Ticket Number	Date	Description
		April
14937	4/3/2000	Multiple CLECs unable to access Web GUI via the Internet. Restarted Network component
15021	4/3/2000	Customer reporting that system froze while submitting CSRs and Number Portability Service Orders in the Web GUI via the Internet. Cleared while under investigation.
15380	4/6/2000	Customer reported error messages while accessing Web GUI. Restarted application script.
15615	4/7/2000	Multiple CLECs reporting Web GUI is very slow or that they could not log in. Operations reconfigured LDAP server.
15790	4/10/2000	Multiple CLECs reporting that the Web GUI is slow or they are receiving error when logging in. Using load balancer, removed .73 Web GUI application server from server pool.
16559	4/17/2000	CORBA customer reporting timeouts for ADV transaction. Restarted CORBA server.
16875	4/18/2000	CORBA customer reporting timeouts for CSR and ADV transactions. Failed over to backup CORBA server.
16868	4/18/2000	CORBA customer reporting timeouts for ADV transaction. Cleared while under investigation.
17018	4/20/2000	Customer reporting timeouts for Parsed CSR transactions. Reestablished the connection between CORBA and CSR Parser
		May
18077	5/1/2000	CORBA customer reporting timeouts for Parsed CSR transactions. Verizon and customer restarted servers.
18135	5/1/2000	CORBA customer reporting timeouts for Parsed CSR transactions. Verizon and customer restarted servers.
19367	5/3/2000	Enview monitoring and Web GUI customers reporting transaction timeouts. Split out LDAP server.
19936	5/5/2000	CORBA customer reporting timeouts on pre-order transactions. Forced network traffic to use the primary router.
19942	5/5/2000	Customers reported difficulty reaching pre-order EDI boxes. Forced network traffic to use secondary firewall.
20042	5/5/2000	Customer receiving no response for CSR transactions. Forced all network traffic through Firewall FW2.
20149	5/8/2000	Multiple CLECs reporting no access to Web GUI via the Internet. Operations restarted LDAP server.
20150	5/8/2000	Multiple CLECs reporting no access to Web GUI via the Internet. Operations restarted LDAP server.
20186	5/8/2000	EDI customer reporting timeouts for CSR and ADV transactions. Reset server configuration.
20288	5/9/2000	Multiple CLECs reporting no access to Web GUI via the Internet. Operations restarted LDAP server.
20333	5/9/2000	EDI customer reporting no response for CSR and ADV transactions. Restarted EDI servers.
20577	5/11/2000	Internal Verizon CORBA alarms were triggered for CSR transactions. Restarted DCF port 4163 and CORBA server.
21272	5/12/2000	Multiple CLECs reporting no access to Web GUI via the Internet. Reconfigured LDAP server.
21712	5/15/2000	Multiple CLECs reporting slow response or were kicked back to the login screen. Restarted application server.
21900	5/16/2000	Multiple CLECs reporting slow response or were kicked back to the login screen. Made Netscape parameter change.
21998	5/16/2000	Multiple CLECs reporting slow response or were kicked back to the login screen. Made Netscape parameter change.
21999	5/16/2000	Multiple CLECs reporting slow response or were kicked back to the login screen. Automation restarted LDAP server.
22247	5/17/2000	Multiple CLECs reporting slow response or were kicked back to the login screen. Automation restarted LDAP server.
22358	5/17/2000	Multiple CLECs reporting slow response or were kicked back to the login screen. Automation restarted LDAP server.
22739	5/19/2000	CLEC unable to access Web GUI via the Internet. Restarted the proxy server.
23895	5/25/2000	Enview monitoring reporting no response for preorder transactions on ECX4. Performed file maintenance.
24195	5/26/2000	Customer and Enview monitoring reporting no response for pre-order transactions on ECX4. Performed file maintenance.
24465	5/30/2000	Customer reporting inability to submit pre-orders for NY via CORBA application. Restarted CORBA application.
		June
25358	6/4/2000	Multiple CLECs reporting timeouts for ADV and CSR transactions on EDI via ECX3. Restarted processes on ECX 3 box.
25635	6/6/2000	Multiple CLECs reporting no response while accessing the Web GUI via the Internet. Cleared while under investigation.

8/30/00

Ticket Number	Date	Description
25672	6/6/2000	Multiple CLECs reporting Web GUI is very slow or that they could not log in. Cleared while under investigation.
25893	6/6/2000	EDI customer reporting timeouts on pre-order. Restarted processes on EDI servers.
26113	6/7/2000	Multiple CLECs reporting no access to Web GUI via the Internet. Restarted the application servers.
26943	6/12/2000	CORBA customer reporting problems with the interface. Restarted application servers.
27112	6/13/2000	Customer reporting no response for transactions through the Web GUI. Restarted the application server.
27602	6/15/2000	Multiple CLECs reporting no access to Web GUI via the Internet. Power failure in data center. Restarted servers and load balancers.
28166	6/16/2000	Multiple CLECs reporting no access to Web GUI. Database server was restarted.
28227	6/17/2000	Multiple CLECs reporting problems accessing the Web GUI. Cleared while under investigation.
28754	6/20/2000	Enview monitoring reporting timeouts for transactions through Web GUI. Performed file maintenance.
28814	6/20/2000	Multiple CLECs reporting error messages while accessing the Web GUI via the Internet. Digital Certificates for the Web GUI were renewed.
28442	6/21/2000	Web GUI customer reporting problems accessing direct access server through Gauntlet firewall. Cleared while under investigation.
28906	6/21/2000	Multiple CLECs are reporting no responses while accessing Web GUI. Using load balancer, removed .70 Web GUI application server from server pool.
29671	6/26/2000	Multiple CLECs are reporting no responses while accessing Web GUI via the Internet. Performed router configuration changes and replaced hardware.
29931	6/26/2000	Multiple CLECs reporting that they are unable to log into the Web GUI via the internet. Authorization access list was corrected
30122	6/27/2000	Multiple CLECs reporting timeouts and slow responses while accessing the Web GUI via the Internet. Fixed router hardware issue.
30236	6/27/2000	CORBA customer reporting timeouts on preorder transactions. Restarted application servers.
30444	6/28/2000	EDI Customer reporting errors submitting transactions to ECX3 and ECX4. Restarted processes on ECX3 and ECX4.
		July
32817	7/13/2000	CORBA customer reporting timeouts for CSR transactions. Failed over to backup CORBA server.

8/30/00