Q. 1 Re p. B-79, produce the incident reports referred to in the table at the bottom 2 of this page for the years 2002 and 2003.

3 4

5 A. Incident reports are attached.

NMCR-5KHN7R: Sean Doyle	Status: Close	ed Priority: Medium	Opened: Mar-10-2003 01:43 PM NST
Customer Network Management Center (709) 737-1437 Network Management Center/NLHydro @ NLHydro NFLD AND LABRADOR HYDRO Hydro Place	Categorization:	WAN MULTIPLEXER MEGAMUX TMS3000	Keywords: INCIDENT
Follow Up Mar-15-2003	IC or TC Asset # eg.IC12806 or TC9548:		Asset Name eg.SJL1MF1:
	Resolved ?:	Ñō	JDE WO: Asset Location: BDEPLANT BDE Bay dEspoir Plan
	Assignee:	Sean Doyle	Group: Network Managemen Center
	Server Location:	HYDRO PLACE	Manager 1: GWI Incider Coordinator
	Pager:		Manager 2: GWI SLA Managers
	all Author:	Network Management Cer	

Issue Description

GDC Major and Minor Alarms occured between March 9,2003 @ 22:21:05 and March 10,2003 @ 08:14:10 Nodes affected were, ECC, STB, BUC, HLK, BGH, SBH, MMH, AND BDE ALARMS WERE ON THE CHANNEL AND AGGR LEVEL.

Issue Resolution

This outage occurred when the microwave system between SBH and GPH failed. SBHGPHL1 failed which would have caused BDE to change clock source. While on the secondary source a group of channels were in " out of sync" alarm intermittently. System was restored with a manual Optomization at 08:14.

It appears that we have no valid secondary clock source at BDE. This used to be provide by the Satellite Link 64k cct.

Time Worked: 0 hr 0 min

Work History

Customer Work History

Mar-10-2003/01:43PM/NST/Support@epresentative/Comments:@New/incident/ticket/created

Opened: Mar-10-2003 09:30 Priority: High Status: Closed NMCR-5KHH9U: Sean Doyle AM NST Customer Keywords: Categorization: WAN **Bob Butler** INCIDENT MULTIPLEXER (709) 737-1270 Bob Butler/NLHydro @ NLHydro MEGAMUX TMS3006 Newfoundland & Labrador Hydro Hydro Place IC or TC Asset # **Asset Name** eg.IC12806 or eg.SJL1MF1: Follow Up Mar-15-2003 TC9548: JDE WO: Asset Location: BDEPLANT -Resolved ?: Yes **BDE Bay** dEspoir Plant Group: Network Assignee: Sean Doyle Management Center Server Location: HYDRO PLACE Manager 1: GWI Incident Coordinator Manager 2: GWI SLA Pager: Managers Closed By: Network Call Author: Network Management Center on: Management Center Mar-10-2003 09:38 AM

Issue Description

New work order for the JD System under originator 54825

BDE - VHF Repeater 42

VHF repeater 42 at BDE is not working.

Issue Resolution

The cause of this incident was with the GDC Node in BDE. The BDHV1 cct was not routing to BDH properly. A GDC Optomization was performed to re-establish the cct. There were other circuits effected as well.

Time Worked: 0 hr 0 min

Work History

Customer Work History

Mar-10-2003 09:30AM NST Support Representative Comments: I New Incident ticket created

Priority: Emergency Opened: Mar-04-2003 08:42 NMCR-5KBGBN: Status: Closed AM NST 1_BIN_Network_Management_Center

Customer

Network Management Center

(709) 737-1437

Network Management Center/NLHydro @ NLHydro NFLD AND LABRADOR HYDRO

Hydro Place

Follow Up Mar-09-2003

Categorization: WAN

IC or TC Asset# eg.IC12806 or

TC9548:

Resolved ?: Yes

Pager:

MULTIPLEXER MEGAMUX TMS OCM Keywords:

INCIDENT

Asset Name eg.SJL1MF1

JDE WO: 328017

Asset Location: POSOFFICE -

POS Port Saunders Office Complex

Group: Network Assignee: Management

1 BIN Network Management Ce nter

Server Location: HYDRO PLACE

Call Author: Network Management Center

Manager 1: GWI Incident

Coordinator

Center

Manager 2: GWI SLA Managers

Closed By: Network

on: Management Center

May-27-2003 08:44 AM

Issue Description

Supply Cfg Err Node Addr F3 occured March 4,2003 @ 07:35:25.

Equipment Type: OCM CCM Card

SUPPLY CFG ERR on an OCM occurs when the power available on the node is less than what was configured. Description:

Dignostics shows Power Supply Major: Power 96 Watts

Issue Resolution

No problem found.

Time Worked: 0 hr 0 min

Work History

Customer Work History

Mar-04-2003:08:42AM/NST Support Representative Comments I New Incident ticket created

Feb-21-2003 01:25 PM

Priority: Emergency Opened: Feb-17-2003 02:42 NMCR-5JUPCZ: Network Management Status: Closed PM NST Center Customer Keywords: Categorization: WAN **Network Management Center** INCIDENT MULTIPLEXER (709) 737-1437 **MEGAMUX TMS Network Management** CONTROLLER Center/NLHydro @ NLHydro NFLD AND LABRADOR HYDRO Hydro Place IC or TC Asset # **Asset Name** eg.IC12806 or eg.SJL1MF1: Follow Up Feb-22-2003 TC9548: JDE WO: Resolved ?: Yes Asset Location: HYP - HYP Hydro Plac€ Group: Network Assignee: Network Management Center Management Center Server Location: HYDRO PLACE Manager 1: GWI Incident Coordinator Manager 2: GWI SLA Pager: Managers Closed By: Network Call Author: Network Management Center on: Management Center

Issue Description

2003 FEB 15 @ 00:24:12 STBBDE.L1 failed due to microwave problems between SBH and GPH. The BDE Node was left with seven voice channels in alarm. CCTS effected were GPH.S1, PRV.S2, BDH.V1, BDE.I1, SPL.P1, TOW.P2, AND HLK.S1. All channels were reporting Channel Out Of Sync.

Issue Resolution

Found BDE Node clocked from slot 7 instead of slot 10. Reset to slot 10, No Change Toggled Chan Interface Card @ BDE, No Change Performed system optomization and service was restored.

Time Worked: 0 hr 0 min

Work History

Customer Work History

Feb-17-2003 02:42PM NST Support Representative Comments: ☐New Incident ticket created

NMCR-5JMGPT: Network Management Center

Status: Closed

Categorization: WAN

Priority: Emergency

Opened: Feb-10-2003 09:01 AM NST

Keywords:

INCIDENT

Customer

Network Management Center

(709) 737-1437

Network Management
Center/NLHydro @ NLHydro
NFLD AND LABRADOR HYDRO

Hydro Place

Hydro Place

Follow Up Feb-15-2003

IC or TC Asset #

eg.IC12806 or

TC9548:

Asset Nam∈

eg.SJL1MF1:

JDE WO:

Resolved ?: Yes Asset Lo

Asset Location: PPTTS - PPT Term Stn Plum

Point

Assignee: Network Management Center

Call Author: Network Management Center

MULTIPLEXER

MEGAMUX TMS3000

Group: Network

Management Center

Server Location: HYDRO PLACE

Pager:

Manager 1: GWI Incident

Coordinator

Manager 2: GWI SLA

Managers

Closed By: Network

on: Management Center

Feb-21-2003 01:28 PM

Issue Description

ECCPPTL1 NORTHERN PEN. RTU COM ERRORS.

Issue Resolution

See Work History

Re-seated AGGR @ ECC node for PPTL2.

Noticed that it took awhile for the card to establish sync.

Contacted Vital to discuss lack of alarm reporting during these events. Vital ticket # 103-514

Turned on the error threshold for the AGGR for PPTL2.

Time Worked: 0 hr 0 min

Work History

Switched AGGR @ PPT via controller. No change Switched ESCC @ PPT. (Node Reset) No Change. Re-seated PPTL2 AGGR in ECC Node, CCT established sync Errors in channels cleared.

Status: Closed **Priority: Emergency** Opened: Feb-07-2003 09:02 NMCR-5JJGQ8: AM NST 1_BIN_Network_Management_Center Customer Keywords: Categorization: WAN

MULTIPLEXER

METROPLEX

Network Management Center (709) 737-1437 **Network Management** Center/NLHydro @ NLHydro

NFLD AND LABRADOR HYDRO Hydro Place

Follow Up Feb-12-2003

C or TC Asset # eg.IC12806 or TC9548:

Resolved ?: Yes

JDE WO: 325280 Asset Location: DLKTS - DLK

Asset Name

eg.SJL1MF1:

INCIDENT

Term Stn Deer Lake

Assignee:

1_BIN_Network_Management_Ce nter

Server Location. HYDRO PLACE

Pager:

Call Author: Network Management Center

Group: Network

Management Center

Manager 1: GWI Incident

Coordinator

Manager 2: GWI SLA Managers

Closed By: Network

on: Management

Center

Feb-24-2003 01:33 PM

Issue Description

GDC Major reported from DLK Node, Feb 7,2003 @ 12:05:50. Cisco Works reports SVL to STB interface out @ 00:06:40

Callreceived from Aliant on Feb 07, 2003 indicating no data transmission from Stephenville, Aliant ticket # FEB 411

Issue Resolution

Problem found to be with NewTel pairs. Changed pairs and problem resolved.

Time Worked: 0 hr 10 min

Work History

Customer Work History

Feb-07-2003 09:02AM NST Support Representative Comments: New Incident ticket created

Opened: Jan-23-2003 01:39 Status: Closed Priority: Emergency NMCR-5J3N59: PM NST 1 BIN Network_Management_Center Customer Categorization: WAN Keywords: **Network Management Center** INCIDENT MULTIPLEXER (709) 737-1437 METROPLEX Network Management Center/NLHydro @ NLHydro NFLD AND LABRADOR HYDRC Hydro Place IC or TC Asset # Asset Name eg.IC12806 or eg.SJL1MF1: TC9548: Follow Up Jan-28-2003 JDE WO: Resolved ?: Yes **Asset Location**: Group: Network Assignee: Management 1_BIN_Network_Management_Ce Center Server Location: HYDRO PLACE Manager 1: GWI Incident Coordinator Manager 2: GWI SLA Pager: Managers Call Author: Network Management Center Closed By: Sean Doyle on: Feb-07-2003 11:06 AM Issue Description MCAST CKT NOT WORKING ON FRAC DATA CARD SLOT 3 CH 2 DSO 19 AND 20.

Issue Resolution

CHANGED MCAST CKT TO SLOT 6 CH1 AND TEST

Time Worked: 0 hr 15 min

Work History

Customer Work History

Jan-23-2003/01/39PM NST Support Representative Comments: New incidentaticket created:

NMCR-5J2MHB: 1_BIN_Network_Management_Center Status: Closed

Priority: Emergency

Opened: Jan-22-2003 01:07

PM NST

Customer

John Hynes (709) 635-2197

John Hynes/NLHydro @ NLHydro NFLD AND LABRADOR HYDRO

Deer Lake

Follow Up Jan-27-2003

Categorization: WAN

MULTIPLEXER

Keywords: CHANGE

MEGAMUX TMS3000

Asset Name eg.SJL1MF1:

TC9548:

IC or TC Asset #

eg.IC12806 or

Resolved ?: Yes

JDE WO: 321220

Group: Network

Asset Location: BDEPLANT -

BDE Bay dEspoir Plant

Management

Assignee:

Pager:

1_BIN_Network_Management_Ce

nter

Call Author: Network Management Center

Server Location: HYDRO PLACE

Manager 1: GWI Incident

Center

Coordinator

Manager 2: GWI SLA

Managers

Closed By: Network

on: Management

Center Feb-05-2003 08:17 AM

Issue Description

Remove cabling associated with BDE.D4 in BDE Powerhouse 1 from the GDC node to Lloyd Diamond's old office.

Issue Resolution

Removed cable from GDC equipment.

Time Worked: 0 hr 10 min

Work History

Customer Work History

Jan-22-2003 04:07PM:NST Support Representative/Comments: INew Incident ticket created.

RFIR-5HZL9E: Status: Closed **Priority: Emergency** Opened: Jan-21-2003 12:03 PM NST 1 BIN_Network_Management_Center Customer Categorization: WAN Keywords: **Network Management Center** INCIDENT **NETCON** (709) 737-1437 OTHER Network Management Center/NLHydro @ NLHydro NFLD AND LABRADOR HYDRO Hydro Place IC or TC Asset # **Asset Name** eg.IC12806 or eg.SJL1MF1: TC9548: Follow Up Jan-26-2003 JDE WO: Resolved ?: No Asset Location: RWCTSWCHIP - RWC Term Stn Roddickton **Wood Chip** Group: Network Assignee. Management 1 BIN Network Management Ce Center nter Server Location: HYDRO PLACE Manager 1: GWI Inciden Coordinator Manager 2: GWI SLA Pager: Managers Call Author: Rick Fisher Closed By: Network on: Management Center Feb-11-2003 01:45 PM Issue Description SCHD4 cct for RWC not available for DBU. Issue Resolution CKT CHECKED OUT FINE, NOTE NO DAILBACKUP AVAILABLE ON THIS CKT! Time Worked: 0 hr 0 min Work History Aliant ticket # JAN263 old gwi ticket nmcr-5hmlyr

Jan-21-2003 12:03PM NST Support Representative Comments: □New Incident ticket created

Customer Work History

Status: Closed **Priority: Emergency** Opened: Jan-21-2003 12:01 RFIR-5HZL7Z: 1_BIN_Network_Management_Center PM NST Customer Categorization: WAN Keywords: **Network Management Center** INCIDENT **NETCON** (709) 737-1437 OTHER Network Management Center/NLHydro @ NLHydro NFLD AND LABRADOR HYDRO Hydro Place IC or TC Asset# **Asset Name** eg.IC12806 or eg.SJL1MF1: TC9548: Follow Up Jan-26-2003 JDE WO: Resolved ?: Yes Asset Location: BCVTS BCV -Term Stn Bear Cove Group: Network Assignee: Management 1 BIN Network Management Ce Center nter Server Location: HYDRO PLACE Manager 1: GWI Incident Coordinator Manager 2: GWI SLA Pager: Managers Call Author: Rick Fisher Closed By: Network on: Management Center Feb-11-2003 01:43 PM Issue Description BCV DBU telco cct not available, at one time during our back up proceedure, we were unable to communicate with the BCV

station.

Issue Resolution

TELCO INVESTIGATED NO FAULT FOUND PROBLEM HAS CLEARED!

Time Worked: 0 hr 0 min

Work History

Aliant ticket JAN262

old gwi ticket nmcr-5hmlwa

Customer Work History

Jan-21-2003 12:01PM:NST Support Representative Comments I New Incident ticket created:

Opened: Jan-21-2003 09:26 Status: Closed **Priority: Emergency** NMCR-5HZH84: Clarence Byrne AM NST Customer Categorization: WAN Keywords: **Network Management Center** INCIDENT **MULTIPLEXER** (709) 737-1437 MEGAMUX TMS3000 Network Management Center/NLHydro @ NLHydro NFLD AND LABRADOR HYDRO Hydro Place Asset Name NODE 1 IC or TC Asset # 3g.SJL1MF1. eg.IC12806 or Follow Up Feb-02-2003 TC9548: JDE WO: Asset Location: HYP - HYP Resolved ?: Yes Hydro Place Group: Network Assignee: Clarence Byrne Management Center Server Location: HYDRO PLACE Manager 1: GWI Incident Coordinator Manager 2: GWI SLA Pager: Managers Closed By: Network Call Author: Network Management Center on: Management Center Jan-28-2003 01:13 PM

Issue Description

Excessive Comms Errors on BUC RTU.

Issue Resolution

replaced card and errors were reduced; re-inserted original card next day, problem had cleared. Cause unknown.

Time Worked: 1 hr 0 min

Work History

Jan 21, 2003 replaced GDC channel card at ECC for the BUC RTU circuit, errors were reduced.

Jan 22, 2003 re-installed original card back into slot, ran error free.

Customer Work History

Jan-28-2003(01:05PM:NST Support Representative Comments:∃New Incidentiticket created

Opened: Jan-15-2003 05:54 Priority: Medium Status: Closed RFIR-5HTT4L: PM NST 1_BIN_Network_Management_Center Customer Keywords: Categorization: WAN Network Management Center INCIDENT **NETCON** (709) 737-1437 NMS2418 MODEM Network Management Center/NLHydro @ NLHydro NFLD AND LABRADOR HYDRO Hydro Place IC or TC Asset # **Asset Name** eg.SJL1MF1: eg.IC12806 or TC9548: Follow Up Jan-20-2003 JDE WO: 314903 Asset Location: PPTTS - PPT Resolved ?: Yes Term Stn Plum Point Group: Network Assignee: Management 1_BIN_Network_Management_Ce Center nter Server Location: HYDRO PLACE Manager 1: GWI Incident Coordinator Manager 2: GWI SLA Pager: Managers Closed By: Network Call Author: Rick Fisher on: Management Center Jan-21-2003 03:40 PM **Issue Description** Tue Dec 10/02 @ 11:17 S/N Ratio Low, SQM Alert. Issue Resolution No Fault Found. Time Worked: 0 hr 10 min

Jan-15-2003:05:54PM:NST/Support Representative Comments: ☐New Incident ticket created.

Work History

old gwi ticket nmcr-5gpke2

Customer Work History

Priority: High Opened: Jan-14-2003 10:33 Status: Closed NMCR-5HSJGX: **AM NST** 1_BIN_Network_Management_Center Customer Categorization: WAN Keywords: **Network Management Center** INCIDENT **NETCON** (709) 737-1437 OTHER Network Management Center/NLHydro @ NLHydro NFLD AND LABRADOR HYDRO Hydro Place IC or TC Asset # **Asset Name** eg.IC12806 or eg.SJL1MF1: TC9548: Follow Up Jan-19-2003 JDE WO: 320798 Resolved ?: Yes **Asset Location:** Group: Network Assignee: Management 1 BIN_Network_Management_Ce Center nter Server Location: HYDRO PLACE Manager 1: GWI Incident Coordinator Manager 2: GWI SLA Pager: Managers Closed By: Network Call Author: Network Management Center on: Management Center Feb-11-2003 01:38 PM

Issue Description

ON PPTL5 ----- {S/N RATIO LOW AND SQM ALERT} ALARMS} ON THE 9610 MASTER END AT DLK.

Issue Resolution

Various testing. Problem cleared supect levels on PLC!

Time Worked: 0 hr 15 min

Work History

Customer Work History

Jan-14-2003 10:33AM NST Support Representative Comments; New Incident ticket created

Opened: Jan-11-2003 01:44 Status: Closed Priority: Medium NMCR-5HPN8N: Network Management PM NST Center Customer Categorization: WAN Keywords: **Network Management Center** INCIDENT **MULTIPLEXER** (709) 737-1437 **MEGAMUX TMS Network Management** CONTROLLER Center/NLHydro @ NLHydro NFLD AND LABRADOR HYDRO Hydro Place IC or TC Asset # **Asset Name** eg.SJL1MF1: eg.IC12806 or Follow Up Jan-16-2003 TC9548: JDE WO: Asset Location: HYP - HYP Resolved ?: Yes Hydro Place Group: Network Assignee: Network Management Center Management Center Server Location: HYDRO PLACE Manager 1: GWI Incident Coordinator Manager 2: GWI SLA Pager: Managers Closed By: Network Call Author: Network Management Center on: Management Center Jan-11-2003 01:49 PM

Issue Description

RDK RTU Comms Errors @ 100% since approx 09:00 Jan 11/03.

Issue Resolution

Re-routed cct from route 2 to route 1. RTU Comms errors cleared. Performed Optomization at 13:00 to see if cct would fail again No errors @ 13:00. It was decided to disable the scheduled optomization for the weekend.

Time Worked: 0 hr 0 min

Work History

Customer Work History

		· ·			
		Caller Location	Caller Phone	Cal	ler E-Mail
		Hydro Place	(709) 737-1437	Cente	k Management r/NLHydro @ ILHydro
Call Number:	NMCR-5HMLWA	Level 1:	WAN	Group:	Network Managem Center
Call Status:	Closed	Level 2:	NETCON	Assignee:	1BIN_Network_Ma ment_Center
Call Priority:	Medium	Level 3:	OTHER	Tech Time:	0 hr 10 min
Call Opened:	Jan-09-2003 12: NDT	36PM		Closed By:	Rick Fisher
Call Author:	Network Manage Center	ement		Closed:	Jan-21-2003 12:03 NDT
		Keywords:	INCIDENT		

Problem Description: (Expand I)

BCV DBU telco cct not available, at one time during our back up proceedure, we were unable to communicate with the BCV station.

Jan-21-2003 12:03PM NST Rick Fisher/NLHydro:

Ticket closed.

Caller ID:

Jan-10-2003 09:56AM NST John Curran/NLHydro: Routed ticket to 1BIN_Network_Management_Center.

Jan-09-2003 12:36PM NST Network Management Centy NLHydro:

New Incident ticket created.

Problem Resolution: (Expand)

Aliant ticket JAN262

transferre dto gwi ver 8.5 ticket # rfir-5hzl7z

Rich Text Items:

		Caller Location	Caller Phone	Ca	ler E-Mail
				Network Management Center/NLHydro @ NLHydro	
Call Number:	NMCR-5HEJKZ	Level 1:	WAN	Group:	Network Manageme
Call Status:	Closed	Level 2:	NETCON	Assignee:	Sean Doyle
Call Priority:	Medium	Level 3:	NMS2418 MODEM	Tech Time:	0 hr 0 min
Call Opened: Jan-02-2003 10:37AM NDT Call Author: Network Management Center		AM		Closed By:	Network Managemer Center
		ent		Closed:	Jan-02-2003 10:47A NDT

Keywords: INCIDENT

Caller ID:

Problem Description: (Expand) CAM D1 is experiencing comms errors whi

CAM.D1 is experiencing comms errors which my be caused by clock slips.

Problem Resolution: (Expand)

Following a review of the configuration of the two 2418 modems, it was discovered that there was a mismatch . was decided to change the Master to match the Remote

Master was changed from Bell 201, Pt-Pt,Syn, Master to Bell 201, Pt-Pt, Asyn, Master.

Comms erors cleared!

Jan-02-2003 10:47AM NST Network Management Center/NLHydro:

Ticket closed.

Jan-02-2003 10:37AM NST Network Management Center/NLHydro:

New incident ticket created.

Rich Text Items:

	Caller Caller Location Wayne Collins HYDRO PLACE		Caller Phone (709) 737-1999	Caller E-Mail Wayne Collins/NLHydro @ NLHydro	
Call Number:	NMCR-5GCQMW	Level 1:	WAN	Group:	Network Managemei
Call Status:	Closed	Level 2:	MULTIPLEXER	Assignee:	1BIN_Network_Manament Center
Call Priority:	Medium	Level 3:	METROPLEX	Tech Time:	0 hr 15 min
Call Opened:	Nov-29-2002 03:48PM NDT	•		Closed By:	John Curran
Call Author:	Network Management Center			Closed:	Jan-10-2003 09:46A NDT
		Keywords:	OTHER 2		

Problem Description: (Expand)
Please determine if there is a spare V.35 connection

available on the MUX terminating cct. 06/DHCT/100142/000/NFLD/000. This is for delivering the MCAS 128K service.

Problem Resolution: (Expand)
yes we do

Jan-10-2003 09:46AM NST John Curran/NLHydro:

Ticket closed.

Nov-29-2002 03:54PM NST Network Management Center/NLHydro:

Routed ticket to 1BIN_Network_Management_Center.

Nov-29-2002 03:48PM NST Network Management Center/NLHydro: New Incident ticket created.

Rich Text Items:

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Calle	Caller Lorne Oldford		Caller Caller Location Caller Ph		Caller Phone		
Lorne Ol			JSL	(709) 258-2396			
Call Number:	NMCR-5G	ANNS	Level 1:	WAN	Group:	Network Managemei Center	
Call Status:	Closed		Level 2:	MULTIPLEXER	Assignee:	1BIN_Network_Mana ment_Center	
Call Priority:	Medium		Level 3:	MEGAMUX TMS 3000	Tech Time:	0 hr 30 min	
Call Opened:	Nov-27-2002 02:07PM NDT		•	u.	Closed By:	Network Managemei Center	
Call Author:	Network M Center	anagement			Closed:	Nov-27-2002 02:20F NDT	
			Keywords:	CHANGE			

Problem Description: (Expand)
Setup GDC circuit for WSDS1 on BDE channel 58 and USL on channel 32, via route BDEUSLR1

Problem Resolution: (Expand I)
setup as required, backed up GDC configuration

Nov-27-2002 02:21PM NST Network Management Center/NLHydro:

Ticket closed.

Nov-27-2002 02:07PM NST Network Management Center/NLHydro: New Incident ticket created.

Rich Text Items:

M

Caller Network Management Center		Network Management Hydro		Caller Phone (709) 737-1437	Network Cente	ler E-Mail k Management r/NLHydro @ ILHydro
Call Number:	CBYE-5FP	GAC	Level 1:	WAN	Group:	Network Managemei Center
Call Status:	Closed		Level 2:	MULTIPLEXER	Assignee:	1BIN_Network_Manament_Center
Call Priority:	Medium		Level 3:	MEGAMUX TMS CONTROLLER	Tech Time:	0 hr 17 min
Call Opened:	ed: Nov-08-2002 08:40AM NDT				Closed By:	Network Managemel Center
Call Author: Clarence E		Byrne	·		Closed:	Nov-26-2002 01:17F NDT
			Keywords:	INCIDENT		•

Problem Description: (Expand)

GDC Node 1-11 ACC Comms Down and ACC Out Of Sync on Nov 08, 2002 @ 2:32AM The following nodes went user reset: 2, 6, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17

Problem Resolution: (Expand I)

Refer to Newtel CRC for verification if their communication link had failed. No trouble found.

appears to have loss the link between ECC and STB

Nov-26-2002 01:17PM NST Network Management Center/NLHydro: Ticket closed.

Nov-08-2002 09:30AM NST Clarence Byrne/NLHydro: Routed ticket to 1BIN_Network_Management_Center. Nov-08-2002 08:40AM NST Clarence Byrne/NLHydro:

New Incident ticket created.

Rich Text Items:

Caller Ca		Caller Caller Location Calle		Cal	ler E-Mail	
Network Mar Cente	_	Hydro Place	(709) 737-1437	Cente	k Management r/NLHydro @ ILHydro	
Call Number:	all Number: SDOE-5FEQU3		WAN	Group:	Network Manageme	
Call Status:	Closed	Level 2:	MULTIPLEXER	Assignee:	1BIN_Network_Manament_Center	
Call Priority:	all Priority: Medium	iority: Medium	Level 3:	MEGAMUX TMS CONTROLLER	Tech Time:	0 hr 0 min
Call Opened: Oct-30-2002 03:58P NDT		BPM :		Closed By:	Network Managemer Center	
Call Author:	Sean Doyle		•	Closed:	Jan-06-2003 09:31A NDT	

INCIDENT

Keywords:

Caller ID:

Problem Description: (Expand])

While updating system time due to change in daylight savings time, comms errors were generated in channel cards.

Problem Resolution: (Expand)

There has been no definite explaination for this. The tim update looked OK until the system was almost complete its IAR. It appears that this may have been an issue between Master and Subordinate.

System time was finally corrected Jan 3,2003. At that time both the Master and Subordinate clocks were updated.

Jan-06-2003 09:31AM NST Network Management Center/NLHydro:

Ticket closed.

Oct-31-2002 07:49AM NST Sean Doyle/NLHydro: Routed ticket to 1BIN_Network_Management_Center.

Oct-30-2002 03:58PM NST Sean Doyle/NLHydro:

New Incident ticket created.

Rich Text Items:

⊽

Caller		Caller	Location	Caller Phone	Cal	ler E-Mail
	etwork Management Hydro Place Center		(709) 737-1437	Cente	k Management r/NLHydro @ ILHydro	
Call Number:	SDOE-5FCJI	KR	Level 1:	WAN	Group:	Network Managemer
Call Status:	Closed		Level 2:	MULTIPLEXER	Assignee:	Sean Doyle
Call Priority:	Medium		Level 3:	MEGAMUX TMS CONTROLLER	Tech Time:	0 hr 15 min
Call Opened:	Oct-28-2002 NDT	10:37AM		•	Closed By:	Network Managemer
Call Author:	Sean Doyle				Closed:	Jan-06-2003 08:28A NDT

Keywords:

Caller ID:

Savings Time.

Problem Description: (Expand)

Update system time following the change to Daylight

INCIDENT

Problem Resolution: (Expand)

Changed system time back by one hour. Alarm databas was backed up prior to change.

When system was restarted, the time reverted back to it origional time, which is now one hour fast.

A ticket was opened with Vital Networks for assistance. Jan 3/03. Ticket number 101822. Servicedesk # 1-800-243-1030.

Updated Date and Time from Unix prompt in both ECC DLK Controllers. Time was correct on ECC Master Controller, however the controller was not communicating with Nodes. Couldn't get status info!

ECC controller was re-booted. Status was available and all looked well except that the time was again one hour fast!!!!

Set time from GTS screen. " Set Date and Time For System"

After system completed Alarm network regeneration, (approx 1 hr), the ECC Controller had to be switched to Master.

All status OK and all alarms clear. Time is still GOOD!!!

Completed Jan 3,2003 @ 17:20.

Confirmed time Monday Jan 6,2003 @ 08:00

Oct-28-2002 10:39AM NST Sean Doyle/NLHydro: Ticket closed.

Oct-28-2002 10:37AM NST Sean Doyle/NLHydro:

New Incident ticket created. Jan-06-2003 08:28AM NST Network Management Center/NLHydro. Ticket closed.

Oct-28-2002 10:44AM NST Sean Doyle/NLHydro:

Incident ticket re-opened.
Oct-28-2002 10:39AM NST Sean Doyle/NLHydro:

Ticket closed.

Oct-28-2002 10:37AM NST Sean Doyle/NLHydro:

Calle	Caller Cal		Caller Caller I		Caller Phone	Ca	ller E-Mail
Network Management Center		Hydro Place	(709) 737-1437	Cente	k Management r/NLHydro @ NLHydro		
Call Number:	CBYE-5F9P5W	Level 1:	WAN	Group:	Network Manageme Center		
Call Status:	Closed	Level 2:	MULTIPLEXER	Assignee:	1BIN_Network_Man		
Call Priority:	Medium	Level 3:	MEGAMUX TMS CONTROLLER	Tech Time:	0 hr 3 min		
Call Opened:	Oct-25-2002 03:	31PM		Closed By:	Clarence Byrne		
Call Author:	Clarence Byrne			Closed:	Oct-25-2002 03:34P NDT		
		Keywords:	CHANGE				

Problem Description: (Expand)

deleate circuit ECCSBHTST at the request of John Curran

Problem Resolution: (Expand I)
Deleated as requested.

Oct-25-2002 03:34PM NDT Clarence Byrne/NLHydro: Ticket closed.

Oct-25-2002 03:31PM NDT Clarence Byrne/NLHydro: New Incident ticket created.

Rich Text Items:

 \Box

Calle	Caller		Location	Caller Phone	Ca	ller E-Mail		
John Cu	ırran	HYDR	O PLACE	(709) 737-1419		ran/NLHydro @ LHydro		
Call Number:	JCUN-5F5	ННВ	Level 1:	WAN	Group:	Network Managemei Center		
Call Status:	: Closed		Call Status: Closed		Level 2:	MULTIPLEXER	Assignee:	1BIN_Network_Manament_Center
Call Priority:	Medium		Level 3:	MEGAMUX TMS CONTROLLER	Tech Time:	0 hr 0 min		
Call Opened:	Call Opened: Oct-21-2002 10:42AM NDT Call Author: John Curran			. •	Closed By:	Rick Fisher		
Call Author:					Closed:	Jan-21-2003 11:54A NDT		
			Keywords:	INCIDENT				

Problem Description: (Expand)

Please insure the Tms 3000 controller in shop is configured correctly

Jan-21-2003 11:54AM NST Rick Fisher/NLHydro:

Ticket closed.

Oct-21-2002 10:44AM NDT John Curran/NLHydro: Routed ticket to 1BIN_Network_Management_Center. Oct-21-2002 10:42AM NDT John Curran/NLHydro: New Incident ticket created.

Problem Resolution: (Expand)

transferred to gwi ver 8.5 ticket # rfir-5hzl2l

Rich Text Items:

52

Call	Caller		Caller Caller Location C		Caller Phone	Cal	ler E-Mail
Network Mar Cent		Hydro	Place	(709) 737-1437	Cente	k Management r/NLHydro @ ILHydro	
Call Number: Call Status: Call Priority: Call Opened:	CBYE-5ERFN Closed Medium Oct-09-2002 (NDT	1	Level 1: Level 2: Level 3:	WAN NETCON CONTROLLER	Group: Assignee: Tech Time: Closed By:	Client Support 1BIN_Client_Suppor 0 hr 3 min Rick Fisher	

Keywords:

INCIDENT

Caller ID:

Call Author:

Problem Description: (Expand)

Clarence Byrne

HP Laserjet 6P not working with Netcom Small System Controller software.

Proper printer driver already installed by client support.

Oct-09-2002 03:53PM NDT Rick Fisher/NLHydro:

Ticket closed.

Oct-09-2002 03:35PM NDT David Little/NLHydro:

Routed ticket to 1BIN_Client_Support.

Oct-09-2002 02:16PM NDT Shane LaCour/NLHydro:

Routed ticket to David Little.

Oct-09-2002 09:14AM NDT Clarence Byrne/NLHydro:

Routed ticket to Shane LaCour.

Oct-09-2002 09:07AM NDT Clarence Byrne/NLHydro: New Incident ticket created.

Rich Text Items:

Ø

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Problem Resolution: (Expand I)

Oct. 9/2002

Netcom Small System Controller software.

This unit is running Win 3.1 as OS.

The printer is on LPT1: as HP Laserjet 4 and is working OK

Closed:

Oct-09-2002 03:53P

NDT

			Canto. (700) 707 444		Caller Phone	Cal	ler E-Mail		
					(709) 737-1419		ran/NLHydro @ ILHydro		
	Call Number:	JCUN-5EE	вннв	Level 1:	WAN	Group:	Network Managemei Center		
	Call Status:	Closed		Call Status: Closed	all Status: Closed	Level 2:	NETCON	•	1BIN_Network_Maniment_Center
	Call Priority:	Medium		Level 3:	OTHER	Tech Time:	0 hr 0 min		
	Call Opened:	ned: Sep-25-2002 10:42AM		III Opened: Sep-25-2002 10:42AM NDT				Closed By:	Rick Fisher
	Call Author: John Curran		an			Closed:	Jan-21-2003 10:36A NDT		
				Keywords:					

Problem Description: (Expand)

Please insure that the netcon mock-up in the shop is operational

Jan-21-2003 10:36AM NST Rick Fisher/NLHydro: Ticket closed.

Sep-25-2002 10:45AM NDT John Curran/NLHydro: Routed ticket to 1BIN_Network_Management_Center. Sep-25-2002 10:42AM NDT John Curran/NLHydro: New Incident ticket created.

Problem Resolution: (Expand 1)

transferred to gwi ver 8.5 ticket rfir-5hzjja

Rich Text Ite

Caller	Caller Location	Caller Phone	Caller E-Mail
Network Management Center	ВАН	(709) 737-1437	Network Management Center/NLHydro @ NLHydro

Call Number:

JHOS-5E6HD5

Level 1: WAN Group:

Network Managemei

Center

Call Status:

Closed

Level 2:

John Curran Assignee:

Call Priority:

Medium

MULTIPLEXER

Tech Time:

0 hr 5 min

Call Opened:

MEGAMUX TMS 3000

Sep-20-2002 10:35AM

Closed By: John Hobbs

NDT

Closed:

Sep-20-2002 10:46A

NDT

Call Author:

John Hobbs

Keywords:

Level 3:

INCIDENT

Caller ID:

Problem Description: (Expand |) POWER SUPPLY FAIL ALARM AT BAH.

Problem Resolution: (Expand) COVERED BY ANOTHER TICKET.

Sep-20-2002 10:47AM NDT John Hobbs/NLHydro: Ticket closed.

Sep-20-2002 10:37AM NDT John Hobbs/NLHydro:

Routed ticket to John Curran.

Sep-20-2002 10:35AM NDT John Hobbs/NLHydro:

New Incident ticket created.

Rich Text Items:

Calle	er	Caller Location	Caller Phone	Cal	ler E-Mail
Cyril Fre	ench	ВАН	(709) 737-1786		nch/NLHydro @ NLHydro
Call Number:	JHOS-5E2L2L	Level 1:	WAN	Group:	Network Managemei Center
Call Status:	Closed	Level 2:	MULTIPLEXER	Assignee:	1BIN_Network_Manament_Center
Call Priority:	Medium	Level 3:	MEGAMUX TMS 3000	Tech Time:	0 hr 8 min
Call Opened:	Sep-16-2002 12:52 NDT	PM		Closed By:	Network Managemei Center
Call Author:	John Hobbs			Closed:	Nov-29-2002 08:45A NDT

Keywords: INCIDENT

Caller ID:

Problem Description: (Expand |) PS FAILURE AT BAH IN GDC MUX.

Problem Resolution: (Expand I) Duplicate ticket, earlier ticket done with some work performed but didn't clear problem. Orininal ticket still being worked on

Nov-29-2002 08:45AM NST Network Management Center/NLHydro:

Ticket closed.

Nov-14-2002 08:29AM NST Boyce Cull/NLHydro:

Routed ticket to 1BIN_Network_Management_Center.

Sep-20-2002 11:50AM NDT John Curran/NLHydro:

Routed ticket to Boyce Cull.

Sep-20-2002 11:02AM NDT John Hobbs/NLHydro:

Routed ticket to John Curran.

Sep-16-2002 12:54PM NDT John Hobbs/NLHydro:

Routed ticket to 1BIN_Network_Services_East.

Sep-16-2002 12:52PM NDT John Hobbs/NLHydro:

New Incident ticket created.

Rich Text Items:

Calle	er	Caller Location		Caller Phone	Cal	ler E-Mail
John Cu	ırran	Hydro	Place	(709) 737-1419		rran/NLHydro @ NLHydro
Call Number:	JCUN-5DNM	DY .	Level 1:	WAN	Group:	Network Managemei Center
Call Status:	Closed		Level 2:	MULTIPLEXER	Assignee:	1BIN_Network_Manament_Center
Call Priority:	Medium		Level 3:	MEGAMUX TMS 3000	Tech Time:	0 hr 10 min
Call Opened:	Sep-04-2002 NDT	02:01PM			Closed By:	Clarence Byrne
Call Author:	John Curran	·			Closed:	Sep-05-2002 03:01F NDT

Keywords: CHANGE

Caller ID:

Problem Description: (Expand)

Please remove all GDC programming associated with our Stratos link to BDE, when this is completed pls route to Boyce and John so they may remove the hardware

Sep-05-2002 03:02PM NDT Clarence Byrne/NLHydro: Ticket closed.

Sep-04-2002 02:05PM NDT John Curran/NLHydro: Routed ticket to 1BIN_Network_Management_Center. Sep-04-2002 02:01PM NDT John Curran/NLHydro: New Incident ticket created.

Problem Resolution: (Expand I)
AS REQUESTED.

Rich Text Items:

Call	Caller Calle		Caller Location Caller Phone		aller Phone	Caller E-Mail	
Lorne O	Lorne Oldford		DE 258-2396		Lorne Oldford/NLHydro @ NLHydro		
Call Number:	JHOS-5DO	SNML	Level 1:	WAN		Group:	Network Managemei Center
Call Status:	Closed		Level 2:	OTHER		Assignee:	1BIN_Network_Manament_Center
Call Priority:	Medium		Level 3:	OTHER		Tech Time:	0 hr 8 min
Call Opened:	Aug-29-20 NDT	02 03:05PM				Closed By:	John Hobbs
Call Author:	John Hobb	s				Closed:	Sep-10-2002 04:03F NDT
		•	Keywords:	INCIDENT			•

Problem Description: (Expand |) GDC DATA CARD FOR BUCANS LAN CIRCUIT IS FAULTY.

Sep-10-2002 04:03PM NDT John Hobbs/NLHydro:

Ticket closed.

Sep-10-2002 03:16PM NDT Lorne Oldford/NLHydro: Routed ticket to 1BIN_Network_Management_Center.

Sep-09-2002 09:51AM NDT Lorne Oldford/NLHydro:

Routed ticket to Sean McLean.

Aug-29-2002 03:14PM NDT Kim Brent/NLHydro:

Routed ticket to John Hynes.

Aug-29-2002 03:07PM NDT John Hobbs/NLHydro:

Routed ticket to Kim Brent.

Aug-29-2002 03:05PM NDT John Hobbs/NLHydro:

New Incident ticket created.

Problem Resolution: (Expand)

Replaced card. Data leds on in both directions.

Rich Text Items:

Caller Network Management Center	Caller Location BAH	Caller Phone (709) 737-1437	Caller E-Mail Network Management Center/NLHydro @ NLHydro	
Call Number: JHOS-5D9PN4	Level 1:	WAN	Group:	Network Managemei Center
Call Status: Closed	Level 2:	MULTIPLEXER	Assignee:	1BIN_Network_Mana

Level 3:

Call Priority:

Medium

Aug-22-2002 03:57PM NDT

John Hobbs Call Author:

MEGAMUX TMS 3000

ment_Center

Tech Time: 6 hr 18 min

Closed By: Network Managemei

Center

Closed: Jan-09-2003 11:45A

NDT

Keywords: INCIDENT

Caller ID:

Call Opened:

Problem Description: (Expand)

GDC POWER SUPPLY ALARM. COULD BE ONE OF THREE SUPPLIES.

Problem Resolution: (Expand)

Replaced all 3 supplies, alarm still intermittant, will need to replace power supply shelf. Entire power supply shell was replaced, no alarms have occured since.

Jan-09-2003 11:45AM NST Network Management Center/NLHydro:

Ticket closed.

Jan-09-2003 09:08AM NST Cyril French/NLHydro: Routed ticket to 1BIN_Network_Management_Center.

Nov-06-2002 01:10PM NST Boyce Cull/NLHydro:

Routed ticket to Cyril French.

Sep-03-2002 02:44PM NDT Boyce Cull/NLHydro:

Routed ticket to Bill Boyde.

Aug-22-2002 03:59PM NDT John Hobbs/NLHydro:

Routed ticket to Boyce Cull.

Aug-22-2002 03:57PM NDT John Hobbs/NLHydro:

New Incident ticket created.

Rich Text Items:

Calle Network Man Cente	agement	Caller Location MDRD1	Caller Phone (709) 737-1437	Network Center	ler E-Mail Management r/NLHydro @ ILHydro
Call Number:	SDOE-5D6LKY	Level 1:	WAN	Group:	Network Services - West
Call Status: Call Priority:	Closed Medium	Level 2: Level 3:	MULTIPLEXER MEGAMUX TMS CONTROLLER	Assignee: Tech Time:	Derek George 1 hr 10 min
Call Opened:	Aug-19-2002 01:2	0PM	CONTROLLER	Closed By:	Derek George
Call Author:	NDT Sean Doyle			Closed:	Aug-23-2002 10:50A NDT
		Keywords:	CHANGE		

Problem Description: (Expand)

Reconfigure MDRD1 to route fromm ECC to DLK instead of from ECC to BUC. This includes changing cabling at DLK, as well as cabling changes at MDR to enable RTU to connect to DLK via TL248.

Aug-23-2002 10:50AM NDT Derek George/NLHydro: Ticket closed.

Aug-20-2002 09:34AM NDT John Hynes/NLHydro:

Routed ticket to Derek George.

Aug-19-2002 01:59PM NDT Kim Brent/NLHydro:

Routed ticket to John Hynes.

Aug-19-2002 01:26PM NDT Sean Doyle/NLHydro:

Routed ticket to Kim Brent.

Aug-19-2002 01:20PM NDT Sean Doyle/NLHydro:

New Incident ticket created.

Problem Resolution: (Expand !)

NMC had to delete the TSM2500 cct from DLK to DLO t free up a UDC card at DLK. MDRD1 was then rerouted from ECC to DLK.

Tech at DLK ran comms cable to TL248 NSK5 slot 27 to UDC card. At MDR, comms cable was removed from TL228 PLC NSK5 and placed in TL248 PLC NSK5 slot 27.

Rich Text Items:

NDT

Caller		Caller Caller Location		Caller Phone	Cal	ler E-Mail
rNetwork Management Center		BA	ĀΗ	(709) 737-1437	Cente	k Management r/NLHydro @ ILHydro
Call Number: Call Status: Call Priority:	SDOE-5D6LW Closed Medium	/J	Level 1: Level 2: Level 3:	WAN MULTIPLEXER MEGAMUX TMS 3000	Group: Assignee: Tech Time:	Network Services - E Cyril French 1 hr 0 min
Call Opened:	Aug-19-2002 (NDT	01:37PM			Closed By:	Cyril French
Call Author:	Sean Doyle				Closed:	Aug-23-2002 04:29F

Keywords: INCIDENT™

Caller ID:

Problem Description: (Expand)

BAH node reporting intermittent power supply failures. "PS#1 Faulty Supply" Aug 19/02 occur 00:10:56 clear 00:10:56 and occur 03:31:27 clear 03:31:28.

Aug-23-2002 04:29PM NDT Cyril French/NLHydro: Ticket closed.

Aug-20-2002 09:27AM NDT Boyce Cull/NLHydro:

Routed ticket to Cyril French.

Aug-19-2002 01:43PM NDT Sean Doyle/NLHydro:

Routed ticket to Boyce Cull.

Aug-19-2002 01:37PM NDT Sean Doyle/NLHydro: New Incident ticket created.

Problem Resolution: (Expand)

Replaced power supply.

Rich Text Items:

97

Calle	Caller Cal		Caller Phone	Cal	ler E-Mail
Network Man Cente	agement	Hydro Place	(709) 737-1437	Cente	k Management r/NLHydro @ ILHydro
Call Number:	JCUN-5CCNLL	Level 1:	WAN	Group:	Network Managemei Center
Call Status:	Closed	Level 2:	MULTIPLEXER	Assignee:	Network Managemei Center
Call Priority:	Medium	Level 3:	MEGAMUX TMS 3000	Tech Time:	6 hr 47 min
Call Opened:	Jul-24-2002 03:03 NDT	PM	,	Closed By:	John Hobbs
Call Author:	John Curran			Closed:	Aug-08-2002 08:12A NDT

Keywords:

Caller ID:

Problem Description: (Expand)

Please remove GDC modules and associated wiring at BDP that were taken out of service as a result of the microwave install on the east coast.

Aug-08-2002 08:12AM NDT John Hobbs/NLHydro:

Ticket closed.
Aug-07-2002 11:17AM NDT Lorne Oldford/NLHydro:

Routed ticket to Network Management Center.

Jul-25-2002 09:57AM NDT Kim Brent/NLHydro:

Routed ticket to Lorne Oldford.

Jul-24-2002 03:23PM NDT John Curran/NLHydro:

Routed ticket to Kim Brent.

Jul-24-2002 03:03PM NDT John Curran/NLHydro:

New Incident ticket created.

Problem Resolution: (Expand)

Removed UDC cards, COC's and all unused wiring.

Rich Text Items:

12

Caller	Caller Location	Caller Phone	Caller E-Mail
Network Management Center	SVL OFFICE	(709) 737-1437	Network Management Center/NLHydro @ NLHydro

Call Number:

JHOS-5BWF24

Level 1: WAN Group:

Network Services -

West

Call Status: Call Priority:

Call Author:

Closed High

Level 2: Level 3: **MULTIPLEXER**

Assignee:

Bill Earle 0 hr 11 min

Jul-10-2002 08:35AM

MEGAMUX TMS OCM

Tech Time: Closed By:

Bill Earle

Call Opened:

NDT

John Hobbs

Closed:

Jul-15-2002 09:14AN

NDT

Keywords:

Caller ID:

Problem Description: (Expand)

CCM CARDS NOT OPTIONED CORRECTLY AT SVL OFFICE. WHEN SWITCHING TO REDUNDANT CARD CKT FAILED.

Jul-15-2002 09:15AM NDT Bill Earle/NLHydro:

Ticket closed.

Jul-11-2002 08:16AM NDT Kim Brent/NLHydro:

Routed ticket to Bill Earle.

Jul-10-2002 11:09AM NDT John Hynes/NLHydro:

Routed ticket to Bill Earle.

Jul-10-2002 08:39AM NDT John Hobbs/NLHydro:

Routed ticket to Kim Brent.

Jul-10-2002 08:35AM NDT John Hobbs/NLHydro:

New Incident ticket created.

Problem Resolution: (Expand |)

CCM CARDS FOUND TO BE OPTIONED CORRECTLY AT SVL OFFICE. SWITCHING WORKED CORRECTLY WHEN TRIED.

Rich Text Items:

Caller		Caller Location	Caller Phone	Caller E-Mail	
Network Mar Cente		PHH TO OPD	(709) 737-1437	Cente	k Management r/NLHydro @ ILHydro
Call Number:	JHOS-5AYHKV	Level 1:	WAN	Group:	Network Services - E
Call Status:	Closed	Level 2:	MULTIPLEXER	Assignee:	Clarence Byrne
Call Priority:	Emergency	Level 3:	OTHER	Tech Time:	0 hr 8 min
Call Opened:	Jun-10-2002 10:46A NDT	M Level 4:		Closed By:	Clarence Byrne
Call Author:	John Hobbs	Level 5:		Closed:	Jul-09-2002 01:57Pf NDT

Keywords:

INCIDENT

Caller ID:

Problem Description: (Expand)
PRIMARY AGG. BOARD FAILURE TO OPD.

Problem Resolution: (Expand 1)
Reseated Primary AGGR board at PHH, problem cleare

Jul-09-2002 01:57PM NDT Clarence Byrne/NLHydro:

Ticket closed.

Jul-05-2002 11:21AM NDT AGENT:

Priority Escalation SLA EXCEEDED (Emergency priority ticket assigned to: Clarence Byrne)

Jun-28-2002 01:19PM NDT AGENT:

Priority Escalation SLA EXCEEDED (High priority ticket assigned to: Clarence Byrne)

Jun-25-2002 07:15AM NDT AGENT:

Priority Escalation SLA EXCEEDED (Medium priority ticket assigned to: Clarence Byrne)

Jun-20-2002 01:07PM NDT Boyce Cull/NLHydro:

Routed ticket to Clarence Byrne.

Jun-20-2002 01:06PM NDT Boyce Cull/NLHydro:

Priority changed from Emergency to Medium.

Jun-13-2002 04:58PM NDT AGENT:

Priority Escalation SLA EXCEEDED (High priority ticket assigned to: Boyce Cull)

Jun-10-2002 10:49AM NDT John Hobbs/NLHydro:

Routed ticket to Boyce Cull.

Jun-10-2002 10:46AM NDT John Hobbs/NLHydro:

New Incident ticket created.

Rich Text Items:

V

Calle	r Call	er Location	Caller Phone	Cal	ler E-Mail
Sean D	oyle S	St. John's	(709)737-1374		yle/NLHydro @ NLHydro
Call Number:	JCUN-563NFP	Level 1:	WAN	Group:	Network Manageme Center
Call Status:	Closed	Level 2:	MULTIPLEXER	Assignee:	1BIN_Network_Man
Call Priority:	Emergency	Level 3:	OTHER	Tech Time:	0 hr 9 min
Call Opened:	Jan-04-2002 01:55PM NDT	Level 4:		Closed By:	Network Managemer Center
Call Author:	John Curran	Level 5:		Closed:	Nov-29-2002 11:29A NDT
	•	Keywords:	INCIDENT		

Caller ID:

Problem Description: (Expand 1)

GDC NODES REPORT MAJ & MIN ALARMS TO TSM2500 THAT ARE NOT SHOWN ON TMS CONTROLLER. SEE TT# 200546

Problem Resolution: (Expand)

Resolved / 2001 / P. Jeans:

According to John Pietruska / Vital the generation of these alarms do occur and are latched by the Fial 2310 RTUs but are missed by the TMS controller because of it's pollong rate. The alarms are real but John was not clear as to their route cause(s).

Nov-29-2002 11:29AM NST Network Management Center/NLHydro:

Ticket closed.

Nov-06-2002 04:58PM NST AGENT:

Emergency Priority Escalation SLA EXCEEDED - Final Notation. Limit (4 notations) has been reached. No further notes will be made, no emails will be sent, however the escalation counter will continue to increment.

Oct-31-2002 08:49AM NST AGENT:

Priority Escalation SLA EXCEEDED (Emergency priority ticket assigned to:

1BIN Network Management Center)

Oct-24-2002 10:26AM NDT AGENT:

Priority Escalation SLA EXCEEDED (Emergency priority ticket assigned to:

1BIN Network Management Center)

Oct-17-2002 12:10PM NDT AGENT:

Priority Escalation SLA EXCEEDED (Emergency priority ticket assigned to:

1BIN Network Management Center)

Oct-10-2002 01:56PM NDT AGENT:

Priority Escalation SLA EXCEEDED (Emergency priority ticket assigned to:

1BIN Network Management Center)

Oct-03-2002 03:52PM NDT AGENT:

Priority Escalation SLA EXCEEDED (High priority ticket assigned to:

1BIN_Network_Management_Center)

Sep-30-2002 09:50AM NDT AGENT:

Priority Escalation SLA EXCEEDED (Medium priority ticket assigned to:

1BIN Network Management Center)

Sep-25-2002 03:36PM NDT AGENT:

Priority Escalation SLA EXCEEDED (Low priority ticket assigned to:

1BIN Network Management Center)

Sep-25-2002 03:33PM NDT Rick Fisher/NLHydro:

Routed ticket to 1BIN Network Management Center.

Sep-24-2002 09:51PM NDT Stephen Norman/NLHydro:

Routed ticket to 1BIN Client Support.

Sep-24-2002 01:24PM NDT Philip Jeans/NLHydro:

Routed ticket to 1BIN System Administrators.

Sep-24-2002 01:24PM NDT Philip Jeans/NLHydro:

Priority changed from Emergency to Low.