

What to do if....

INTERNET GOES DOWN

The first thing to do if the Internet goes down is to determine if it is Town-wide or Local to our network. Contact the Town IT department before you begin any internal troubleshooting at one of the numbers below:

Chris Kaiser

Office: 594-3027

Cell: 203-943-9794

Home: 203-387-0016

Tim Malley

Office: 594-3029

Cell: 203-801-8453

Home: 203-377-2359

Sal Delucia

Office: 594-3059

Cell: 203-442-5313

Home: 203-468-1291

If the outage is Town-Wide it will be handled by one of the people above. Ask them for a status report and an approximate time they think the issue will be resolved. Let them know to call you back when the problem has been resolved. Please remember troubleshooting can be complicated and it can take time to find the source of the problem, so be patient.

If the outage is LOCAL to our network and you can't reach me (203-257-6650), try the following

- Restart the server labeled **NCNT1**. This server runs our internal DNS and will usually correct the problem.
- See if you can PING* the server (use this IP 10.14.10.1) to be sure it's online. If you cannot go to next step
- Check the Ethernet jack in the back of the server. It should be lit up. If it is not check the cable and make sure it is in the jack securely.
- Check the wiring closets in the Triangle and downstairs next to the staff room. Make sure they are powered up.
- Recycle power by shutting off the power, waiting 30 seconds and turning back on
- If after all of the above, you still can't get on the Internet call our backup call Town IT at one of the numbers above. If they tell you it's not on their end call our Network Support Vendor below:

NETWORKSYNERGY (203) 261-2201

Toll Free Number: 800-955-4441

Emergency Support Number: Dial 2 for Tech Support, follow emergency

Tech support prompts

Overtime rates apply before 8:30 am and after 5:30 pm

EMAIL GOES DOWN

If you cannot access Email but the Internet is up and running try the following:

- First determine if it is everyone or just one or a few people who can't access email
- If it's one or a few people make sure their computers are connected to the Network, check cables and Ethernet jacks. Log out and log back in
- Check the email settings on the individual PC. Try accessing over the web by opening a browser and going to the following address:
<http://10.14.10.5/exchange>
- **If nobody is getting email restart the Exchange Server labeled NCNT5. After the server is back up, make sure all of the Exchange services are running. It can take up to 15 minutes for the server to shutdown and restart.**
- Check ethernet cables, power cables and Ethernet jack. Make sure cables are secure and lights are on.
- PING the server to make sure it's online
- From my computer restart the BARRICUDA Spam server
- If you still can't get email, call the Town IT department. If the problem isn't their call our backup Network Support Vendor

IP PHONE SYSTEM GOES DOWN

The Call Managers (phone servers) are located at Town hall

- If the entire phone system goes down call the Town IT department. They manage the Call managers that power our IP phone system
- If some phones are down, check the switches in the triangle and near the staff room. Make sure everything is on and getting power. Lights should be flashing on the switches
- Try recycling power to the switches. If all else fails call Town IT.
- If one phone is not working to make sure that the cables are in properly.
- If the phone is getting power but you can't call out try unplugging the cables and plugging back in.
- If the phone is still not working call Town IT for support

THE WIRELESS NETWORK GOES DOWN

There are 3 routers that power the wireless network: one on the switch rack in the triangle, one on the switch rack outside the staff room and one mounted on the wall in the Children's Room. Several Access Points extend the range. Access Points are in the following locations: outside the directors office, mounted on the wall in the rear reference area, in the quiet study room and in the lamb room. For security reasons, our wireless network is separate and distinct from the WAN. Access to the Internet is provided by CEN (CT Education Network). Wireless access in the Children's room goes through a proxy server at the state level for internet filtering. Internet outside of the Children's Room is unfiltered.

- If the entire wireless system goes down try recycling power to the 3 routers. If the network is still down, call the CEN Help Desk: 860-622-2300
- If wireless access goes out in specific locations, find the router and access points in that area and recycle power. Also check to see that they are connected to the network. The cable runs from back of the device to a data drop

What to do if you cannot access...

THE SHARE DRIVE

- If just one person can't access the share drive logoff and then log back on, the PC may have lost its connection to the network
- If nobody can access the SHARE drive, reboot the server labeled NCNT_2.
- If that doesn't work check the network cable and Ethernet jack. Make sure the cable hasn't been pulled out, but is in securely and the Ethernet card light is on.
- If none of the above works and you can see all the other servers on the network, the server could have a faulty network card which needs to be replaced. Call NetworkSynergy.

THE ELECTRONIC CALENDAR

- The Electronic Calendar resides on the Web Server. To view the calendar, open a browser and type in this address: <http://10.14.10.3:8080/default>
- When the calendar is running there is an icon in the lower right taskbar on the Webserver desktop, if you cannot access the calendar check to make sure the icon is visible on the webserver
- If it is not, go to Start – All Programs – Startup and click on Ical. Exe.
- If you still cannot access the calendar, restart the Web Server
- If all else fails call NetworkSynergy

ELECTRONIC DATABASES

- If none of the database are accessible, check the webserver and make sure the Shortcut to Ezproxy.exe is opened and visible on the taskbar. If it is not, click on the “Shortcut to Ezproxy.exe” icon on the desktop of the webserver. This needs to be running to access the databases.
- If the databases are still are working, try restarting the server and then clicking on the “Shortcut to Ezproxy.exe” icon to start the service.
- If all else fails, call NetworkSynergy
- If only one database is not working, see the attached list of database vendors and call their Tech Support

How to *Ping*

- Click Start – Run
- In the window type in cmd (this will open a DOS screen)
- In the DOS screen type ping [IP Address] and hit return example: ping 10.14.10.1 and
- If you get a Timed Out message back, then the server is not online. A reply from the entered IP message means the server is online and on the network.

