VIEWING TECHNICAL LOGS USER GUIDE

Introduction

The Verizon Enterprise Center (VEC) Repairs portal may contain in addition to repair progress updates also Technical Logs.

The Technical Logs are for internal Verizon purposes but may sometimes be useful for your technicians that are actively involved with the troubleshooting. The Logs may include both commonly used technical abbreviations like 'BGP' and internal Verizon abbreviations like 'MARC'.

These Logs may be compiled by Verizon's technical diagnostics systems or by Verizon's technicians. The Logs compiled by technicians can be identified by the "*SEANR*" heading of the Log entry. See example.

The Quick Status portal and email Status Notifications do not contain Technical Logs for IT information security reasons.

Technical Log Examples

The logs compiled by technicians can be identified by the "*SEANR*" heading of the Log entry (1).
Please note that not all tickets must necessarily have a technical log appended.

Technical Log Sections:

- **Symptom, Service, Extra Info (2)**
  Shows information about the incident & service

- **Action (3)**
  Shows testing diagnostics results and actions performed in chronological order; separated by time stamps like #2023-05-24 14:38 GMT#

- **Next Task (4)**
  Shows the next troubleshooting actions

(Please find examples below.)

verizon

Today   Yesterday   **Older**

From	To
31	31

1   **Entry** #94

SEANR   Was this status helpful? 🖓 👍

Mar 5, 2021 1:41:11 GMT

Ticket Status: To Be Wrkd

Modify Technical Log for internal Verizon purposes:

2   Service Status

Down

Symptom, Service, Extra Info

- Alarm:

Router Down (██████████) on ██████████████████████████████.com

- Chronic: Possibly. Found 3 tickets in 30 days for this entity. 2 P1 - 0 P2 - 0 P3 - 1 P4

- Orders: No relevant orders found in ESP or EzStatus

- Change request:

CR20210224█████ [Customer Maintenance - Managed Entity/Instance] is OPEN/SCHEDULED and was last updated on 2021-02-24 09:46 and is scheduled for 2021-03-04 09:40

- CPE:██████████████████e004 \ Router \ Cisco \ ISR4321-AX/K9 \ Serial - FLM█████████ \ Customer given name - ████████████████e004

- Ping: Total alive 1/3 - Router 1/3

- Ping failed:██████████████e004 - ████████████████e002

- Alternate path: UP - ██████████████████E006

3   Action

CR20210224█████ is not related - Suppress alarm - ETMS 20210115█████ for ████████████████████e006

CE is unreachable from domain

hsrp backup found

hsrp backup is active ████████████████e006

access via oob modem

router uptime is 1 week, 2 days, 8 hours, 45 minutes

wan interface is up/up

bgp session is down for 03:28:42

ping test to PE failed

bounced wan interface , no luck

turned on auto negotiation - no luck

config normalized

arp incomplete

4   Next Task

DATA US to investigate . TYPE3 DOM IDE circuit

Other example of a Technical Log entries

Delphi is an integrated test and diagnostic tool and used for services with Ethernet access.

MARC Final Summary

The Managed Services Automated Repair Controller (MARC) provides a summary of data gathering, service testing, analysis and repair path assignment. See example below.

Accessing Your Tickets Through the VEC Portal

Verizon Enterprise Center (VEC) offers multiple options how you can access your tickets:
1. 'Repairs' top side menu.
2. Direct ticket number search.
3. Left side menu.
4. Selecting a ticket from the 'Recent' ticket list.

The Default View and View Filters

When you first load a ticket, the default view will be showing only the most recent (1) and non-technical updates.

In order to access the technical updates, you need to click the "Show Technical Log" (2) button. *(Please note: This option is not available if you only have the Quick Status view enabled for your Account).*

Similarly, to browse through more ticket history, you can use the "Yesterday" and "Older" buttons (3).

Should you require a more detailed view, at the end of the current Activity Log display (just above the 'Service History' section), you can click on the "View All" button (4), which will load for you the complete Activity Log view with additional filtering options (5).

!!!
!!!!!!!!!!
Success rate is 100 percent (500/500), round-trip min/avg/max = 20/22/44 ms

4

View All >

Service History

Ticket	Issue	Created	Closed
20230524▮▮▮	PACKT LOSS	Wed May 24 14:03:00 UTC 2023	
20221024▮▮▮	ROUTER	Mon Oct 24 08:15:00 UTC 2022	Fri Nov 04 10:14:00 UTC 2022
20221024▮▮▮	CONNECT	Mon Oct 24 08:15:00 UTC 2022	Sat Oct 29 16:00:00 UTC 2022

View All >

5

Activity log ↑↓

Search 🔍   Hide Filter   Show Technical Log

Filters

☐ Alarm and testing information   ☐ On-hold information   ☐ Escalation information
☐ Summarized updates   ☐ Dispatch information   ☐ Resolve and reopen
☐ LEC/PTT updates   ☐ Customer entries and responses   ☐ Other Verizon comments

4

View All >

Service History

Ticket	Issue
20230524▮▮▮	PACKT LOSS
20221024▮▮▮	ROUTER
20221024▮▮▮	CONNECT

View All >

Today   Yesterday   **Older**

From
[   ] 📅

To
[   ] 📅

Entry #78
SEANR
Jun 5, 2023 7:33:46 GMT

Was this status helpful? 👎 👍

Ticket Status: Working
Modify Technical Log for internal Verizon purposes:

Service Assurance User Guides Library

Documents can be found on the Service Assurance User Guides page.
The latest version of this document can be always found here.

General Customer Training Information

Go to our Customer Training Portal* to enroll in training or to download other user and reference guides.

*Registration is required

Verizon Enterprise Center

The Verizon Enterprise Center portal is an easily accessible tool that supports you in dealing with Repair related technical issues via repair tickets, as well as with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Getting started on Verizon Enterprise Center

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page here.