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| **Steak 'n Shake Configuration Change History Table** |  | |
| **Purpose:** Unknown | |
| **Author:** Unknown | |

**Table**

**Steak ‘n Shake Configuration Change History Table**

|  | ***Details*** | | |
| --- | --- | --- | --- |
| **Submitted by** | Company: SageNet  Department: Network Engineering  Member: Tony Carman | | |
| **Approved by** | Senior Network Engineering | | |
| **Standard scope** | Steak ‘n Shake | | |
| **Effective date** | Tuesday, October 18, 2016 | **Version** | 1.2 |
| **Comments** |  | | |

**Purpose**

This template is recommended for use on all Network Engineering accounts.

# Template

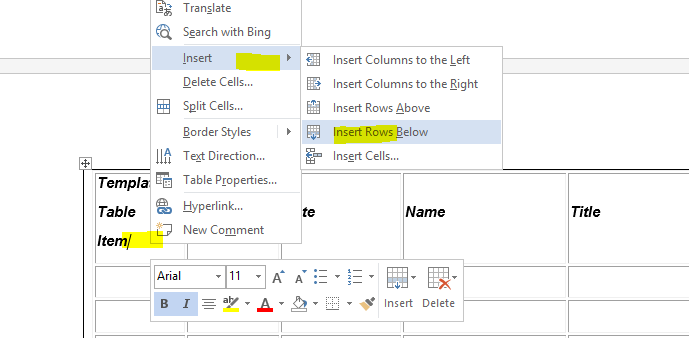
The Configuration Change History Table is supported by the SageNet Customer Documentation Standard available on the Engineering KB home page. See Supporting Documents Table below for link.

## Getting Started and Understanding Columns

The submission of change process can be made in 4 steps:

1. Download the customer’s Configuration Change History Table from the client site KB.
2. Save a local copy to your desktop.
3. Enter data using guidance below.
4. Upload the new version to the KB.

**Notice**: Always enter a new column at the top of the Template Table, under the header section (Click in behind Template Table Item > Right-click > Insert > Insert Rows Below):



A brief overview of the columns in the table:

## Item

Number from 1 to infinity.

## Description of Change

Brief summary of the change.

## Related RFCs

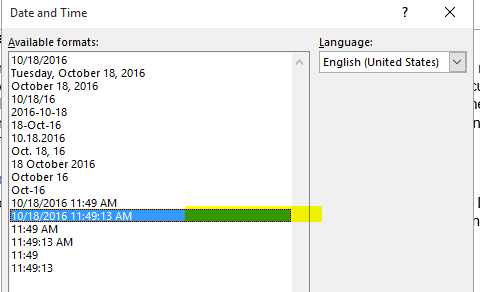
Any other systems that require logging, enter the RFC here.

## Configuration Template Source

Insert the source in the shared cloud where the template for this device is located. Insert NA if this step is not necessary.

## Date and Time

The current date and time. Use the Microsoft Word feature: Visit Insert > Text section > Date & Time button > Option 13 on the list:



## Equipment Inventory Item ID

The equipment inventory item identification is the IP address of the interface one uses to access the piece of equipment for updates. The equipment inventory item identification should correlate with the Equipment Inventory Table. Use NA if the field is not applicable or there is not a clear designation for this field.

## Communication Plan

Provide a brief description of how you inform the customer about this entry.

## Expected Impact – Service Interruption (Yes/No)

List if there is a potential for service interruption.

## Completed By

List the name of the person who approves the change.

## Approved By

List the individual who needs to or who has approved/adopted this change.

# 2016 – December

| ***Template***  ***Table***  ***Item*** | ***Description of Change*** | ***Related RFCs*** | ***Configuration Template Source*** | ***Date and Time*** | ***Equipment Inventory Item ID*** | ***Communication Plan*** | ***Expected Impact – Service Interruption (Yes/No)*** | ***Completed By*** | ***Approved By*** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2 | Lab 10 scripts (FM-powered) to correct firmware upgrade changes:  FWUPDATE5.2.2-5.2.5\_FORTIGRD\_ROLLBCK  FWUPDATE5.2.2-5.2.5\_LOGSETTING\_ROLLBCK  FWUPDATE5.2.2-5.2.5\_THRT\_WGHT\_ROLLBCK | None | None | 2016-12-01 08:05:00  2016-12-01 08:07:00  2016-12-01 08:09:00 Scheduled  Respectively | sns-cpe/Lab 10 | Email to M. Thomas | None | Tony Carman | M. Thomas |
| 1 | Lab 10 FortiUpgrade 5.2.2 to 5.2.5 | None | None | 12/1/16  7 AM CST | sns-cpe | Email before and after | Site down for ~ 20-30 minutes | Tony Carman | Matthew Thomas |
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# 2016 – November

| ***Template***  ***Table***  ***Item*** | ***Description of Change*** | ***Related RFCs*** | ***Configuration Template Source*** | ***Date and Time*** | ***Equipment Inventory Item ID*** | ***Communication Plan*** | ***Expected Impact – Service Interruption (Yes/No)*** | ***Completed By*** | ***Approved By*** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2 | Remove rogue policy package SnS-1561 | N/A | N/A | 11/30/2016 3:23:22 PM | N/A | Individual email to M. Thomas | None. | TDC | Justin Pruitt |
| 1 | Add new Franchise folder and policy package for split-tunnel/HughesNet | N/A | Same template as FRANCHISE-GOLD 11/11/2016, except for addition of wan2 Destination Interface to Policy Seq. # 52, 53, 54 | ~ 11/11/2016 | Only Store 1902 as of 11/30/2016 | None. | None. | Justin Pruitt | Justin Pruitt |
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# 2016 – October

| ***Template***  ***Table***  ***Item*** | ***Description of Change*** | ***Related RFCs*** | ***Configuration Template Source*** | ***Date and Time*** | ***Equipment Inventory Item ID*** | ***Communication Plan*** | ***Expected Impact – Service Interruption (Yes/No)*** | ***Completed By*** | ***Approved By*** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 4 | Additional add to lab whitelist:  **From:** Matthew Thomas [<mailto:Matthew.Thomas@steaknshake.com>]  **Sent:** Monday, October 24, 2016 3:27 PM **To:** Tony Carman <[Tony.Carman@sagenet.com](mailto:Tony.Carman@sagenet.com)>; Level 2 Distribution List <[Level2@sagenet.com](mailto:Level2@sagenet.com)>; Engineers <[Engineers@sagenet.com](mailto:Engineers@sagenet.com)> **Subject:** RE: Lab Whitelist Addition: 10/19/16  Sorry, Tony.  Copy and paste failed me here.  Need to add offers.smartsheet.com as well please.  Matthew Thomas  Sys Engineer, Restaurant Systems  Office: 317-656-4513  Mobile: 317-306-5493 | NA | NA | 10/24/2016 3:42:19 PM | NA | One-time email | None | TDC | TDC |
| 3 | **From:** Matthew Thomas [<mailto:Matthew.Thomas@steaknshake.com>]  **Sent:** Monday, October 24, 2016 1:48 PM **To:** Level 2 Distribution List <[Level2@sagenet.com](mailto:Level2@sagenet.com)>; Engineers <[Engineers@sagenet.com](mailto:Engineers@sagenet.com)> **Subject:** RE: Lab Whitelist Addition: 10/19/16  Please disregard the below request and instead add steaknshake.coursemill.com.  I also need the following added to the POS-WHITE-LIST-LAB web filter:  app.smartsheet.com  mps.smartsheet.com  connectors.smartsheet.com  api.smartsheet.com  aws.smartsheet.com  publish.smartsheet.com  s.smartsheet.com  Matthew Thomas  Sys Engineer, Restaurant Systems  Office: 317-656-4513  Mobile: 317-306-5493 | NA | NA | 10/24/2016 2:49:42 PM | NA | One-time email | None | TDC | TDC |
| 2 | Matt needs the server 10.20.1.121 to be accessible bi-directionally from the Video-LAN on TCP-21158. | NA | NA | 10/21/2016 12:10:52 PM | NA | NA | No | TDC | TDC |
| 1 | “I’m catching up from my leave.  I noticed some of the lab requests that were made, happened locally instead of through FortiManager.  Can we get these standardized in the CORP-HANDHELD-LAB policy package.  Swap sequences 28 and 29.                  WEB-100.1.207.24 needs to be before the POS-WHITE-LIST-LAB line item.  POS-WHITE-LIST-LAB additions:  screencast.com  assets.techsmith.com  “ | NA | NA | 10/19/2016 8:14:17 AM | NA | Email to M. Thomas | NA | Tony Carman | T. Carman |
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**Special Circumstances and Exceptions**

None.

**Supporting Documentation**

| ***Document*** | ***Source*** | ***Applicability*** |
| --- | --- | --- |
| SageNet Customer Documentation Standard | <https://kb.sagenet.com/index.php/File:SageNet_Customer_Documentation_Standard.docx> | Keeps the KB presentation for all customers consistent and assists to speed up crisis response. |
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**Review Record**

|  |  | ***Reviewed by*** | |
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| ***Ver*** | ***Date*** | ***Name*** | ***Title*** |
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**Approval Record**

|  |  | ***Approved by*** | |
| --- | --- | --- | --- |
| ***Ver*** | ***Date*** | ***Name*** | ***Title*** |
| 1.0 | Tuesday, October 18, 2016 | Tony Carman | Sr. Network Engineer |
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**Revision Record**

| ***Ver*** | ***Name*** | ***Date*** | ***Revision Description*** |
| --- | --- | --- | --- |
| 1.1 | Tony Carman | Wednesday, November 30, 2016 | Add table for current month (November 2016).  Fix misspelling in Appendix A Template Table, column “Related RFCs.” |
| 1.2 | Tony Carman | Thursday, December 1, 2016 | Add table for current month (December 2016). |
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**References**

**Resources**

<http://172.16.70.74/Wandb/>

<http://172.16.70.74/Wandb/ProviderNumbers.aspx>

# Appendix A – Table Template for Use Each Month

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| Template Table   | ***Template***  ***Table***  ***Item*** | ***Description of Change*** | ***Related RFCs*** | ***Configuration Template Source*** | ***Date and Time*** | ***Equipment Inventory Item ID*** | ***Communication Plan*** | ***Expected Impact – Service Interruption (Yes/No)*** | ***Completed By*** | ***Approved By*** | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |   Revision Record   | ***Ver*** | ***Name*** | ***Date*** | ***Revision Description*** | | --- | --- | --- | --- | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |  |  |  |  | |

Release Notes

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| --- | --- | --- | --- |
| **Version** | **Date** | **Modified By** | **Changes Made** |
| 1.0 | Unknown | Unknown | Initial Issue |
| 1.1 | 11/30/2016 | Tony Carman | Add table for current month (November 2016). Fix misspelling in Appendix A Template Table, column “Related RFCs.” |
| 1.2 | 12/01/2016 | Tony Carman | Add table for current month (December 2016) |
| 1.3 | 07/14/25 | Tanisha Batta | Added to the template and adjusted formatting. |