


Dematic Support

 Joe Certo[Home](#) **Cases** [Contacts](#)Case **00189213**[Printable View](#)[« Back to List: Cases](#)**Case Detail**

Case Number 00189213

Previous Case ID  11099667Case Owner  Jeffrey PetersonAccount Name Certo Brothers - West Seneca, NYContact Name  Tim SeyfangStatus  ClosedCategory  SoftwarePriority  5Priority Description  General Question/Issue**Information****Subject** Needs to have a test of the new public IP address that they will be having after**Description** Needs to have a test of the new public IP address that they will be having after they switch Internet Service Providers today around 3:30 or 4 PM**Resolution**  Dematic OI WAN integration team member Josh Lamoreaux worked through this. He verified that the ACS was connectable.**System Information****Date/Time Opened** 1/29/2010 8:05 AM**Date/Time Closed** 2/10/2010 4:26 AM**Created By** Jeffrey Peterson, 1/29/2010 8:05 AM**Last Modified By** Derek Camp, 2/28/2015 1:04 PM**Comments**

## Comments

Public Comment	Name	Date Time
12:00 PM - The ISP contact still has not called Josh to work through this. I called Tim and left VM	Jeffrey Peterson	9/22/2014 9:32 AM
1:00 PM - Reviewed, and called Tim earlier. I got Tim and Josh together on the phone after lunch. Josh is seeing " no _something_ proposed". He suspects the the config has been changed on the Certo side. Tim's ISP agent is not available. Josh will furnish his contact info to the customer's ISP agent through Tim. The agent will contact Josh directly to work this out. - 1:30 PM	Jeffrey Peterson	9/22/2014 9:32 AM
1:30 PM - Took call from Tim. They are switching to a new ISP. I put in this call and called OI. Josh is out. - 1:45 PM	Jeffrey Peterson	9/22/2014 9:32 AM
3:30 PM - I put in a ticket with OI and called Josh L. He called back. I connected Josh with the customer Tim. By this time Tim had the new concentrator IP address. It is 65.202.36.140. Josh only has to configure this new IP address in one place. He has done it. Tim said it will be ready to test in about half an hour. - 3:45 PM		
4:30 PM - I tried to connect but it's not working. I called Tim. They are running into some snags. Tim will call and update the ticket when they think it should work. - 4:45 PM		
Tim called back, says its ready to be tested, send him an email with the results.	David Pickel	9/22/2014 9:32 AM
11:15 AM - Reviewed. I called Tim to let him know that I couldn't connect. His WAN guy just left. He wants me to get with our WAN integration team and find out whether we need to exchange another shared key. I updated my OI ticket. - 11:45 AM	Jeffrey Peterson	9/22/2014 9:32 AM
8:00 AM - Reviewed. Tried to connect. VPN connection is still not working. I called Josh. He was expecting to be contacted by the ISP guy on Friday the 5th but no call came. I conferenced in Tim Seyfang. His ISP-WAN contractor could not get to us Friday. Hopefully today he will call Josh. He wants to go a little different way. - 8:30 AM	Jeffrey Peterson	9/22/2014 9:32 AM

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