

System Impacted	Start Date/Time	End Date/Time	Cause for Outage
LEX	12/13/99 10:00am	12/13/99 11:00am	Reason unknown but rebooted and system OK. First PacBell fax outage notification received 1:30PM EST.
LEX	12/21/99 8:23am	12/21/99 8:25am	System went down, but was able to reboot with no problem. Reason unknown. No related PB fax outage notification received.
Verigate	1/28/00 6:55am	1/28/00 8:02am	Server down message received on all PCs accessing Verigate. Corrupted file, error code 18 received. During the outage, TG resource called and talked to PB resource. Cause unknown. No related PB fax outage notification received.
Toolbar	2/2/00 10:30am	2/2/00 3:30pm	Server Timeout. TG resource talked with the IS Call Center resource a couple of times regarding the outage (Vantive Ticket #2628986). It was a global problem. When we checked the systems at 3:30 PM, all was available. No related PB fax outage notification received.
Verigate	2/9/00 8:00am	2/9/00 8:30am	Server Timeout. We received a broadcast message advising the server was experiencing downtime. Refreshed Verigate and problem cleared. No related PB fax outage notification received.
Datagate	3/8/00 8:00am	3/8/00 8:30am	Datagate router problem. No related PB fax outage notification received.
Gateway	3/30/00 8:00am	3/30/00 8:30am	Internal Maintenance. No related PB fax outage notification received.
Gateway	5/1/00 6:00am	5/1/00 7:30am	Reason unknown but rebooted and system OK. No related PB fax outage notification received.
Datagate	7/25/00 1:14pm	7/25/00 2:00pm	TG resource reported outage to ISC resource (Vantive ticket number 3539791). Reason unknown but rebooted and system OK. No related PB fax or E-mail outage notification received.
Datagate	7/25/00 4:40pm	7/25/00 5:00pm	Reason unknown but rebooted and system OK. TG resource called ISC at 16:40 EDT, the 16091 port was down again. The Firewall/Datagate Support person restarted it and also checked logs to see if there were any indications of why the port went down from the time he had restarted it at 16:00 EDT. He found no log entries (often indicating an ungraceful shutdown, otherwise it probably would have a log entry).TG resource mentioned the afternoon (EDT) NDM timeouts that we were observing over the past few weeks and speculated about similarities with Datagate interruptions occurring around the same time. PB resource started a new ticket for this: Middleware Ticket Number: 3541821 that could be used to give a more detailed time and dates of observed outages, assuming they keep happening. The IS Call Center left ticket number 3539791 open and referenced the new middleware ticket. No related PB fax or E-mail outage notification received.
Datagate	8/08/00 8:00am	8/08/00 5:00pm	Reason unknown. No related PB fax or E-mail outage notification received.

E911 Database	8/11/00 11:30am	8/11/00 2:00pm	Reason unknown but rebooted and system OK. No related PB fax or E-mail outage notification received.
Datagate	8/14/00 8:00am	8/14/00 1:00pm	Reason unknown but rebooted and system OK. No related PB fax or E-mail outage notification received.
LEX	8/21/00 8:00am	8/22/00 2:00pm	Vantive ticket 3717808 was issued on 8/22. When PacBell attempted to upgrade from Release 5.6 to 6.0, three PCs initiated the download without success. PacBell rolled back to V5.6, but the Toolbar application management files had been corrupted on the three machines that attempted the download, and as a result there was no access to the server to re-establish V5.6 capability. The prescribed fix for the problem was deletion of all application-related files, reload from the Toolbar CD (Version 5.5), and application upgrade back to V5.6 from the PacBell Server. There were two calls to the IS Call Center associated with the ticket. The first attempt to fix the problem didn't work because St. Louis had been specified as the download site. Since each of the five download sites is associated with a specific IP address that extends access from the modem to a port on the server, the IP address associated with St Louis was incompatible with our dial access to California. The second call provided sufficient explanation for us to select the correct download site (Fairfield, CA) and to initiate contact with the appropriate server. Toolbar ac