

**PacBell Incidents -
Reported to IS Call Center by Test Generator Team**

<u>Vantive #</u>	<u>Area</u>	<u>Opened</u>	<u>Closed</u>	<u>Subject</u>	<u>Impact</u>	<u>Days</u>	<u>Cause</u>	<u>Comments</u>
2116765	Connectivity	9/28/99	10/25/99	T1 comm line installation	High		PB & TG	Order logistics, IP address, router configuration problems related to PB line sharing prohibition. PB gave work-around compile instructions. In response to TG query, PB AM reported in an E-mail on 7/28/00 that "the DataGate CD has been updated to include information on the size of distribution (in the README file as well as several other enhancements such as the software fix for XDRGEN."
2186772	DataGate	10/14/99	11/2/99	Build problem	High	13	PB DG doc/sw	
2212043	Toolbar	10/20/99	10/20/99	Access problem	Low		PB doc	PB ISC provided updated software
2216444	Verigate	10/21/99	10/21/99	Access problem	Low		PB doc	PB ISC assisted first access. Our APPMGR.INI file referenced wrong toolbar version. No LEX.INI existed on our system.
2223129	Toolbar	10/22/99	10/22/99	Upgrade install problem	Low		PB doc	Version on CD received did not match version documented in AL CLECCS99-103
2378658	PBSM	12/1/99	12/1/99	Access problem	Low		PB doc	PB clarified logon process
2381121	Verigate	12/2/99	12/7/99	TN Reservation	Low		Environment	PB table showed P-CLEC Napa as test rather than production. 12/07 Closed when Napa authorized for Verigate/LEX production. Retested successfully.
2386708	Toolbar	12/2/99	12/2/99	Access problem	Low		TG password	PB ISC reset expired password
2386934	LEX	12/2/99	12/9/99	Correct BAN recognition	High	5	PB data	PB table data corrected
2392256	DataGate	12/3/99	12/7/99	Missing required parameters	High	3	PB DG doc	PB supplied missing parm data. In response to TG query, PB AM reported in 7/28/00 E-mail that "PB referred GEIS to parameter data on page 23 of the DataGate Developer Reference Guide (in the current documentation (Rev 3.9), this is now page 10) as well as assigned port information for Napa. No change required to PB documentation."

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2441421	LEX	12/15/99	12/15/99	LSR error message	Low		PB doc	PB ISC suggested field correction PB table showed P-CLEC Blackhawk as test rather than production (see Vantive #2381121 for similar problem for P-CLEC Napa).
2462504	Verigate	12/21/99	12/29/99	TN Reservation	Low		Environment PB DG	
2547442	DataGate	1/13/00	1/18/00	Run time errors	High	3	doc/sw	Incomplete libraries provided by PB
2563447	Toolbar	1/18/00	1/18/00	Access problem	Low		TG password	PB ISC reset expired password
2563553	Toolbar	1/18/00	1/18/00	Access problem	Low		TG password	PB ISC reset expired password
2569223	DataGate	1/19/00	1/20/00	Connect problem	High	1	PB comm	PB firewall configuration problem
2577189	E911	1/20/00	1/25/00	Access problem	Low		PB doc	E911 access fixed on PB side
2599374	DataGate	1/26/00	1/26/00	Connect problem	High	1	PB comm	LSP West access denial PB ISC could not explain why we were down for over an hour receiving 'error code 18'. The problem cleared without known cause while the ISC was Redacted address input, but Verigate returned Redacted address . No ISC call-back. Attributed to phonetic search error.
2607948	Verigate	1/28/00	1/28/00	Access problem	Medium		PB comm/ server	
2611166	Verigate	1/28/00	2/7/00	Address problem	Low		PB software	
2628003	Connectivity	2/2/00	2/2/00	Communication failure	Medium		PB security	PB IBM RACF error. PW reset.
2628986	Toolbar	2/2/00	2/2/00	Communication failure	High	1	PB server	PB server failure (global impact)
2634990	Verigate	2/3/00	5/28/00	TN Reservation failure on sub-location address	Low		PB doc/sw	Issue unresolved until 5/28/00 Verigate release.
2635499	Verigate	2/4/00	5/28/00	TN Reservation failure on sub-location address	Low		PB doc/sw	No callback from ISCC. Issue unresolved until 5/28/00 Verigate release.
2637164	Verigate	2/4/00	5/28/00	TN Reservation failure on sub-location address	Low		PB doc/sw	Issue unresolved until 5/28/00 Verigate release.
2658319	Connectivity	2/8/00	2/8/00	Communication failure	High	1	PB comm	Loose connection in PB CO

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2658856	DataGate	2/9/00	2/14/00	Repeating CIC list SAGRMNT_ID	Medium	3	PB DG sw	In response to TG query, PB AM reported via E-mail 8/2/00 that the software fixed was in a downstream PB system, governed by internal PB change management procedures, rather than the CLEC software Change Management process.
2682732	DataGate	2/15/00	2/15/00	definition	Medium		PB doc	PB clarified proper definition
2700067	DataGate	2/18/00	2/21/00	Connect problem	High	2	TG internal	Missing DG directory
2712935	DataGate	2/22/00	3/2/00	Inconsistent test results	High	7	PB DG doc/db/sw	PB corrected doc/db/software. In response to TG query, PB AM reported in 7/28/00 E-mail that "PB DataGate revision 3.4 issued 3/6/00 updated address validation test (p. 28 in the current Rev 3.9)." PB corrected DG software. In response to TG query, PB AM reported in 7/28/00 E-mail that "PB DataGate revision 3.5 issued 3/16/00 updated with how to handle Zip Code when there are 2 SAGAs in one Zip Code (see p. 18 in current Rev 3.9 especially "Note"); also added examples for several different types of addresses."
2755471	DataGate	3/2/00	3/17/00	SAGA required input	High	7	PB DG sw	
2778765	DataGate	3/8/00	3/8/00	T1 comm line down	High	1	PB comm	Fixed PB side
2783502	DataGate	3/9/00	3/13/00	Test/Production IP addresses	High	2	PB comm	Fixed PB side
2819982	Connectivity	3/17/00	3/17/00	Communication failure	High	1	PB comm	Loose connection in PB CO
2829402	DataGate	3/20/00	4/13/00	Missing Dispatch test case	Medium	6	PB DG doc/db	PB updated DG doc on web. In response to TG query, PB AM reported in 7/28/00 E-mail that "PB DataGate revision 3.6 issued 3/28/00 corrected test data."
2904849	PBSM	4/4/00	4/12/00	PBSM trouble ticket access	Medium		PB PBSM security	Password reset.
3008129	Connectivity	4/24/00	4/24/00	Communication failure	Medium		TG comm	CLEC 6 network problem
3015154	Connectivity	4/25/00	4/25/00	Communication failure	Medium		PB security	PacBell IBM RACF error. PW reset.

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3256530	DataGate	6/7/00	6/7/00	Access problem	Medium	PB comm	PB re-set DataGate port
3327268	DataGate	6/19/00	6/19/00	Access problem	Medium	PB comm	PB re-set DataGate port
							PB re-set DataGate port 6/26. Leaving open to see if recurs Monday 7/3. Problem did recur 7/3. Referred back to ISC and PB Account Manager on 7/5 AM. In our court to re-test 7/5 PM. Problem observed again 7/18. Cause reported was DataGate server was down. PB restarted and we connected OK 7/18 PM. See related DataGate access incidents below.
3364187	DataGate	6/26/00	7/18/00	Access problem PW expired.	Medium	PB comm	Account Manager arranged TN unlock. Access resolved 7/5.
3373769	E911	6/27/00	7/5/00	Cannot unlock	Medium	PB comm	ISC told us to ship broken Blackhawk ID overnight to SBC resource, SBC St. Louis. Expected return by 7/14. Called 8/1 to query status. Received and (High impact as this hindered DG10.0 verification prior to 7/22 obsolescence of DG8.0.) Developer reported same Service_Not_Registered access problem as in #3364187 returned 7/19. ISC said they would call back with explanation 7/21 PM. Reported and corrected 7/21 (server restarted).
3431000	E911	7/7/00	8/4/00	Broken SecurID.	Low	PB security	Continuation of #3516427 and #3364187. Server restarted to correct problem. Referenced new PB internal middleware ticket #3541821. See also related ticket #3638326 below for resolution.
3516427	DataGate	7/21/00	7/21/00	Access problem	High	PB comm	ISC reported port was down, and restarted it. (Preliminary capacity test activity attempted opening 100 simultaneous DataGate sessions, which may have contributed to this problem.)
3539791	DataGate	7/25/00	7/25/00	Access problem	Medium	PB comm	
3540038	DataGate	7/25/00	7/25/00	Access problem Due Date transaction	Medium	PB comm	
3586569	DataGate	8/1/00	8/28/00	inconsistency	Medium	PB software	Sending DD TX's too rapidly results in 9999 errors. Re-test OK 8/28.

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3638326	DataGate	8/9/00	8/15/00	Access problem - Blackhawk	Medium	PB comm	Developer reported same Service_Not_Registered access problem in Blackhawk as reported in #3364187 for Napa. Problems found were uppercase 'B'lackhawk in DataGate configuration file on PacBell side, preventing auto-restart of server, and TG set-up required modification to properly access production DataGate IP's for Blackhawk, Camino, and Discovery. Reference given to related internal PB middleware ticket #3638505.
3673620	EDI	8/15/00	9/13/00	DFDT Translation Problem	High	PB software	EDI 850 submitted with 1230PM per LSOR requirement. EDI 855 returned with 1230 (no AM/PM). PacBell LOC received as 0030. Referred via PB AM to SBC EDI SME. No further explanation or resolution received. TG subsequently avoided using DFDT=1230PM.
3697547	EDI	8/18/00	8/23/00	Duplicate EDI 855's Received	Low	PB doc	Sent PON PO000128695E 8/15. Received 855 FOC within ten minutes, then another 855 stating 'Original request found; SUP cannot be blank'. Re-entered order with new PON PO000129695E 8/16. Received one EDI file within ten minutes containing two duplicate GS envelopes, each containing two nearly identical 855 FOC's, differing only in LSRN and SORD order numbers. On 8/23/00 SBC resource, SBC EDI, reported that our EDI was missing the CTT field, which is apparently required to avoid this problem. SBC EDI Documentation indicates this end of order indicator is optional, but without it, peak volume periods of order activity from all CLEC's may cause duplicate EDI 855's. Appears EDI documentation should be updated to indicate CTT is required.

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3717808	Toolbar	8/21/00	9/27/00	Toolbar 6.0.0 Download Problem	High	PB software	Automatic download of Toolbar 6.0.0 caused corruption of Toolbar installation. Could not revert to Toolbar 5.6 due to missing/damaged .dll. Had to do partial re-install from CD-ROM. Back up 8/22 3:30PM EDT. Awaiting fix to Toolbar 6.0.0. On 9/8, received Accessible Letter CLECCS00-152 outlining the issue surrounding this first attempt at Win98 support in Toolbar, with no resolution date specified. Revised re-release date for Toolbar 6.0.0 is December 16, 2000 per AL CLECCS00_164 sent on September 27, 2000.
3719174	DataGate	8/22/00	9/15/00	TN Reservation Failure	Low	PB software	ISC reported port was down, and restarted it. (Preliminary capacity test activity attempted opening 100 simultaneous DataGate sessions, which may have contributed to this problem.)
3719770	DataGate	8/22/00	9/15/00	TN Reservation Failure	Low	PB software	(Same problem as #3719174, but for tracking Middleware support.)

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3736231	LEX	8/24/00	9/7/00	Stand-alone Directory Listings	Low	PB procedures	LEX ReqTyp=J Stand-alone Listing orders not completing as expected. Issue was post FOC errors were being corrected by PacBell listings team with no notice back to the CLEC. As of 9/7/00, PacBell has changed internal procedures when a post FOC error occurs. PB stated they would ensure CLEC's are notified and provided the option (as appropriate) to correct and re-enter the order, or to have the PacBell listings team correct and process the listing, without LEX SOC (which cannot be triggered manually). As of 10/18/00, after processing two additional sets of SDIR's with intended post-FOC errors, all have SOC'd with no phone calls received. Did determine for one PON (PO9656695P SOC'd 10/10), that after multiple calls to PB, we did learn on 10/17 that there was a post FOC error, as we cannot have an indent with a PLA entry. Although this order did SOC in LEX (contrary to what we previously experienced), TG never received a call from PB to inform us of the error, as expected in the newly announced PB process.
4016293	E911	10/2/00		E911 TN Query/Unlock Access	Low	PB procedures	Unable to access E911 TN Query function (originally reported in 1/24 E-mail). Conflicting analysis from ISC, E911 help desk, and PB AM as to whether cause was a password problem or an ID validation problem. On 10/6, problem was complicated by loss of the E911 'u'nlock function for multiple P-CLEC's (Napa and Blackhawk). Informed PB AM 10/06, and called ISC 10/9. Referred to PB resource, E911. Still unable to access E911 TN Query 10/10, although parties appear to agree we need a new UID validated for this function. Received patch for 'u' function 10/11. As of 10/23, still unable to access the E911 TN Query, even with a newly set password. Unresolved.

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Ref. TG
Final
Report
Section

4.4.3



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