DALNET LOCATION INFORMATION

As of December, 1999, the following locations are actively using the Frame Relay network for access to the Horizon servers.

Location	DALNET Gateway Address	Line Speed	DLCI Numbers	Frame Circuit ID's
Beaumont Hospital	172.16.1.18	56K	104 - Wayne	YGGS 304197 MB
DMC	172.16.1.30	56K	107 - Wayne	HXGS 200434 MB
DPL (Headend #2)	172.16.1.254	T1	163 - Wayne	YBGS 321930 MB
Macomb Comm. College Campus Library	172.16.1.26	56K	106 - Wayne	YGGS 304178 MB
McGregor Public Lib. Of Highland Park	172.16.1.14	56K	103 - Wayne	YGGS 304052 MB
Oakland County Law Library	172.16.1.10	56K	102 - Wayne	YGGS 304079 MB
UODM Main Library, McNichols Campus Lib.	172.16.1.2	56K	100 - Wayne	QEQD 768317 MB
UODM Outer Drive Campus- Library	172.16.1.6	56K	101 - Wayne	QEQD 768318 MB
WCCC Downtown Learning	172.16.1.22	56K	105 - Wayne	YGGS 304144 MB
WSU Computing Center (Headend #1)		T1		YBGS 321572 MB

Addition of New Sites to Network

Now that the network has been established, the addition of new libraries will require action from the new site itself as well as the DALNET staff. The library that will be joining the network will send a PO to the Ameritech Sales Engineer, Jim Grant, 313.234.3836 Jim will interface with the site manager on contract and service issues. After PO the Purchase Order is received, Ameritech will assign the installation to a project for installation of the circuit. Lead time for this process is about six weeks.

Once the router is installed at the site, the network at that site will need to be able to route traffic to both the private network and the public network. This will require the addition of a network route in their own router.

Desktops

The DSEdit server addresses and IP addresses are as follows:

Wayne State University –	horizon.wayne.edu	141.217.3.127
	webpac.wayne.edu	141.217.3.120
	library.wayne.edu	141.217.3.135
Detroit Public Library –	dplhorizon.detroit.lib.mi.us	207.73.197.12
	dalnet450.detroit.lib.mi.us	207.73.197.11

Elimination of the network as problem

End Users
1. Can they ping the server? If yes, the network is up, no need to go further.
2. Can you ping their gateway? (see page 3 for gateway address) If no, the network is down and the help desk must open a trouble ticket with Ameritech.

Help Desk
Check the HP OpenView terminal to locate a down link. Follow the procedures for Frame Relay Problem Reporting.

Frame Relay Problem Reporting

When a frame relay link goes down, report the down circuit to Ameritech at **1-800-972-3441**. To open the ticket, you will need the following information:

Circuit ID: see DALNET LOCATION INFORMATION table.
Location: street address of the library.
Contact and call back number: who can they talk to about the problem (the person that opened the ticket?).
Can they test the circuit?: *NOTE! Testing the circuit will bring it down. If you're sure the circuit is already not working, tell them to go ahead. If you're not sure, ask them to test after hours.*
Hours of operation: What time is the site open in the event they need to dispatch a technician.

Ameritech will assign a ticket number to the case or use one that you assign. Once a ticket number is assigned to the case of trouble, you may call back at the same number to receive status on the case.

Enter information into Remedy.

ANOTHER NOTE! Log the results of the reasons Ameritech gives you for trouble resolutions. Some circuits can be more problematic than others and if one circuit gives you repeated problems, it is beneficial for you to have a log of what Ameritech did to resolve the problems. This log can especially help in escalation of problems.

Call the DALNET staff at Wayne and let them know that there is a circuit problem and where the problem is located.

Contact Name	Contact Phone
Anaclare Evans	313.577.4002
Adriene Lim	313.577.0367

Ameritech Tips and Escalation Procedures

It is typical to have long hold times when contacting Ameritech. Your first contact is very often a screener who will take your information (circuit ID, address of location) and open the trouble ticket for you. The ticket is sent into a queue for a technician to test. It can take up to an hour for a call back from a technician.

Ameritech will not escalate your circuit problem without your asking. If you are unhappy with the response time or problem resolution, you may ask to have your problem escalated to the manager in charge.

After Hours Procedure

Ameritech is available 24x7 to report problems to and to receive status on outstanding tickets. Ameritech will contact the emergency pager after hours to report any proactive alarms it receives.

Remote Site Procedure

Desktops

To utilize the DALNET Frame Relay network, the DSEdit server addresses and IP addresses are as follows:

Wayne State University –	horizon.wayne.edu	141.217.3.127
	webpac.wayne.edu	141.217.3.120
	library.wayne.edu	141.217.3.135
Detroit Public Library –	dplhorizon.detroit.lib.mi.us	207.73.197.12
	dalnet450.detroit.lib.mi.us	207.73.197.11

The network has been designed so that in the event of a frame relay failure, your network will re-route your requests to the public network. Once the frame failure is resolved, your network will re-route once again over the frame relay.

Elimination of the network as problem

Desktop

1. Can you ping the server? If yes, the network is up, no need to go further.
2. Can you ping your gateway? If no, the network is down then the help desk must open a trouble ticket with Ameritech.

Should you have difficulties reaching the Horizon database, please contact: