:**[Kenneth Ugbo](mailto:Kenneth.Ugbo@sagenet.com) (Backup) * **Service Coordinator:**[Daniel Sicilia](mailto:Dan.Sicilia@sagenet.com) (Backup)   Customer Contacts[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=8)]  Services[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=9)]  Steak N Shake is a complete connect customer with services including managed routers, cellular backup internet, and VoIP phone service. In addition to corporate locations, there are many franchisees that may have slightly different packages.   * Managed Network Appliance ([Fortinet](https://kb.sagenet.com/index.php/Fortinet)) * Broadband Internet Provisioning\*\* * Backup Internet Service (cellular)\*\* * VoIP UCAAS\*\* * Managed WiFi\*\* * Network Monitoring * Proactive Maintenance * SSL Replacement Service for FortiGate and FortiSwitch.   \*\*Not all franchises have this service.   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Email** | **Office Phone** | **Mobile Phone** | | Steak n' Shake Service Desk - NCR | Servicedesk.Steaknshake@ncrvoyix.com | 844-363-3748 |  | | SNS Helpdesk - SNS | servicedesk.steaknshake@techlocity.com | 317-245-3284 for (Xpient locations only) |  | | Chris Bailey - NCR/SNS HD Escalation point | chris.bailey@steaknshake.com | 317-954-9370 |  | | Accounts Payable | ACCOUNTSPAYABLE@STEAKNSHAKE.COM | 888-783-2555 |  | | Keith Correia - CIO **INACTIVE** | keith.correia@steaknshake.com - **INACTIVE** |  |  | | Jeff Goehring, Director of Restaurant Systems | jeff.goehring@steaknshake.com | 317-616-7428 | 317-403-6216 | | Chad Schneider, Engineer | chad.schneider@steaknshake.com | 317-628-3032 |  | | Steve Larson, Vendor Support Manager | Steve.Larson@steaknshake.com | 463-276-2878 |  | | Doug Martin | Senior Systems Analyst | 317-656-4572 | 317-432-8917 |  | | Michae Underwood, AP Specialist | michae.underwood@steaknshake.com |  |  |  | | Rich Elson, Franchise Business Director | rich.elson@steaknshake.com |  | 317-691-8134 |  | | Virginia Colon - Franchise Director | virginia.colon@steaknshake.com | 443-934-0712 |  |  | | Blake Phillips System Analyst | blake.phillips@steaknshake.com | 317-633-4100 |  |  | | **Acrelec Contacts** |  |  |  |  | | Contact #1: Mike Gniewkowski, Steak N Shake IT Support Account Manager | Mike.Gniewkowski@Acrelec.com | 412-960-4013 |  |  | | Contact#2: Brian Estus, Acrelec service desk supervisor | Brian.Estus@acrelec.com | 412-960-4116 |  |  | | Contact#3: Sean Clerkin, Acrelec service desk department manager | Sean.Clerkin@acrelec.com | 412-927-5260 |  |  |  |  | | --- | | **Meraki (Broadband Only) Sites [**[**Expand**](https://kb.sagenet.com/index.php/Steak_n_Shake)**]** | |  |   Equipment Lists[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=10)]  Managed Equipment[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=11)]  **Router**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=12)]   * Vendor: [Fortinet](https://kb.sagenet.com/index.php/Fortinet) * Model: [FortiGate](https://kb.sagenet.com/index.php/FortiGate) **94D-POE Phased out** * FG-60F w/ FS-148E-POE * **Per Eric Crook a 248D will not work with SNS** * SAP part #: FG94D-POEBDL900-36 **Phased out** * With 3YR H/W plus 8X5 FortiCare and FortiGuard * Central Managment: [FortiManager](https://kb.sagenet.com/index.php/FortiManager) at <https://148.73.100.201/> or [https://148.78.203.17](https://148.78.203.17/) * Local Managment: HTTPS or SSH to loopback address from [NOC1JUMP Jumpbox](https://kb.sagenet.com/index.php/SageNet_Jumpboxes#NOC1JUMP) * Install Location: Network Rack (Manager's Office) * Important Note - We are in process of upgrading Firmware. Any replacement of a Fortinet should be on Firmware 5.6.4 and ADON 5.6 Fortimanger 148.73.100.235   **Provider Modem**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=13)]   * Supplied by ISP * Install location: In equipment rack, or in utility closet outside building * **Franchise locations may provide their own modem.**   **WAN Link Aggregator**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=14)]   * Vendor: [TELoIP](https://kb.sagenet.com/index.php/TELoIP" \o "TELoIP) - Being Phased out * Model: [Ai-100](https://kb.sagenet.com/index.php/Ai-100) or [Ai-400](https://kb.sagenet.com/index.php/Ai-400) * Supplied by TELoIP Being Phased out * Install Location: With DSL Modems * **Only at some DSL locations**   **Cellular Modem/Router**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=15)]   * Vendor: [Cradlepoint](https://kb.sagenet.com/index.php/Cradlepoint) * Model: TB3-650C150M-N0N older 650's, newer model is S750 w/3 yr essentials NCM - Part number TB03-0750C4D-NN or BB3-0850LP6-N0N * 5G W1850 - BE03-1850-5GC-GN * VZ 4G Sim - 840168-090020 * VZ 5G SIM - BULKSIM5G-SA-A * AT&T SIM 4479B * Cellular compatibility: Carrier agnostic * Central Managment: [CradlePoint ECM](https://kb.sagenet.com/index.php/CradlePoint_ECM) at <https://accounts.cradlepointecm.com/> * SAP part #: B03-0750C4D-NN * Install Location: Network Rack (Manager's Office) * **Equipment is optional for franchise locations.**   **Access Point(s)**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=16)]  Client now uses Fortigate AP's  **Cordless Phone Base Station**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=17)]   * Vendor: [Yealink](https://kb.sagenet.com/index.php/Yealink) **For Franchisees only. All corporate stores moving away from 8x8 to Zoom** * Model: W52P * Local Management: [Steak n Shake VoIP Phone GUI Remote Access](https://kb.sagenet.com/index.php/Steak_n_Shake_VoIP_Phone_GUI_Remote_Access) * Provisioning management: Nuvia/Genband Portal at <https://portal.connect-uc.com/portal3/index.html#/> * SAP part #: W52P (Always ships with one handset included) * Install Location: Network Rack (Manager's Office) * **Equipment is optional for franchise locations.**   **Cordless Phone Handset x2**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=18)]   * Vendor: [Yealink](https://kb.sagenet.com/index.php/Yealink) **For Franchisees only. All corporate stores moving away from 8x8 to Zoom** * Model: W52H * SAP part #: W52H * Install Location: Manager's Desk * Install Location: Front Counter * **Equipment is optional for franchise locations.**   Other Parts[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=19)]   * 2x Rechargeable Li Ion Batteries for Yealink Handset **\*\*for Franchisees only. All corporate stores moving away from 8x8 to Zoom.\*\***   + SAP: W52P-BATTERY (order 2)   Renewable Equipment Licenses[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=20)]   * FortiGate ForiGuard license * Note on Cradlepoint from Jason Schwakopf (Solutions Architect) as of 3/16/2023:   Steak n Shake opted not to renew the licensing on their devices several years ago. As a result, when a device license expires it no longer reports to NCM and cannot be monitored or managed. New devices should come with a license unless it is placed in an incorrect instance of NCM (SageNet>Sagenet instead of Spacenet>SageNet Master) and moved incorrectly not bringing the license with it.  If it is a new device we can get the license moved. If this is an existing CBA850 device with a lapsed license we cannot do anything until customer purchases a new license.  If this is a CBA750B customer will have to purchase a new unit as those devices are End of Life.  Procedures[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=21)]  [SnS Suspension List](https://kb.sagenet.com/images/a/a7/SnS_Suspension_List.xlsx)  **Monitoring**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=22)]  Steak N Shake is monitored in [SolarWinds](https://kb.sagenet.com/index.php/SolarWinds)  **Site Contact Policy**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=23)]  Sites may be contacted for troubleshooting. When possible, speak with the manager on duty. If you cannot contact the site, contact a district manager. See Escalation Process below for links to the site contacts  Remember, all corporate sites and many franchise sites use VoIP. If the site is down, their phones will be down too.  **Dispatch Procedure**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=24)]   * When a location is hard-down, send a technician if unable to reach the location by phone within 12 hours. Send the dispatch regardless of whether or not troubleshooting has been performed. NOC and tech to confirm with NCR all working before leaving the site. * Before tech(s) begin work, they would like our techs to verify with the store manager that the phones are working. **SNS uses 8x8, moving away from 8x8 in favor of Zoom, as their Voip provider at all corporate stores** which runs through our firewall at some point. * When SNS requests a dispatch to investigate kiosk cabling, that should be handled by NCR as any inside wiring we do is out of scope, best effort and billable. * Client permission is not needed for dispatches. Send dispatch as needed. * WorkMarket dispatches come from the alternate SageNet account. To create a work order, log into WorkMarket with:   + Email: HelpDesk.WM@sagenet.com   + Password: sagesupport123!   **RMA Procedure**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=25)]   * **Steak N Shake is an SSL customer.**A replacement FortiGate 94D-POE (sites are upgrading to use parts FG-60F and FS-148E-POE) must be picked up at a SSL drop location. </s> See below in SSL Pull Procedure section. * For phone replacements: Corporate has terminated their VoIP services with SageNet. Franchisee still have VoIP services with us. * Use standard procedures for other replacement parts. Steak N Shake stock is located at the Tulsa NLC, and old equipment will be shipped back there as well.   **SSL Pull Procedure**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=26)]  Per Peter Olmo on 9/28/23 - SnS is an SSL client again and it is now for the FortiGate routers and switches.  **Steak n Shake Fortigate Replacement Process and Checklist (for SSL Pull or Overnight)**  **Before replacing a defective part:**   * If you haven’t already, create a create a SageNet NOC ticket * Have you verified the cabling and power to all SageNet devices in the rack? (If there are other failed devices, we need to try and replace them in the same process/time frame) * Test any devices that will not power on in a known good outlet. * Verify with telco can see and communicate with the broadband modem. (If one is used.) * **NOTE:** In the event we have a Fortigate that has a dead primary connection port check to see how stable the Backup connection is and if it is a very stable connection than lets ship that Fortigate overnight with the knowledge that if the Backup connection goes down we can always SSL pull a replacement at that time, but do NOT ask the client about this just do it. If the Backup Connection is not stable, go ahead and pull the Fortigate from an SSL location.   **At this point, we are ready to begin the part replacement process:**   * Ask the store if there have been any storms (lightning, tornadoes, hurricanes, etc) or power surges or brownouts (loss of power, low power) * If a site was damaged by storms/power issue/etc, ALL SSL pulls are pre-authorized and approved regardless of billable status. ONLY in a situation where the customer is functional should we now email to request a specified method of delivery. * Start gathering MAC and SN information to input to an SO / RMA Form. (If the store is not able to give this information go a head with the SSL pull. The onsite tech can give us the information off the old device.) * Once SO / RMA form is complete (may be completed during or shortly after an SSL pull) it should be emailed to the (Pending Information). * Notify Level 2 of the Fortigate Replacement.   To ship via UPS overnight or ground, continue on this page… **For an SSL pull, continue below:**   * Call the UPS 24/7 Call Center 866-344-7865 * They will ask for our account number (70012) * You will be asked to provide contact information (Your full name) along with the site information. * You will need to provide the part number.   Fortigate (FORTIGATE 94D POE) or (FG-94D-POE) check both since they are both stocked and get the closest unit.  You can also check part SSL Location stock [Here --Michelle to update--](https://sagenetservices-my.sharepoint.com/:x:/g/personal/eckertj_sagenet_com/Ed2INdOB8bZGi-dWRm2MS88B4oxKR_OdgWGPY0NlWoYBNw?e=4UeemE)   * UPS will ask you to provide the following details:   Client ID: Client Name and store number e.g. (Steak n Shake 1234)  Order Number (Use the NOC ticket number, e.g. 41234)   * The references that UPS will provide (either on the phone or through the confirmation emails):   Mac address of the new device.  UPS Ticket#:  ETA of part  Return Tracking information.  SSL Warehouse ID (example: WDTW1) **You may have to request this from the UPS rep**  **You can check to see if the rep gave you the closest warehouse by checking this list**[**[1]**](https://kb.sagenet.com/index.php/UPS_SSL_Locations#SSL.2FFSL_Location_List)**, the part may not be available at all locations. refer to the splusreport@UPS.com emails sent daily.**  **Put this information in the ticket.**   * Have this part delivered to the site ASAP & remind the UPS personnel this is a 4 hour fix. * Once the order has been completed, you will be given a delivery time for the part. * Make sure they are reminded to put a return label in the box. * Once the order has been completed, if you need to track something call the Trace Center 800-521-0314 & if no response call the UPS Account Specialist.   **Don’t forget to note the ticket with the Old/New MAC and SN, as well as any tracking numbers, SVO number, etc, that would be useful to tracking/reporting on the situation.**  **Now, you should get a**[**tech to install**](https://kb.sagenet.com/index.php/Workmarket)**the replacement part. Remember to notify Level 2 of the Fortigate Replacement.**  **Be sure to open a SO and in the PO field put the ticket number // SSL WH ID e.g. *120850 // WPLA1* and put that SO number in the ticket.**  Technical Specifications[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=27)]  **Modem Configuration**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=28)]  Static IPs should be on the [FortiGate](https://kb.sagenet.com/index.php/FortiGate)'s WAN1 interface. PPPoE circuits should authenticate on the modem when possible. All other modems should be transparently bridged.  **FortiGate 94D-POE Port Assignments**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=29)]  [A diagram of a port  AI-generated content may be incorrect.](https://kb.sagenet.com/index.php/File:FortiGate_Port_Assignments.jpg)  **IP Schemes**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=30)]  Envysion NVRs will be on the POS VLAN  All other NVRs must always be addressed 195.168.50.10 on the Video-LAN subnet.  **Ai-100 Diagram**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=31)]  Not all sites have an Ai-100  [A black device with many ports connected to it  AI-generated content may be incorrect.](https://kb.sagenet.com/index.php/File:Ai-100_Diagram.png)  **Backup Internet Functionality**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=32)]  The Cradlepoint cellular modem connects to port 47 of the Fortinet. In the event that the router cannot connect to the internet over the WAN1 interface, it will drop the *snscore* VPN tunnel and attempt to build the backup *sns-BACKUP* tunnel over the cellular internet connection. This process should happen automatically.  Limitations: On the cellular connection, the standard policy will disallow certain traffic to conserve bandwidth. It will not allow external connectivity to the site's DVR system, and the Guest WiFi will give an error page when trying to connect. These are expected when the site is on backup. **When troubleshooting Guest WiFi or DVR access, make sure the site is on its primary internet connection first.**  **Guest WiFi Functionality**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=33)]  The Airtight/Mojo access point at each restaurant allows access to both the hidden corporate SSID and a visible guest WiFi SSID. After connecting, a device will receive a DHCP address (192.168.199.2 - 192.168.199.254) which will expire after 1 hour. The user will then be prompted with a splash screen in a web browser. This splash screen is loaded from a remote server hosted by Mojo. After accepting the terms on the splash screen, the user will be redirected to steaknshake.com, and will be able to browse the rest of the web thereafter. Browsing will be subject to a web filter on the Fortinet router. Guest WiFi does not have a dedicated circuit, so Internet bandwidth will be shared with the main network.  **FortiGate Firmware**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=34)]  Steak N Shake is currently using 2 different [FortiGate Firmware](https://kb.sagenet.com/index.php/FortiGate_Firmware) versions. They are in the process of upgrading. You can tell which firmware it should be using by whether the site is in the 5.2 ADOM or the 5.4 ADOM in [FortiManager](https://kb.sagenet.com/index.php/FortiManager" \o "FortiManager)   * [5.4.5](https://kb.sagenet.com/images/5/5b/FGT_94D_POE_5.4.5.zip) * [5.2.3](https://kb.sagenet.com/images/d/d3/FGT_94D_POE_5.2.3.zip)   But if the device is in the new [Fortimanager](https://148.73.100.201/p/login/) then install the device with the following firmware version and placed in the SNS\_56 ADOM   * [5.6.4](https://kb.sagenet.com/images/4/4e/FGT_94D_POE_5.6.4.zip)   **FortiGate Policy**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=35)]  Typically, the most recently dated Corporate-Gold or Franchise-Gold policies should be applied to corporate or franchise sites respectively. Engineering is currently working on a method of determining which policy is applied to which store. This page will be updated soon.  Troubleshooting[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=36)]  Common quick fixes to issues unique to Steak n Shake  **Escalation Process**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=37)]  If you can not reach the store, reach out to District Manager-DM, District President-DP and Steak n Shake Helpdesk.  [**CLICK HERE TO VIEW SITE CONTACTS FOR ESCALATIONS**](https://sagenetservices.sharepoint.com/:x:/r/teams/departments/ce/ProgramManagement/Shared%20Documents/Steak%20N%20Shake/Site%20Contacts%20-%20Escalations/Store%20and%20Franchise%20List7.13.22.xlsx?d=w3d24ea77058f4f4bac39dd0bd02fd8d2&csf=1&web=1) Or search email for 'Steak n Shake Store and Franchise List' to find most current list.  **Customer-Owned Circuits**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=38)]  SageNet is responsible to contacting broadband providers. Although many Steak N Shake Franchisee locations and a handful of corporate locations have opted to provide their own broadband, SageNet must still attempt to reach the providers. In cases which a franchisee location has not provided us the provider information, we should reach out to the franchisee and attempt to gain the provider information or have them contact their provider. In cases which a corporate location, the information should be in SAP, if it is not or can't reach the provider you can reach out to Steak N Shake to verify provider information.  **POS or Order Boards Not Working**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=39)]  If the registers, card readers, or order boards do not work, particularly after a change in the network such as replacing the router or restoring the primary connection, try rebooting the back office PC. There is server software running on that PC that controls the POS and order board systems, and rebooting it can sometimes resolve this issue. If not, refer to the Steak n Shake helpdesk.  **Guest WiFi Not Working**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=40)]  Ensure the site is on primary. If it on backup, the guest WiFi will not function by design.  **Steak n Shake Can't Access DVR**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=41)]   1. Verify the site is not on cellular backup. This is normal when on cellular. (See: [#Backup Internet Functionality](https://kb.sagenet.com/index.php/Steak_n_Shake#Backup_Internet_Functionality)) Troubleshoot the primary WAN connection instead. 2. Reboot equipment and check layer 1 3. Verify that the modem for the primary interface is bridged or in passthrough mode. Double-NAT may cause a problem. 4. Verify that the device has its policy in-sync. [Re-push it](https://kb.sagenet.com/index.php/FortiManager:_Installing_a_Policy) if necessary. 5. Verify the correct policy is in place. See: [#FortiGate Policy](https://kb.sagenet.com/index.php/Steak_n_Shake#FortiGate_Policy) 6. Verify that the camera system is in the [ARP table](https://kb.sagenet.com/index.php/FortiGate_CLI_Commands#ARP). If it is missing:    * Verify link. See the [#Switch Port Assignments](https://kb.sagenet.com/index.php/Steak_n_Shake#Switch_Port_Assignments) for what ports may be used. A DVR with correct IP but in the wrong switch port will not ARP.    * Verify the IP configuration of the DVR. A DVR in the correct switch port but wrong IP scheme will not ARP.    * If we have a tech onsite and need to change DVR IP info, User: admin pass: D14789632 may work.    * If a non-Envysion system is connected to Video-LAN, it must be configured to 192.168.150.10/255.255.255.224 with a gateway of 192.168.150.1    * An Envysion system must be within the subnet of the PoS-LAN 7. Check the FortiGate logs for denied traffic. Recently logged traffic denials may hold a clue to the issue.    * If you observe entries for DNS from the cameras being blocked, use [FortiManager](https://kb.sagenet.com/index.php/FortiManager" \o "FortiManager) run the [script](https://kb.sagenet.com/index.php/FortiManager:_Run_a_Script), "port47 DNS Override Disable" on the affected site. 8. Run a [packet sniffer](https://kb.sagenet.com/index.php/FortiGate_CLI_Commands#Packet_Sniffer) on the Video-LAN interface to see what traffic is being passed.   Provisioning[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=42)]   |  |  |  |  | | --- | --- | --- | --- | | **Order Notes**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=43)] | | | | | * **Install in network equipment rack. Disable WiFi.** * [Order: DHCP](https://kb.sagenet.com/index.php?title=Order:_DHCP&action=edit&redlink=1) * Minimum upload speed: 20m |  |  |  |     **Circuit Disconnects**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=44)]  In event of returned provider equipment - email [Jeff Goehring](mailto:jeff.goehring@steaknshake.com) and [Derek Fraser](mailto:Derek.Fraser@steaknshake.com)with information requesting the return including return instructions, store information, and any information available regarding the modem in question.  **Customer-Owned Circuits**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=45)]  SageNet is responsible to contacting broadband providers. Although many Steak N Shake Franchisee locations and a handful of corporate locations have opted to provide their own broadband, SageNet must still attempt to reach the providers. In cases which a franchisee location has not provided us the provider information, we should reach out to the franchisee and attempt to gain the provider information or have them contact their provider. In cases which a corporate location, the information should be in SAP, if it is not or can't reach the provider you can reach out to Steak N Shake to verify provider information.  **TELoIP DSL Aggregation**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=46)]  Steak n Shake does NOT have any TELoIP Devices remaining in the field. This product is not supported anymore.  The broadband available in some areas does not meet Steak N Shake's requirements. At these locations SageNet has ordered an aggregation service through [TELoIP](https://kb.sagenet.com/index.php/TELoIP" \o "TELoIP). Multiple DSL circuits will be provided, each connected to a DSL circuit aggregator device, usually an Ai-100. This device combines the speeds of each DSL circuit together. At locations with a TELoIP device, you will see 2 or more active DSL circuits. The router's WAN1 port will connect to the aggregator instead of directly to a broadband modem.  **Primary Connectivity Ordering Instructions**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=47)]   * **Federal Tax ID:**   + 73-1551328 (SageNet LLC) (Oklahoma 1/1/2017)   + 54-1595813 (SPACENET – For ORDERS Prior to - 3/10/2017) * **Price Model:** By Provider   + 4xDSL – 270.00 - Being phased out * **Circuit Cost Basis:** * **Work Flow Type:** Hybrid of SAP - Tickets/PS * **Connectivity Technology:** Broadband   + **Connectivity Type Preference:** Cable   + **Minimum Speed:**     - **Upload:** 20 Mbps     - **Download:**25 Mbps   + **IP Type:** 1 Dynamic IP   + **Modem Install Location:** Network equipment rack   + **Vendor Contract Term:** 1 Year   + **Cost Allowance:** MRC Dollar Amount Provisioning is not to exceed $105 on Ethernet orders without approval   + **Construction Costs:** Any sites with $0 cost needing LOA can placed and LOA and SOW sent to the PM and Jeff Goehring. Any sites that require construction cost should be sent to PM for customer approval. Steak N Shake will NOT approve any construction costs     - **Estimated Cost:**     - **Pre-approved Construction Allowance:**   + **Site Notification:** For Installation of Circuits - Store can be contacted directly, email Derek Frasier and Josh Smith of schedule also.   + **Special Instructions:** Steak n Shake Project Name: Steak n Shake Network Upgrade * **Disconnects**   + Customer disconnect confirmation letters - \*\*\*\*must run by Peter Olmo first before sending.\*\*\*\*     - If ERN is marked SNS Owned or Customer Owned - you may complete out all tasks as if the circuit was disconnected. This is due to SageNet is not getting billed by the provider. Per Peter Olmo   **Back-up Connectivity Ordering Instructions**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=48)]   * **Connectivity Technology:** 4G * **Hardware Vendor:** Cradlepoint * **Carrier Preference:** * **WAN IP Type: Static** * **Data Plan:** 1.5 Gig pooled * **Data Allowance:** Overages are not billed   **Unified Communications Provisioning**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=49)]   * Assign Temp DID and add Intrado E911 if necessary * Submit port orders * Trigger ports at 8 AM local site time * Call the site to verify they answer and voice quality is good. Ask them to call back to verify outbound calls as well * Email Gary & Jeff Goehring (Jeff.Goehring@steaknshake.com) and Chris Baugh (Chris.Baugh@steaknshake.com) with SNS that the site or sites have ported successfully * Disconnect the Temp DIDs back to the SIP provider * After disconnect is completed, usually 30 days later, remove Temp DIDs from the site’s Nuvia profile and from the customer PSTN DID pool * Remove Temp DIDs from the E-911 provider at that time   **Other Noteworthy Items**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=50)]   * In the event that provisioning runs in to an issue (rejected port, non-serviceable site, etc), escalate to the PM. * SNS is OK with porting numbers any day of the week and triggered at 8 AM local site time * Depending on the time zone the store is in Laura has to come in at 7 AM to work the triggers and calls. Just an FYI - I will advise provisioning that she is free to arrange SNS ports to be on Thursdays as well (with Noodles), to minimize the number of days she would have come in early   Billing[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=51)]  **Customer Of Record/Bill To Name:**  **TAX ID:**73-1551328 (SageNet LLC)  Please have all Customer bills sent to:  **Address:** SageNet C/O CASS INFORMATION SYSTEMS PO Box # 182190 Columbus, OH 43218-2190  **TAX ID:**73-1551328 (SageNet LLC)   * [Steak n Shake BOMS](https://kb.sagenet.com/index.php/Steak_n_Shake_BOMS)   Process Documents[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=52)]   * [Config](https://sagenetservices.sharepoint.com/:f:/s/CustomerDocumentation/EhUT1mRo_DZEgsfFOtoXNqYB0Ea3nlPE-ivQEbjUfBEeBA?e=0eHE3M) * [Hot Sheets and Install Guides](https://sagenetservices.sharepoint.com/:f:/s/CustomerDocumentation/ElAwC29M51tEqUHHTzfDaPYB3jXj8eV5Nldu0HgL8ug4EQ?e=2WAZxh) * [Misc Process Documentation](https://sagenetservices.sharepoint.com/:f:/s/CustomerDocumentation/EjC9KePSckhKm2Cb63otpBQBQmbERIpNM4PNIub66Gxi5A?e=OXhTkM) * [Test & Turn Up](https://sagenetservices.sharepoint.com/:f:/s/CustomerDocumentation/Ep_OqVHQ7fNDt0Y2o5qfDBEBydalq3mSfJeuBztZ2Q4H3g?e=gNuxd1) * [Archive](https://sagenetservices.sharepoint.com/:f:/s/CustomerDocumentation/Epq1oVy4btRLm419jqfx5C4Bmomr1cDkLfqAZXxyPDdm4Q?e=NwvQrB)   Installation Instructions[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=53)]  [Steak n Shake Turnup Procedure](https://kb.sagenet.com/index.php/Steak_n_Shake_Turnup_Procedure)  **Guidelines**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=54)]   * [Steak 'n Shake FortiManager Policy Package Guidelines](https://kb.sagenet.com/index.php/File:FortiManager_Policy_Package_Guidelines.docx)   **Procedures**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=55)]  **Vendor Independent**   * [How to access SNS network](https://kb.sagenet.com/images/e/e3/SNS_How_to_Access_the_SNS_Network.docx)   **Fortinet**   * [How to Complete a FortiGate-Related RFC for Steak 'n Shake](https://kb.sagenet.com/images/1/18/How_to_CLI_Into_a_SnS_Mojo_C-75_and_Perform_a_Firmware_Change_to_7.4.129.docx) * [How to Troubleshoot Tunnel Issues on Fortinet Hub and Spoke Environments](https://kb.sagenet.com/index.php/File:How_to_Troubleshoot_Tunnel_Issues_on_Fortinet_Hub_and_Spoke_Environments.docx)   **Mojo**   * [How to Troubleshoot Mojo AirTight C-60 Access Points](https://kb.sagenet.com/index.php/File:How_to_Troubleshoot_Mojo_AirTight_C-60_Access_Points.pdf) * [How to Handle Captive Portal Calls for Steak ‘n Shake’s Special Task Initiative](https://kb.sagenet.com/images/0/09/How_to_Handle_Captive_Portal_Calls_for_Steak_%E2%80%98n_Shake%E2%80%99s_Special_Task_Initiative.docx) * [How to Find Outdated Firmware on Mojo Access Points with Mojo Cloud](https://kb.sagenet.com/index.php/File:How_to_Find_Outdated_Firmware_on_Mojo_Access_Points_with_Mojo_Cloud.docx) * [How to CLI Into a SnS Mojo C-75 and Perform a Firmware Change to 7.4.129](https://kb.sagenet.com/index.php/File:How_to_CLI_Into_a_SnS_Mojo_C-75_and_Perform_a_Firmware_Change_to_7.4.129.docx) * [How to Change Chrome Browser for Mojo Captive Portal Use](https://kb.sagenet.com/images/3/37/Steak_%27n_Shake_Procedure_-_How_to_Change_Chrome_Browser_for_Mojo_Captive_Portal_Use.docx) * [How to Mange Mojo AirTight Configuration Templates and SSIDs](https://kb.sagenet.com/images/8/8c/SNS_How_to_Mange_Mojo_AirTight_Configuration_Templates_and_SSIDs.docx) * [How to Retrieve User Change Logs from Mojo Cloud](https://kb.sagenet.com/images/a/a8/SNS_How_to_Retrieve_User_Change_Logs_from_Mojo_Cloud.docx)   **Other Documents**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=56)]   * [Steak n Shake Letter of Authorization (10/07/15)](https://kb.sagenet.com/images/3/34/SNS_LOA_100715.pdf) * [Steak n Shake Kickoff Presentation](https://kb.sagenet.com/images/d/dd/SnSBBKickoff4-30-14.ppt) * [Steak n Shake Store Visit Letterhead](https://kb.sagenet.com/images/4/48/Store_Visit_Letterhead.doc) * [Steak n Shake Network Upgrade Letterhead](https://kb.sagenet.com/images/e/ec/SNS_Network_Upgrade_Letterhead.docx) * [SNS Store & DM List (5/8/17)](https://kb.sagenet.com/images/8/86/Store_and_DM_List_5-8-17.xlsx) * [SNS Store & Franchise List (5/8/17)](https://kb.sagenet.com/images/3/3f/Store_and_Franchise_List_5-8-17.xlsx) * [FortiUpgrade 2.0 Code Table Template](https://kb.sagenet.com/images/3/37/FortiUpgrade_2.0_Code_Table_Template.docx) * [Steak 'n Shake DEINSTALL Task List](https://kb.sagenet.com/images/3/3a/SNSDE.JPG) * [Steak 'n Shake Router Task List](https://kb.sagenet.com/images/b/b3/SNS_Tasks.JPG) * [Steak 'n Shake Workflow Diagram](https://kb.sagenet.com/images/8/84/SNS_Worfklow_4_17_17_v1.pdf)   **Tables**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=57)]  **Engineering Tables**   * [Steak 'n Shake Network Engineering Configuration Template and Standards Table](https://kb.sagenet.com/images/1/1c/Steak_%27n_Shake_Network_Engineering_Configuration_Template_and_Standards_Table.docx) * [File:Steak 'n Shake Configuration Change History Table.docx](https://kb.sagenet.com/index.php/File:Steak_%27n_Shake_Configuration_Change_History_Table.docx) * [Steak 'n Shake Network Engineering Communication Plan](https://kb.sagenet.com/index.php/File:SnS_NE_Communication_Plan.txt)   **Other Tables**   * [Steak 'n Shake Market Breakdown Table](https://kb.sagenet.com/images/8/85/SNS_Market_Breakdown_Table.xlsx)   **Firmware**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=58)]   * [Mojo/AirTight C-75 V. 7.4.129](https://kb.sagenet.com/images/f/f8/Liteon_ap135.zip)   **Configurations**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=59)]   * Fortinet   + [Steak 'n Shake Template for Fortinet FortiGate Model FG94DP Without Special Notes](https://kb.sagenet.com/images/3/3c/SNS-TEMPL-FORTI-FG94DP-NA-1.txt)   + [Steak 'n Shake Template for Fortinet FortiGate Model FG94DP with DVR Special Notes](https://kb.sagenet.com/images/f/fb/SNS-TEMPL-FORTI-FG94DP-DVR-1.TXT)   **Customer Records**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=60)]   * [Franchise Guest Wireless Splash Page Escalation](https://kb.sagenet.com/images/5/5c/SNS_Franchise_Wi-Fi_Issue_-_Landing_Page_Problem.docx) * [SNS Corporate Policy Whitelist Problem for Lab 1 and Lab 2](https://kb.sagenet.com/images/1/18/SNS_Corporate_Policy_Whitelist_Problem_for_Lab_1_and_Lab_2.docx) * [Escalation for Guest WiFi - Following Deletion of Portal by Mojo Support](https://kb.sagenet.com/images/1/18/SNS_Wi-Fi_Issue_Unable_to_Connect.docx) * [Scripts for DNS and VLAN Changes with a Policy Update](https://kb.sagenet.com/images/c/c2/OPEN_-_SNS_-_Changes_for_DNS_Plus_Email_Plus_VoIP_Plus_Web-Filtering.docx) * [SnS Lab at Tulsa HQ](https://kb.sagenet.com/images/8/8f/HOLD_-_SNS_Lab_at_SageNet_HQ_in_Tulsa.docx) * [Yealink SIP-T41P Connectivity Issue](https://kb.sagenet.com/images/0/0d/OPEN_-_31MAY2016_-_SNS_-_Store_441_VoIP_Issue.docx) * [Resolution to Mojo Error: Login ID Has Already Been Taken](https://kb.sagenet.com/images/b/ba/Grant_Access_in_Relation_to_Mojo_International_Stores_for_Chad.docx) * [FortiUpgrade 2.0 in Lab 38](https://kb.sagenet.com/images/4/4d/Full_Path_Upgrade_in_Lab_38_with_Chad_Schneider.pdf)   Related Pages[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=61)]   * [Steak n' Shake Support](https://kb.sagenet.com/index.php/Steak_n%27_Shake_Support) * [Steak N' Shake VoIP/UC](https://kb.sagenet.com/index.php/Steak_N%27_Shake_VoIP/UC)   **Other info**[[edit](https://kb.sagenet.com/index.php?title=Steak_n_Shake&action=edit&section=62)]  ON steak n shake the secondary NIC on the bos should be connected to the VOIP VLAN and the other to the POS LAN. This allows them to use the connection to reconfigure the ATA from the BOS by remoting into the BOS and using a GUI to reach and configure the phones.  YES the secondary nic shoudl be connected to the voip switchport .. port 3 BOS and port4 ATA.. and it should be configued with 192.168.254.6. We are not responsible for getting this connected or the cabling this is them if the cables exists we can possibly help if they call in with issues but we are not responsible for this cable or ensuring its connected so if they ask us to do it then its 100% billable |

Release Notes

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Modified By** | **Changes Made** |
| 1.0 | Unknown | Unknown | Initial Issue |
| 1.1 | 07/14/25 | Tanisha Batta | Added to the template and adjusted formatting. |