

Thank you for reaching out regarding the recent network outages. I understand how disruptive these issues can be, and I appreciate your patience as we address them.

It's not uncommon for firewalls and other network devices to experience intermittent glitches after extended periods of high uptime. To help prevent future occurrences, I would like to propose implementing quarterly remote reboots of the firewall. Given its location in the fiber hut, this approach would minimize disruption while ensuring better stability for your network. Our team will coordinate with Hilma when it's time to work on these tickets so that there are no surprises for anyone.

Please let me know your thoughts or if you have any other concerns. We're committed to providing you with the best possible service.

Thanks again!

Dan

Summary:

Server Offline: - TOHDC1

Status: Scheduled Remote

Ticket # 886829

Company: Town of Heath, MA

Contact: Hilma Sumner

Phone: (413) 337-4934

Address: 18 Jacobs Road
Heath, MA 01346

Discussion

Daniil Maly

10/18/2024 9:30 AM-9:45 AM

Hi all,

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Dan

Meagan Gielda

10/17/2024 10:37 AM-

Nathaniel Lacey

10/17/2024 10:00 AM-10:15 AM

COMMUNICATION

Contact Name: Hilma

Method-Phone/Email/Onsite: Call

Called Hilma

Verified some one from the committee reset a device in the fiber hut - after reviewing uptime it was most likely the sonicwall

Confirmed that it had another blip later in the day (around noon) for about 30-45 seconds

The issue has happened 3-4 times in as many months and Doug believes this should be a conversation with TAM/AM

ACTION PLAN/NEXT STEPS

Next Steps: Schedule a KT with TAM, AM, Doug, and myself

Est. Time Needed: 30 minutes

Location: NEIT In house

Priority/Timeframe: 2-3 days