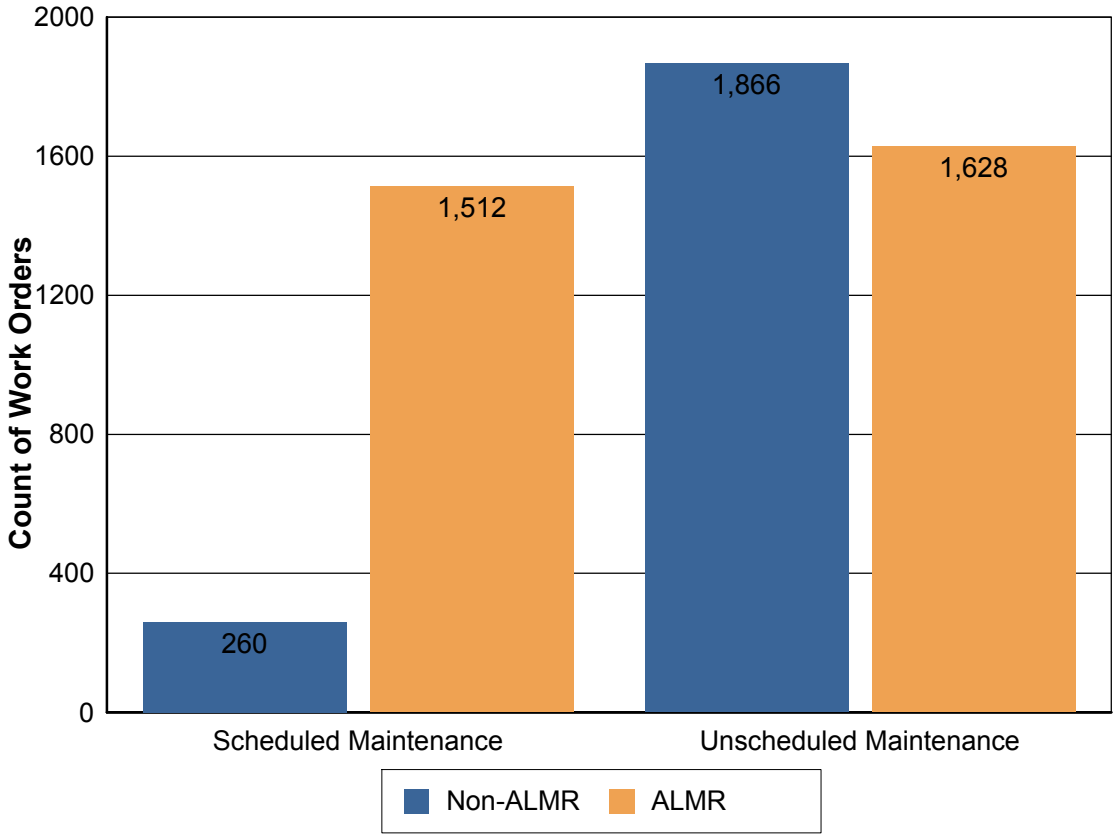
System Maintenance

From: 1/1/2008 To: 5/9/2016



Non-ALMR

Scheduled Maintenance

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 1239 **Date Opened:** 2/27/08 **Date Completed:** 2/28/08

Summary: Blueberry Hill - City is moving circuit to new microwave link.

Resolution: 2/28/2008 11:41 AM Alaskan Standard Time - ACROBERTS Circuit was moved to the new microwave.
No issues reported.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 2543 **Date Opened:** 12/15/08 **Date Completed:** 1/22/09

Summary: ETS - Possible ALMR outage from work in Seattle and Anchorage. Jan. 20-22

Resolution: 4/10/2009 9:11 AM Alaskan Standard Time - JKPANNONE Work has been completed - no outage.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2806 **Date Opened:** 1/29/09 **Date Completed:** 1/28/09

Summary: Women's Bay - Site offline.

Resolution: 1/29/2009 3:02 PM Alaskan Standard Time - ACROBERTS CAUSE: Tech on site on case 21798803 RESOLUTION: Duplicate case.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2809 **Date Opened:** 1/30/09 **Date Completed:** 1/29/09

Summary: Tudor Road Master Site - Microwave work on multiple sites.

Resolution: 1/30/2009 8:42 AM Alaskan Standard Time - ACROBERTS CAUSE: Microwave work on multiple sites. RESOLUTION: State completed microwave work.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3315 **Date Opened:** 3/25/09 **Date Completed:** 3/25/09

Summary: Alcantra - SOA to install DSX ttonight at 6pm.

Resolution: 3/26/2009 8:10 AM Alaskan Standard Time - JKPANNONE Per Casey Borg this work was completed last night. Closing Request.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 4659 **Date Opened:** 8/12/09 **Date Completed:** 8/26/09

Summary: ETS - Microwave repeater repair work at Mt. Bede affecting Kodiak area.

Resolution: 8/25/2009 8:39 PM Alaskan Standard Time - JKPANNONE Microwave repaired.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 4668 **Date Opened:** 8/13/09 **Date Completed:** 8/18/09

Summary: Kasilof - SOA replacing broken cable which will cause a Multiple Site Outage.

Resolution: 8/18/2009 3:36 PM Alaskan Standard Time - JJONES (Maintenance Completed) SOA technician replaced cable and returned affected sites to normal operation.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4882 **Date Opened:** 9/2/09 **Date Completed:** 9/2/09

Summary: Tsina - SOA doing generator work September 1st and 2nd.

Resolution: 10/15/2009 10:43 AM Alaskan Standard Time - JKPANNONE 9/2/09 SOA completed work on their generator.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4976 **Date Opened:** 9/18/09 **Date Completed:** 9/29/09

Summary: Birch Hill Master Site - Request for September 2009 Fire Suppression PMI.

Resolution: 9/29/2009 11:33 AM Alaskan Standard Time - JKPANNONE PMI on Fire Suppression system completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4977 **Date Opened:** 9/18/09 **Date Completed:** 9/22/09

Summary: Independent Ridge - ETS working on DC Power that will cause short outages.

Resolution: 9/29/2009 11:56 AM Alaskan Standard Time - JKPANNONE SOA completed their work at the site.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 5537 **Date Opened:** 10/16/09 **Date Completed:** 10/16/09

Summary: Fire Station 12 - Request to turn channels 1,4,5,8,and 9 off so antenna maintenance can be done.

Resolution: 10/16/2009 1:17 PM Alaskan Standard Time - JKPANNONE Maintenance completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 5538 **Date Opened:** 10/16/09 **Date Completed:** 10/16/09

Summary: Tsina - SOA performing maintenance on the power.

Resolution: 10/21/2009 2:25 PM Alaskan Standard Time - JKPANNONE SOA completed maintenance but never called back in. Closing request.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 5581 **Date Opened:** 10/22/09 **Date Completed:** 10/22/09

Summary: Tsina - SOA working on power at the site that will cause short outage.

Resolution: 10/22/2009 11:27 AM Alaskan Standard Time - JKPANNONE SOA has completed their power work.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 5693 **Date Opened:** 11/6/09 **Date Completed:** 11/9/09

Summary: Valdez - SOA replacing DSX at Valdez this weekend, Nov 7-8.

Resolution: 1/11/2010 9:51 AM Alaskan Standard Time - JKPANNONE 11/9/09, per Joe Kelley DSX was replaced.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5805 **Date Opened:** 12/2/09 **Date Completed:** 12/2/09

Summary: Pipeline Hills - Site Microwave work on site.

Resolution: 12/2/2009 8:37 AM Alaskan Standard Time - JKPANNONE Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5812 **Date Opened:** 12/2/09 **Date Completed:** 12/2/09

Summary: Tudor Road Master Site - 19 Sites are unknown.

Resolution: 12/2/2009 8:40 AM Alaskan Standard Time - JKPANNONE Microwave work completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 5870 **Date Opened:** 12/3/09 **Date Completed:** 12/4/09

Summary: Kenai - ALMR equipment move Thursday Dec 3.

Resolution: 12/4/2009 3:38 PM Alaskan Standard Time - JKPANNONE Antenna move to new tower is complete.
12/4/2009 7:43 AM Alaskan Standard Time - JKPANNONE James Jones/State of Alaska/9072695750 called and stated they found a bad B side radio that should be repaired by tomorrow - James Jones/Customer requested deferral. CCO stated that CCO had deferred case till 12/4.
12/3/2009 11:59 AM Alaskan Standard Time - JKPANNONE State of Alaska moving antenna to new tower.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 6355 **Date Opened:** 1/12/10 **Date Completed:** 1/25/10

Summary: TSAIA - Site unknown.

Resolution: 1/25/2010 9:55 AM Alaskan Standard Time - JKPANNONE Replaced the wave guide.
1/25/2010 8:31 AM Alaskan Standard Time - JKPANNONE James Jones/Tech/Alaska Wireless/9072695750 called and stated the tech replaced the wave guide and requested CCO to defer the case out for monitoring
1/19/2010 10:09 AM Alaskan Standard Time - JKPANNONE James Jones, 9072695750, ALASKA CUST TECH DISPATCH called to defer the case till 01/26/2010 12:30:07 PM due to trouble shooting.

1/12/2010 8:12 AM Alaskan Standard Time - JKPANNONE Jeff Patricelli/ Tech/ Inuitservices/ 9073508687 called in to defer the case for investigation until 1/19 at 12 PM

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 6480 **Date Opened:** 1/19/10 **Date Completed:** 1/14/10

Summary: ETS - Will be using ADMIN 1 Channel to conduct some emergency radio button testing.

Resolution: 1/19/2010 12:58 PM Alaskan Standard Time - JKPANNONE Testing completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 6771 **Date Opened:** 2/9/10 **Date Completed:** 2/19/10

Summary: ETS - Southeast Site outage Feb 19 between 0100 and 0600 while GCI updates software on their mux.

Resolution: 4/9/2010 10:40 AM Alaskan Standard Time - JKPANNONE Software update completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 6856 **Date Opened:** 2/11/10 **Date Completed:** 2/12/10

Summary: Nenana - Installing replacement Eltek Rectifier today.

Resolution: 3/2/2010 4:11 PM Alaskan Standard Time - JKPANNONE 2/11/10 - Installation of Rectifier completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 6870 **Date Opened:** 2/17/10 **Date Completed:** 2/17/10

Summary: Blueberry Hill - SOA doing some circuit testing at 10:00 am today.

Resolution: 2/17/2010 12:41 PM Alaskan Standard Time - JKPANNONE Testing completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 7142 **Date Opened:** 3/24/10 **Date Completed:** 3/24/10

Summary: Paxson - SOA repairing DSX panel or Telco cable on the microwave.

Resolution: 3/24/2010 2:27 PM Alaskan Standard Time - adeveau Microwave work completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 7143 **Date Opened:** 3/24/10 **Date Completed:** 3/24/10

Summary: Sourdough - SOA repairing DSX panel or Telco cable on the microwave.

Resolution: 3/24/2010 2:27 PM Alaskan Standard Time - adeveau Microwave work completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 7161 **Date Opened:** 3/26/10 **Date Completed:** 3/29/10

Summary: Tolsona - ETS will be replacing the Flexible Wave Guide 3/28 am, taking the site off line.

Resolution: 3/29/2010 8:02 AM Alaskan Standard Time - adeveau Wave guide on microwave replacement completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 7176 **Date Opened:** 3/31/10 **Date Completed:** 4/1/10

Summary: ETS - Microwave work between Delta and Dot Lake will put multi sites in site trunking.

Resolution: 4/2/2010 11:45 AM Alaskan Standard Time - JKPANNONE Microwave work completed.
3/30/2010 5:14 PM Alaskan Standard Time - JKPANNONE Work scheduled for 4/1/10, at 10:00 am.

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 7413 **Date Opened:** 4/9/10 **Date Completed:** 4/5/10

Summary: Clear - AT&T cutting power over from AFB to GVEA on Monday, April 5th, 1pm.

Resolution: 4/9/2010 11:25 AM Alaskan Standard Time - JKPANNONE Cutover completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 8457 **Date Opened:** 7/12/10 **Date Completed:** 7/17/10

Summary: Valdez - Antenna work; possible outages the week of July 12-16.

Resolution: 9/9/2010 9:26 AM Alaskan Standard Time - adeveau Antenna work completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 8458 **Date Opened:** 7/12/10 **Date Completed:** 7/14/10

Summary: Birch Hill - and Peger Road M13 multiplexer replacement.

Resolution: 7/14/2010 10:52 AM Alaskan Standard Time - adeveau Duplicate work order opened by Motorola technician. See work order #8480; Motorola case #22369776

Had IM session with John/NMO, who gave approval to close out this case. NMO is still monitoring the case that they created 22369776.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 8784 **Date Opened:** 7/27/10 **Date Completed:** 7/29/10

Summary: ETS - Network Outage Coordination for DSX Panel Replacement.

Resolution: 9/9/2010 9:39 AM Alaskan Standard Time - adeveau SOA completed DSX Panel replacement.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 9013 **Date Opened:** 8/12/10 **Date Completed:** 8/12/10

Summary: Hurricane - SOA moving the site shelter.

Resolution: 8/12/2010 1:56 PM Alaskan Standard Time - adeveau Site successfully moved and equipment restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9154 **Date Opened:** 8/19/10 **Date Completed:** 8/20/10

Summary: Honolulu - Site not wide trunking.

Resolution: 8/20/2010 10:01 AM Alaskan Standard Time - adeveau
Cause: Microwave Link.
Resolution: Link restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9155 **Date Opened:** 8/19/10 **Date Completed:** 8/20/10

Summary: Hurricane - Site not wide trunking.

Resolution: 8/20/2010 10:05 AM Alaskan Standard Time - adeveau
Cause: Microwave link.
Resolution: Link restored.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 9423 **Date Opened:** 9/7/10 **Date Completed:** 9/9/10

Summary: Byers Creek - SOA replacing microwave antenna.

Resolution: 9/8/2010 4:05 PM Alaskan Standard Time - adeveau SOA completed microwave antenna replacement.

Department: DOD-USARAK-FWA **Priority** 4-Scheduled Maintenance

Service Request #: 9566 **Date Opened:** 9/17/10 **Date Completed:** 9/20/10

Summary: FWA - Notification of systems shut down for weekend during power upgrades on base.

Resolution: 10/5/2010 1:27 PM Alaskan Standard Time - adeveau Power upgrades completed over the weekend.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 9659 **Date Opened:** 9/22/10 **Date Completed:** 9/23/10

Summary: Birch Hill Master Site - SOA Kobe waveguide replacement; multiple site outage 9/23/10.

Resolution: 9/23/2010 2:00 PM Alaskan Standard Time - adeveau
Cause: SOA replacing waveguide at Kobe.
Resolution: Waveguide replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9856 **Date Opened:** 10/13/10 **Date Completed:** 10/13/10

Summary: Tudor Road Master Site - Multiple Site outage due to ETS microwave work.

Resolution: 10/13/2010 9:15 AM Alaskan Standard Time - jkpannone Installation of Multiplexer completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 9862 **Date Opened:** 10/13/10 **Date Completed:** 10/27/10

Summary: R1 North - Elmendorf will be cutting fiber over to clean up fiber ring on October 27th.

Resolution: 10/27/2010 1:33 PM Alaskan Standard Time - adeveau Contractors completed fiber work.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 10044 **Date Opened:** 10/25/10 **Date Completed:** 10/27/10

Summary: TSAIA - SOA replacing wave guide on microwave that will cause outage 12-5 Oct 25 & 26.

Resolution: 10/27/2010 7:59 AM Alaskan Standard Time - adeveau CAUSE: Taking site down to replace wave guide on microwave.
RESOLUTION: Replaced wave guide.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10122 **Date Opened:** 11/2/10 **Date Completed:** 11/2/10

Summary: Tudor Road Master Site - Multiple Sites outage due to microwave work.

Resolution: 11/2/2010 3:37 PM Alaskan Standard Time - adeveau Cause: SOA replacing pressure window on their microwave wave guide.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 10659 **Date Opened:** 12/7/10 **Date Completed:** 12/7/10

Summary: Women's Bay - SOA replacing power cable and will need to take site off line for @ 5 min.

Resolution: 12/7/2010 2:06 PM Alaskan Standard Time - adeveau
Cause: SOA replacing power cable.
Resolution: Cable replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11035 **Date Opened:** 12/23/10 **Date Completed:** 12/23/10

Summary: TSAIA - SOA taking site down to replace power amp on their microwave.

Resolution: 12/23/2010 11:29 AM Alaskan Standard Time - jkpannone Cause: Site bouncing
Resolution: Replaced power amp on microwave

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11213 **Date Opened:** 12/30/10 **Date Completed:** 12/30/10

Summary: Chulitna - ETS taking down the fire shot on red spectrum aurora to replace a transmitter.

Resolution: 12/30/2010 11:31 AM Alaskan Standard Time - adeveau SOA completed the cutover work and replaced the transmitter.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11536 **Date Opened:** 1/18/11 **Date Completed:** 1/18/13

Summary: Alcantra to R1 North Microwave - Microwave out of alignment.

Resolution: 1/18/2013 4:20 PM Alaskan Standard Time - jkpannone
New PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11658 **Date Opened:** 1/25/11 **Date Completed:** 1/26/11

Summary: Willow Creek - Chulitna & Byers Creek, Outage while connection on channel bank is fixed.

Resolution: 1/26/2011 8:47 AM Alaskan Standard Time - adeveau
Cause: SOA fixing connection on channel bank.
Resolution: Connection fixed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11741 **Date Opened:** 1/31/11 **Date Completed:** 2/2/11

Summary: ETS - Microwave cutover Feb 2 for Sourdough, Paxson and Trims -

Resolution: 2/2/2011 2:09 PM Alaskan Standard Time - adeveau SOA completed the microwave cutover work.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11843 **Date Opened:** 2/3/11 **Date Completed:** 2/4/11

Summary: TSAIA - SOA replacing Power Amp on their Microwave which will require a short outage.

Resolution: 2/4/2011 10:12 AM Alaskan Standard Time - jkpannone Cause: Bad Power Amp on Microwave
Resolution: Power Amp Replaced

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 12171 **Date Opened:** 2/16/11 **Date Completed:** 2/24/11

Summary: Elmendorf - Outage notification for Multiple sites on Feb 22-23, 2011 between 9 am and 3:30 pm.

Resolution: 3/9/2011 3:36 PM Alaskan Standard Time - adeveau Cause: Tree removal at Site Summit and other military sites.
Resolution: Tree removal completed at site.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12308 **Date Opened:** 2/22/11 **Date Completed:** 2/24/11

Summary: Honolulu - SOA Emergency outage on Parks Highway 4-6 am Feb. 23, 2011.

Resolution: 2/24/2011 9:01 AM Alaskan Standard Time - adeveau State completed removal of debris from the waveguide.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12637 **Date Opened:** 3/3/11 **Date Completed:** 3/9/11

Summary: Honolulu -Work on ice bridge and waveguide scheduled for 3/9/11.

Resolution: 3/9/2011 8:35 AM Alaskan Standard Time - adeveau SOA technician removed more debris from the waveguide. Work completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 13420 **Date Opened:** 4/8/11 **Date Completed:** 5/1/11

Summary: Site Summit - Scheduled power outage 8 am and 4:30 pm 4/11-15 and 4/18-30.

Resolution: 5/9/2011 10:39 AM Alaskan Standard Time - adeveau Electrical power outages affecting Feeder 1, serving the East side of the Glenn Hwy, Arctic Valley area are complete for the time being. There will be additional power outages required to complete this project in the future. The Help Desk will be notified and will notify the ALMR customers at that time.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 13471 **Date Opened:** 4/12/11 **Date Completed:** 5/4/11

Summary: ETS - microwave work on the South Richardson Highway; Ernestine to Heney Range April 18-22, 2011.

Resolution: 5/4/2011 4:36 PM Alaskan Standard Time - adeveau State microwave work completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 13472 **Date Opened:** 4/12/11 **Date Completed:** 4/12/11

Summary: Tsina - Request to turn down the transmit power while techs do tower work.

Resolution: 4/14/2011 9:38 AM Alaskan Standard Time - adeveau Transmit power already at lowest level.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14229 **Date Opened:** 5/17/11 **Date Completed:** 5/18/11

Summary: High Mtn - ETS doing equipment reconfiguration in Ketchikan 5/18/11.

Resolution: 5/18/2011 8:21 AM Alaskan Standard Time - adeveau State completed equipment reconfiguration at the site.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 14349 **Date Opened:** 5/19/11 **Date Completed:** 5/25/11

Summary: Eielson - Command Post customer is moving their equipment.

Resolution: 5/25/2011 4:17 PM Alaskan Standard Time - adeveau Cause: Scheduled move.
Resolution: Equipment move completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14415 **Date Opened:** 5/24/11 **Date Completed:** 5/27/11

Summary: Tudor Road Master Site - ETS scheduled five-hour outage between Glennallen and Tolsona.

Resolution: 5/27/2011 8:38 AM Alaskan Standard Time - jkpannone SOA completed microwave work.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 14510 **Date Opened:** 6/1/11 **Date Completed:** 6/27/11

Summary: Birch Hill Master Site - Request for March 2010 Fire Suppression PMI.

Resolution: 7/5/2011 1:55 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 14511 **Date Opened:** 6/1/11 **Date Completed:** 7/8/11

Summary: Birch Hill Master Site - Request for Fire Suppression PMI 6/24/11.

Resolution: 7/8/2011 9:12 AM Alaskan Standard Time - jkpannone Report received.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 14512 **Date Opened:** 6/1/11 **Date Completed:** 1/11/12

Summary: Birch Hill Master Site - Request for January 2012 Fire Suppression PMI.

Resolution: 1/11/2012 2:58 PM Alaskan Standard Time - jkpannone Reports received.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14623 **Date Opened:** 6/6/11 **Date Completed:** 6/10/11

Summary: ETS - Microwave replacement between Glennallen, Willow Mtn and Ernestine 6/8/11

Resolution: 6/9/2011 8:16 AM Alaskan Standard Time - adeveau Microwave cutover completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14777 **Date Opened:** 6/8/11 **Date Completed:** 6/9/11

Summary: Cottonwood Creek - ETS doing antenna work to improve coverage in Lake Lucille area.

Resolution: 6/9/2011 8:35 AM Alaskan Standard Time - adeveau SOA completed antenna work.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 14920 **Date Opened:** 6/16/11 **Date Completed:** 6/21/11

Summary: ALCOM - Upgrade SharePoint Service with new service pack.

Resolution: 6/21/2011 2:14 PM Alaskan Standard Time - adeveau Share Point updated with a new service pack.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 14993 **Date Opened:** 6/22/11 **Date Completed:** 2/14/12

Summary: Alaska Wireless - Request to have NMT, KMF and Genesis CPUs in the ALMR Office cleaned.

Resolution: 7/28/2011 11:34 AM Alaskan Standard Time - adeveau Pending approval to shut down the systems long enough to clean them.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 15303 **Date Opened:** 6/27/11 **Date Completed:** 6/29/11

Summary: Site Summit - Microwave link reading high power during PMI on June 23, 2011.

Resolution: 6/29/2011 11:29 AM Alaskan Standard Time - adeveau Technician suggests case closure. SOA says power within allowable tolerance.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 15304 **Date Opened:** 6/27/11 **Date Completed:** 6/28/11

Summary: Hurricane - ETS emergency outage at the site, 5 pm 6/27/11.

Resolution: 6/28/2011 8:04 AM Alaskan Standard Time - adeveau Cause: State working on their microwave. Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 15315 **Date Opened:** 6/28/11 **Date Completed:** 6/28/11

Summary: Honolulu - ETS emergency outage 5 pm 6/27/11.

Resolution: 6/28/2011 7:59 AM Alaskan Standard Time - adeveau Cause: State working on their microwave. Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 15696 **Date Opened:** 7/7/11 **Date Completed:** 7/9/11

Summary: Atwood VHF - ETS on site to do antenna work due to high reflected power.

Resolution: 7/8/2011 4:04 PM Alaskan Standard Time - adeveau Antenna and radio work completed.
7/7/2011 10:22 AM Alaskan Standard Time - adeveau From: Andrea Deveau On Behalf Of ALMR Helpdesk
Sent: Thursday, July 07, 2011 10:21 AM
To: ALMF Notification
Subject: SOA Outage - Atwood VHF

The State has technicians at the Atwood VHF site working on the antenna and radios. The radios are offline at this time and will remain so for up to 45 minutes. This outage affects the Downtown Anchorage and Fort Richardson areas. MATCOM, Fort Richardson PMO, Fort Richardson/Elmendorf Fire and Elmendorf Security Forces Dispatch Centers have been notified.

If you have any questions or concerns, please contact the ALMR Help Desk.

7/7/2011 10:22 AM Alaskan Standard Time - adeveau SOA is at the Atwood VHF site doing antenna work. They have taken the radios down.

Dispatch centers have been notified. Randy Kilbourne (SOA) can be reached at 354-4460. He said that they would call before working on the Atwood 800 site.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 15705 **Date Opened:** 7/7/11 **Date Completed:** 7/9/11

Summary: Site Summit - Elmendorf scheduled power outages at Upper and Lower Site Summit July 8 and 9.

Resolution: 7/12/2011 2:44 PM Alaskan Standard Time - adeveau Power change over completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 15722 **Date Opened:** 7/11/11 **Date Completed:** 7/13/11

Summary: Honolulu - ETS microwave work on Parks Highway July 13, 4-6 am.

Resolution: 7/13/2011 8:11 AM Alaskan Standard Time - adeveau State completed microwave work.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 15727 **Date Opened:** 7/12/11 **Date Completed:** 8/22/11

Summary: ETS - Microwave cutover Rich Highway Ernestine to Valdez and Cordova.

Resolution: 8/23/2011 10:07 AM Alaskan Standard Time - adeveau Per John Lynn, the work from Valdez to Cordova is postponed until mid-September. The State is waiting on parts and the work will be weather permitting at that time.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 15956 **Date Opened:** 7/19/11 **Date Completed:** 7/22/11

Summary: Ninilchik - ETS request to turn down the transmit powe.

Resolution: 7/22/2011 12:30 PM Alaskan Standard Time - adeveau
Cause: ETS doing antenna work.
Resolution: Antenna work completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 16239 **Date Opened:** 7/28/11 **Date Completed:** 7/29/11

Summary: Heney Range - Valdez, Divide and Heney Range - Sites bouncing due to ETS work.

Resolution: 7/29/2011 7:53 AM Alaskan Standard Time - adeveau Cause: State working on their microwave cutover.
Resolution: State completed work on their microwave cutover for the day. (Refer to Case Number 15727 - 22761577).

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 16925 **Date Opened:** 8/9/11 **Date Completed:** 8/25/11

Summary: ETS - Scheduled outage Turn Node work being done in Southeast 8/25/11 between 1:00-6:00am.

Resolution: 8/26/2011 9:25 AM Alaskan Standard Time - adeveau Turin node circuitry work completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 16984 **Date Opened:** 8/12/11 **Date Completed:** 8/19/11

Summary: Cooper Mtn - SOA working on the antenna Aug 17-19.

Resolution: 8/30/2011 10:55 AM Alaskan Standard Time - adeveau The antenna mast was repaired.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17362 **Date Opened:** 9/2/11 **Date Completed:** 9/7/11

Summary: ETS - Outage between Ski Hill and Soldotna - Sept. 9 from 4-6 am.

Resolution: 9/7/2011 2:03 PM Alaskan Standard Time - adeveau SOA completed their circuit work.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17365 **Date Opened:** 9/6/11 **Date Completed:** 9/7/11

Summary: Tudor Road Master Site - ETS updating Microwave Software affecting Glennallen south to Valdez.

Resolution: 9/7/2011 8:54 AM Alaskan Standard Time - adeveau Cause: State updating microwave software.
Resolution: State completed updating microwave firmware.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17541 **Date Opened:** 9/21/11 **Date Completed:** 9/22/11

Summary: Chulitna - ETS replacing transmitter. Outage between Byers and Honolulu 5-7 pm 9/21.

Resolution: 9/22/2011 8:23 AM Alaskan Standard Time - adeveau Cause: State replacing the transmitter at Chulitna.
Resolution: State completed replacing the transmitter.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 17584 **Date Opened:** 9/23/11 **Date Completed:** 9/28/11

Summary: Elmendorf - Scheduled power outage at Site Summit Sept. 27 at 7:30 am and 6:00 pm.

Resolution: 9/27/2011 4:15 PM Alaskan Standard Time - adeveau Power outage completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17850 **Date Opened:** 9/28/11 **Date Completed:** 10/7/11

Summary: Girdwood - SOA grounding and antenna work 9/28 - 10/6/11.

Resolution: 10/7/2011 3:57 PM Alaskan Standard Time - adeveau Grounding and antenna work completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 18073 **Date Opened:** 10/3/11 **Date Completed:** 3/29/13

Summary: Moose Pass - Wolcott SOA microwave connectivity issues. (Refer to WO 21996)

Resolution: 8/2/2012 10:39 AM Alaskan Standard Time - jkpannone
SOA working on moving Railroad equipment but doesn't think it will get done this year. Moved follow up date to 3/21/13.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 18932 **Date Opened:** 10/24/11 **Date Completed:** 1/26/12

Summary: TAS - Request to get the T1 connected between TAS and R1 North.

Resolution: 2/13/2012 4:28 PM Alaskan Standard Time - jkpannone New T1 connection completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 18961 **Date Opened:** 10/25/11 **Date Completed:** 10/28/11

Summary: ETS - Updating Software in Delta, will put Trims and Paxson in Site Trunking.

Resolution: 10/28/2011 8:36 AM Alaskan Standard Time - jkpannone SOA completed their microwave work.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 19270 **Date Opened:** 11/8/11 **Date Completed:** 11/9/11

Summary: ETS - Scheduled microwave outage Glennallen to Valdez Nov 9, 2-6 am.

Resolution: 11/9/2011 8:22 AM Alaskan Standard Time - adeveau Cause: State testing their microwave links from Glennallen to Valdez.
Resolution: State completed microwave testing.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 19288 **Date Opened:** 11/9/11 **Date Completed:** 11/14/11

Summary: ETS - Scheduled outage between Glennallen and Valdez November 13 5am-9am.

Resolution: 11/14/2011 8:14 AM Alaskan Standard Time - adeveau State completed microwave work.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 19440 **Date Opened:** 11/16/11 **Date Completed:** 11/16/11

Summary: ETS - Multiple site outage 11/16/11 from 5-7 am.

Resolution: 11/16/2011 8:11 AM Alaskan Standard Time - adeveau Cause: State microwave work.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 19719 **Date Opened:** 12/6/11 **Date Completed:** 12/8/11

Summary: Glennallen - ETS microwave software upgrade Dec. 8 from 4-6 am.

Resolution: 12/8/2011 8:41 AM Alaskan Standard Time - adeveau Cause: Microwave software upgrade.
Resolution: Microwave software upgrade completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 20143 **Date Opened:** 12/22/11 **Date Completed:** 1/11/12

Summary: Hope - ETS generator maintenance; antifreeze leak and refueling.

Resolution: 1/17/2012 3:50 PM Alaskan Standard Time - jkpannone Generator leak repaired and tank refueled.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 20882 **Date Opened:** 1/17/12 **Date Completed:** 1/24/12

Summary: Women's Bay - and Pillar Mountain ACS Circuit work 1/24/12

Resolution: 1/25/2012 11:08 AM Alaskan Standard Time - adeveau Circuit work completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 21337 **Date Opened:** 2/3/12 **Date Completed:** 3/2/12

Summary: PMI Birch Hill to Quarry Hill Microwave Link 3/1/12

Resolution: 3/2/2012 8:13 AM Alaskan Standard Time - adeveau Microwave PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 21338 **Date Opened:** 2/3/12 **Date Completed:** 3/2/12

Summary: PMI Quarry Hill to Birch Hill Microwave Link 3/1/12

Resolution: 3/2/2012 8:14 AM Alaskan Standard Time - adeveau Microwave PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21573 **Date Opened:** 2/14/12 **Date Completed:** 2/15/12

Summary: ETS - Sterling to Kenai radio down to convert microwave to DS3 2/15/12 at 10 am.

Resolution: 2/21/2012 8:57 AM Alaskan Standard Time - adeveau Conversion to DS3 completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 21599 **Date Opened:** 2/15/12 **Date Completed:** 2/19/12

Summary: Tudor Road Master Site -SOA UPS testing 2/15/12 and circuit breaker panel work 2/18/12.

Resolution: 2/21/2012 8:58 AM Alaskan Standard Time - adeveau Circuit breaker panel work completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 21944 **Date Opened:** 3/6/12 **Date Completed:** 4/2/12

Summary: Elmendorf - Scheduled power outage at Site Summit Mon-Fri until March 30, 2012.

Resolution: 4/2/2012 4:05 PM Alaskan Standard Time - adeveau The scheduled power outages for Upper Site Summit have been completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22272 **Date Opened:** 3/22/12 **Date Completed:** 4/24/12

Summary: ETS - Circuit work from Fairbanks to border and down Richardson Hwy March 22-April 27, 2012.

Resolution: 4/27/2012 1:19 PM Alaskan Standard Time - adeveau SOA completed their circuit work as of Monday, April 23.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22435 **Date Opened:** 4/2/12 **Date Completed:** 4/5/12

Summary: Blueberry Hill - MOA equipment transition to Blueberry Hill site.

Resolution: 4/5/2012 2:54 PM Alaskan Standard Time - adeveau Equipment transition completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22505 **Date Opened:** 4/5/12 **Date Completed:** 4/5/12

Summary: Portage - ETS taking site off line to replace combiner cables.

Resolution: 4/5/2012 1:57 PM Alaskan Standard Time - adeveau State completed replacing the combiner cables.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22552 **Date Opened:** 4/6/12 **Date Completed:** 4/8/12

Summary: ETS - Microwave alignment work Sat. April 7 from 9 to 11 am.

Resolution: 4/10/2012 2:43 PM Alaskan Standard Time - adeveau Microwave alignment completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22749 **Date Opened:** 4/12/12 **Date Completed:** 5/20/12

Summary: Tudor Road Master Site - ETS scheduled outage in Southeast Alaska.

Resolution: 5/21/2012 8:54 AM Alaskan Standard Time - adeveau Work completed without outages.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22753 **Date Opened:** 4/13/12 **Date Completed:** 5/3/12

Summary: PMI Alcantra to R1 North Microwave Link 5/3/12

Resolution: 5/3/2012 3:26 PM Alaskan Standard Time - adeveau Microwave PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22754 **Date Opened:** 4/13/12 **Date Completed:** 5/3/12

Summary: PMI R1 North to Alcantra Microwave Link 5/3/12

Resolution: 5/3/2012 3:26 PM Alaskan Standard Time - adeveau Microwave PMI completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 22850 **Date Opened:** 4/20/12 **Date Completed:** 4/23/12

Summary: Heney Range - Turning down transmit power to conserve batteries.

Resolution: 4/23/2012 9:13 AM Alaskan Standard Time - adeveau Transmit power returned to normal settings (120).

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22993 **Date Opened:** 4/30/12 **Date Completed:** 5/11/12

Summary: ETS - Microwave PMIs Valdez to Cordova April 30 - May 11, 2012.

Resolution: 5/21/2012 8:51 AM Alaskan Standard Time - adeveau State will resume work in mid-June.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23196 **Date Opened:** 5/9/12 **Date Completed:** 5/15/12

Summary: SSM Auke Lake 5/14/12

Resolution: 5/17/2012 11:42 AM Alaskan Standard Time - jkpannone Maintenance completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23197 **Date Opened:** 5/9/12 **Date Completed:** 5/16/12

Summary: SSM Skagway 5/17/12

Resolution: 5/17/2012 2:43 PM Alaskan Standard Time - adeveau SSM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23198 **Date Opened:** 5/9/12 **Date Completed:** 5/17/12

Summary: SSM Haines 5/17/12

Resolution: 5/17/2012 2:44 PM Alaskan Standard Time - adeveau SSM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23200 **Date Opened:** 5/9/12 **Date Completed:** 6/6/12

Summary: SSM High Mtn 6/5/12

Resolution: 6/6/2012 8:39 AM Alaskan Standard Time - jkpannone Maintenance completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23201 **Date Opened:** 5/9/12 **Date Completed:** 6/7/12

Summary: SSM Sunny Hay 6/6/12

Resolution: 6/6/2012 5:05 PM Alaskan Standard Time - jkpannone Maintenance completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23231 **Date Opened:** 5/14/12 **Date Completed:** 5/13/12

Summary: Tudor Road Master Site - Multiple site outage at Auke Lake, Saddle Mountain and Lena Point.

Resolution: 5/14/2012 8:34 AM Alaskan Standard Time - adeveau Microwave transmitter replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23394 **Date Opened:** 5/14/12 **Date Completed:** 5/17/12

Summary: ETS - Scheduled microwave outage Dot Lake to Tok, May 16-17, 2012.

Resolution: 5/17/2012 3:32 PM Alaskan Standard Time - adeveau Cause: Microwave radio cutover.
Resolution: Microwave radio cutover completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 23423 **Date Opened:** 5/18/12 **Date Completed:** 5/22/12

Summary: Eielson - Red Flag scheduled power outages May 18-22, 2012.

Resolution: 5/22/2012 10:43 AM Alaskan Standard Time - adeveau Cause: Scheduled power outage.
Resolution: Customer completed work; power restored.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24463 **Date Opened:** 7/2/12 **Date Completed:** 10/2/12

Summary: SSM Sunny Hay 10/2/12.

Resolution: 10/10/2012 2:44 PM Alaskan Standard Time - adeveau SSM completed. State replaced the microwave dish cover while on site at the same time.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24464 **Date Opened:** 7/2/12 **Date Completed:** 10/2/12

Summary: SSM High Mtn 10/2/12.

Resolution: 10/10/2012 2:44 PM Alaskan Standard Time - adeveau SSM completed. State replaced the microwave dish cover while on site at the same time.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24465 **Date Opened:** 7/2/12 **Date Completed:** 10/4/12

Summary: SSM Haines 10/3/12.

Resolution: 10/9/2012 12:40 PM Alaskan Standard Time - adeveau SSM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24466 **Date Opened:** 7/2/12 **Date Completed:** 10/3/12

Summary: SSM Skagway 10/3/12.

Resolution: 10/9/2012 10:19 AM Alaskan Standard Time - adeveau SSM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24467 **Date Opened:** 7/2/12 **Date Completed:** 10/5/12

Summary: SSM Auke Lake 10/4/12.

Resolution: 10/9/2012 9:53 AM Alaskan Standard Time - adeveau SSM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24531 **Date Opened:** 7/2/12 **Date Completed:** 4/30/13

Summary: SSM High Mtn 4/30/13.

Resolution: 4/30/2013 2:24 PM Alaskan Standard Time - jkpannone
Maintenance completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24533 **Date Opened:** 7/2/12 **Date Completed:** 4/30/13

Summary: SSM Sunny Hay 4/29/13.

Resolution: 4/30/2013 7:58 AM Alaskan Standard Time - jkpannone
SSM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24535 **Date Opened:** 7/2/12 **Date Completed:** 10/3/13

Summary: SSM Haines 10/2/13 (CYE 6/30/13)

Resolution: 10/3/2013 4:30 PM Alaskan Standard Time - jkpannone
SSM Completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24537 **Date Opened:** 7/2/12 **Date Completed:** 10/2/13

Summary: SSM Skagway 10/2/13 (CYE 6/30/13)

Resolution: 10/2/2013 2:28 PM Alaskan Standard Time - jkpannone
SSM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24541 **Date Opened:** 7/2/12 **Date Completed:** 5/2/13

Summary: SSM Auke Lake 5/2/13.

Resolution: 5/2/2013 3:16 PM Alaskan Standard Time - jkpannone
Maintenance completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24699 **Date Opened:** 7/9/12 **Date Completed:** 7/20/12

Summary: Heney Range - Outage due to ETS Cordova to Valdez microwave work July 9-20, 2012.

Resolution: 7/20/2012 9:12 AM Alaskan Standard Time - adeveau Microwave dishes replaced at Heney Range and SOA Ellamar and Jack's Peak sites.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24835 **Date Opened:** 7/23/12 **Date Completed:** 11/1/12

Summary: Site Summit - Demolition project at the site through November.

Resolution: 11/30/2012 2:15 PM Alaskan Standard Time - jkpannone
Work completed in October.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24839 **Date Opened:** 7/24/12 **Date Completed:** 7/26/12

Summary: Site Summit - ETS replacing a damaged microwave dish.

Resolution: 7/26/2012 2:13 PM Alaskan Standard Time - adeveau Microwave dish replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24924 **Date Opened:** 7/31/12 **Date Completed:** 8/2/12

Summary: ETS - Replacing the microwave from Sterling to Kenai PRISM 8/2/12 3-6 am.

Resolution: 8/2/2012 8:02 AM Alaskan Standard Time - adeveau Microwave replaced with a new Ethernet microwave.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25064 **Date Opened:** 8/6/12 **Date Completed:** 8/6/12

Summary: Saddle Mtn - Site not wide trunking > 5 minutes.

Resolution: 8/6/2012 9:21 AM Alaskan Standard Time - adeveau Cause: State DS1 microwave cutover.
Resolution: Microwave cutover completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25065 **Date Opened:** 8/6/12 **Date Completed:** 8/6/12

Summary: Skagway - Site unknown > 5 minutes.

Resolution: 8/6/2012 9:18 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25066 **Date Opened:** 8/6/12 **Date Completed:** 8/6/12

Summary: Haines - Site unknown > 5 minutes.

Resolution: 8/6/2012 9:07 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25067 **Date Opened:** 8/6/12 **Date Completed:** 8/6/12

Summary: Auke Lake - Site unknown.

Resolution: 8/6/2012 9:16 AM Alaskan Standard Time - adeveau Cause: State DS1 microwave cutover.
Resolution: Microwave cutover completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 25312 **Date Opened:** 8/17/12 **Date Completed:** 8/20/12

Summary: Ninilchik - Homer Electric replacing underground cables; power outage possible.

Resolution: 8/20/2012 9:20 AM Alaskan Standard Time - adeveau Ground work completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25380 **Date Opened:** 8/21/12 **Date Completed:** 9/14/12

Summary: Site Summit - Microwave dish replacement Sept 11-14, 2012.

Resolution: 9/14/2012 10:08 AM Alaskan Standard Time - adeveau Microwave replacement completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25915 **Date Opened:** 9/7/12 **Date Completed:** 9/7/12

Summary: Cooper Mtn - ETS doing antenna work.

Resolution: 9/7/2012 11:38 AM Alaskan Standard Time - adeveau Replaced the receive antenna and cable.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25984 **Date Opened:** 9/11/12 **Date Completed:** 9/14/12

Summary: Heney Range - ETS doing microwave work in Valdez that will affect site.

Resolution: 9/26/2012 3:46 PM Alaskan Standard Time - adeveau Microwave work completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 26162 **Date Opened:** 9/12/12 **Date Completed:** 9/13/12

Summary: Eielson - Request to check alarms on Quarry Hill to Birch Hill microwave.

Resolution: 9/13/2012 4:11 PM Alaskan Standard Time - adeveau Radios aligned and calibrated.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 26163 **Date Opened:** 9/12/12 **Date Completed:** 9/13/12

Summary: USARAK - Request to check alarms on Birch Hill to Quarry Hill microwave.

Resolution: 9/13/2012 4:11 PM Alaskan Standard Time - adeveau Radios aligned and calibrated.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 26207 **Date Opened:** 9/13/12 **Date Completed:** 9/14/12

Summary: Pillar Mtn - Commercial power outage Sept 14 at 10am for 4 hours; battery backup.

Resolution: 9/14/2012 1:13 PM Alaskan Standard Time - adeveau Power outage canceled by the Electric Company.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 26294 **Date Opened:** 9/18/12 **Date Completed:** 9/19/12

Summary: Ester Dome - ETS doing Antenna work.

Resolution: 9/19/2012 4:12 PM Alaskan Standard Time - adeveau Transmit antenna swapped out and receive antenna moved.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 26846 **Date Opened:** 10/25/12 **Date Completed:** 11/19/12

Summary: Elmendorf - Request to check the Fiber Link connections on JBER.

Resolution: 11/19/2012 2:47 PM Alaskan Standard Time - jkpannone
Cause: Fiber looped back on itself at the RAOC location.
Resolution: Fiber correctly connected.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 26893 **Date Opened:** 10/31/12 **Date Completed:** 11/29/12

Summary: ALCOM - TAS EBEM repair validation.

Resolution: 11/28/2012 4:17 PM Alaskan Standard Time - jkpannone
Testing completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 27025 **Date Opened:** 11/6/12 **Date Completed:** 11/15/12

Summary: Tudor Road Master Site - ETS Circuit work at Tahneta Pass, Lion's Head, Sawmill and Cottonwood.

Resolution: 11/15/2012 12:55 PM Alaskan Standard Time - adeveau
Circuit work completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 27157 **Date Opened:** 11/16/12 **Date Completed:** 11/28/12

Summary: R1 North - Circuit cutover at Camp Denali.

Resolution: 11/28/2012 9:16 AM Alaskan Standard Time - jkpannone
Cause: Microwave circuit work.
Resolution: Circuit work completed.

Department: DOD-USARAK-FRA **Priority** 4-Scheduled Maintenance

Service Request #: 27286 **Date Opened:** 11/21/12 **Date Completed:** 11/27/12

Summary: FRA - Scheduled power outage Bldg 656 11/24/12 at 7:30 am for up to 8 hours.

Resolution: 11/26/2012 11:02 AM Alaskan Standard Time - adeveau
Cause: Scheduled electrical work.
Resolution: Electrical work completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 28594 **Date Opened:** 2/9/13 **Date Completed:** 10/11/13

Summary: Skagway - Request to work on microwave as the readings are low.

Resolution: 10/28/2013 11:08 AM Alaskan Standard Time - jkpannone
SOA taking care of the microwave work.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28754 **Date Opened:** 2/27/13 **Date Completed:** 3/6/13

Summary: Lena Point - ETS working on microwave will cause bounce to Juneau AST Dispatch.

Resolution: 3/6/2013 8:58 AM Alaskan Standard Time - jkpannone
Work moved to end of March. Will open new request at that time.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 28993 **Date Opened:** 3/7/13 **Date Completed:** 3/8/13

Summary: High Mtn - GCI maintenance in Ketchikan will cause brief hits between 1-6 AM 3/8/13.

Resolution: 3/8/2013 12:55 PM Alaskan Standard Time - jkpannone
Cause: GCI circuit work.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 29208 **Date Opened:** 3/26/13 **Date Completed:** 3/28/13

Summary: Tudor Road Master Site -Multiple site outage due to Microwave work.

Resolution: 3/28/2013 7:58 AM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave links.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29413 **Date Opened:** 4/5/13 **Date Completed:** 4/9/13

Summary: Tudor Road Master Site - Multiple outages due to microwave circuit work.

Resolution: 4/9/2013 8:38 AM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29441 **Date Opened:** 4/9/13 **Date Completed:** 4/11/13

Summary: Tudor Road Master Site -Multiple Site Outage affecting Garner, Reindeer Hills, Yanert & Money Knob.

Resolution: 4/11/2013 2:24 PM Alaskan Standard Time - jkpannone
Cause: SOA Microwave circuit work.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29893 **Date Opened:** 4/24/13 **Date Completed:** 4/25/13

Summary: ETS - Outage affecting Nenana and Money Knob sites as moving circuits.

Resolution: 4/25/2013 7:55 AM Alaskan Standard Time - jkpannone
Cause: SOA working on microwave circuits.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29963 **Date Opened:** 4/30/13 **Date Completed:** 5/2/13

Summary: Tudor Road Master Site - Multiple site outage due to SOA equipment relocation.

Resolution: 5/2/2013 8:00 AM Alaskan Standard Time - jkpannone
Cause: SOA moving equipment.
Resolution: Move completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30361 **Date Opened:** 5/14/13 **Date Completed:** 5/15/13

Summary: Garner - SOA working on microwave

Resolution: 5/14/2013 4:21 PM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 30500 **Date Opened:** 5/20/13 **Date Completed:** 5/20/13

Summary: High Mtn - Replacing Microwave transmitter card.

Resolution: 5/20/2013 1:30 PM Alaskan Standard Time - jkpannone
Cause: Adjusting Microwave.
Resolution: Microwave adjusted.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 30972 **Date Opened:** 6/4/13 **Date Completed:** 6/8/13

Summary: ETS - Microwave work week of July 3rd on the Parks Hwy.

Resolution: 6/10/2013 3:37 PM Alaskan Standard Time - jkpannone
Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31010 **Date Opened:** 6/11/13 **Date Completed:** 6/12/13

Summary: Ester Dome - Swapping over to new microwave at 5:00 AM will cause about a 30 min outage.

Resolution: 6/12/2013 7:51 AM Alaskan Standard Time - jkpannone
Cause: SOA swapping over to new Microwave.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31078 **Date Opened:** 6/17/13 **Date Completed:** 6/18/13

Summary: Tudor Road Master Site - Multiple site outages in Juneau and Ketchikan area.

Resolution: 6/18/2013 8:07 AM Alaskan Standard Time - jkpannone
Cause: SOA replacing a microwave node.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31079 **Date Opened:** 6/17/13 **Date Completed:** 6/19/13

Summary: Tudor Road Master Site - Multiple site outages in Ketchikan area.

Resolution: 6/20/2013 11:09 AM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 31084 **Date Opened:** 6/18/13 **Date Completed:** 6/18/13

Summary: Lena Point - Site not wide trunking 3 times in 30 minutes.

Resolution: 6/18/2013 7:55 AM Alaskan Standard Time - jkpannone
Cause: SOA replacing node on microwave.
Resolution: Work completed.
Duplicate case: Refer to 23533526 WO 31078

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 31085 **Date Opened:** 6/18/13 **Date Completed:** 6/18/13

Summary: Saddle Mtn - Site not wide trunking 3 times in 30 minutes.

Resolution: 6/18/2013 7:55 AM Alaskan Standard Time - jkpannone
Cause: SOA replacing node on microwave.
Resolution: Work completed.
Duplicate case: Refer to 23533526 WO 31078

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31249 **Date Opened:** 6/25/13 **Date Completed:** 6/27/13

Summary: Byers Creek - SOA working on microwave circuits.

Resolution: 6/27/2013 7:45 AM Alaskan Standard Time - jkpannone
Cause: SOA working on microwave.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31451 **Date Opened:** 7/2/13 **Date Completed:** 7/3/13

Summary: Tudor Road Master Site - SOA doing microwave work will cause outage at High Mtn & Sunny Hay.

Resolution: 8/5/2013 9:51 AM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31652 **Date Opened:** 7/11/13 **Date Completed:** 7/12/13

Summary: Willow Creek - Chulitna - Byers Creek - SOA working on microwave circuits.

Resolution: 7/12/2013 2:53 PM Alaskan Standard Time - drice
Cause: SOA ETS circuit work.
Solution: Circuit work complete.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32509 **Date Opened:** 9/3/13 **Date Completed:** 11/15/13

Summary: SSM High Mtn 11/14/13.

Resolution: 11/15/2013 7:58 AM Alaskan Standard Time - jkpannone
SSM completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32886 **Date Opened:** 9/20/13 **Date Completed:** 10/24/13

Summary: Tudor Road Master Site - Multiple site outage due to Microwave work on the Parks Hwy.

Resolution: 10/24/2013 7:44 AM Alaskan Standard Time - jkpannone
Cause: SOA working on microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK-FRA **Priority** 4-Scheduled Maintenance

Service Request #: 32931 **Date Opened:** 9/26/13 **Date Completed:** 10/12/13

Summary: FRA - Base Power outages for testing.

Resolution: 10/15/2013 7:55 AM Alaskan Standard Time - jkpannone
Cause: Scheduled power test.
Resolution: Power tests completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33060 **Date Opened:** 10/2/13 **Date Completed:** 10/3/13

Summary: SSM Haines 10/2/13.

Resolution: 10/3/2013 4:30 PM Alaskan Standard Time - jkpannone
SSM Completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33061 **Date Opened:** 10/2/13 **Date Completed:** 10/2/13

Summary: SSM Skagway 10/2/13.

Resolution: 10/2/2013 2:27 PM Alaskan Standard Time - jkpannone
SSM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33062 **Date Opened:** 10/2/13 **Date Completed:** 10/5/13

Summary: SSM Auke Lake 10/3/13.

Resolution: 10/7/2013 9:20 AM Alaskan Standard Time - jkpannone
SSM completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 33093 **Date Opened:** 10/8/13 **Date Completed:** 10/11/13

Summary: Eielson - LMR Scheduled Power Outage night of October 8 expected to effect Dispatch Console.

Resolution: 10/11/2013 3:21 PM Alaskan Standard Time - jkpannone
Cause: Scheduled power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33832 **Date Opened:** 11/22/13 **Date Completed:** 11/24/13

Summary: Tudor Road Master Site - Multiple site outage due to ETS SATS work.

Resolution: 11/25/2013 9:53 AM Alaskan Standard Time - jkpannone
Cause: SATS work.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34027 **Date Opened:** 12/3/13 **Date Completed:** 12/8/13

Summary: ETS updating software at Sterling and Cooper Mtn SATS Sites which will cause multiple site outages.

Resolution: 12/9/2013 11:01 AM Alaskan Standard Time - jkpannone
Work completed. No outages reported.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34112 **Date Opened:** 12/18/13 **Date Completed:** 12/18/13

Summary: ETS - Multiple site outage in the MSB and Kenai Peninsula.

Resolution: 12/18/2013 9:01 AM Alaskan Standard Time - jkpannone
Work completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34481 **Date Opened:** 1/2/14 **Date Completed:** 1/3/14

Summary: Portage - Alaska Railroad vendor will be working on Fiber 1/3/14.

Resolution: 1/3/2014 1:13 PM Alaskan Standard Time - jkpannone
Cause: Vendor working on fiber.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34755 **Date Opened:** 1/29/14 **Date Completed:** 1/31/14

Summary: Portage - ETS moving microwave circuits that will cause the site to bounce.

Resolution: 1/30/2014 4:36 PM Alaskan Standard Time - drice
Cause: ETS moving site circuits.
Resolution: Circuits moved.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34921 **Date Opened:** 2/4/14 **Date Completed:** 2/5/14

Summary: Whittier - ETS relocating circuit that will cause site outage.

Resolution: 2/5/2014 7:58 AM Alaskan Standard Time - jkpannone
Cause: ETS relocating circuit.
Resolution: Circuit move completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35289 **Date Opened:** 3/5/14 **Date Completed:** 3/5/14

Summary: Tudor Road Master Site - Microwave Software Upgrade.

Resolution: 3/5/2014 7:56 AM Alaskan Standard Time - drice
CAUSE: State doing upgrade.
RESOLUTION: Completed upgrade.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35776 **Date Opened:** 3/20/14 **Date Completed:** 3/28/14

Summary: Honolulu - Replace Microwave Dishes between Honolulu and Hurricane SATS sites

Resolution: 4/8/2014 12:31 PM Alaskan Standard Time - drice
Work complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35804 **Date Opened:** 3/24/14 **Date Completed:** 4/1/14

Summary: Anchor River - Comm failure

Resolution: 3/31/2014 4:00 PM Alaskan Standard Time - cwittschiebe
CAUSE: high winds
RESOLUTION: cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36506 **Date Opened:** 4/23/14 **Date Completed:** 4/23/14

Summary: Anchor River - Comm Failure

Resolution: 4/23/2014 2:43 PM Alaskan Standard Time - cwittschiebe
CAUSE:T1 issue
RESOLUTION: State dealt with T1 issue

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36507 **Date Opened:** 4/23/14 **Date Completed:** 4/23/14

Summary: Diamond Ridge - Comm Failure

Resolution: 4/23/2014 2:50 PM Alaskan Standard Time - cwittschiebe
CAUSE:T1 issue
RESOLUTION: State dealt with T1 issue

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 36534 **Date Opened:** 4/25/14 **Date Completed:** 4/26/14

Summary: Moose Pass - Replacing channel bank

Resolution: 4/25/2014 4:44 PM Alaskan Standard Time - cwittschiebe
CAUSE: Replacing channel bank
RESOLUTION: Complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38132 **Date Opened:** 10/1/14 **Date Completed:** 10/1/14

Summary: Anchor River - Site down

Resolution: 10/2/2014 9:47 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave upgrade.
RESOLUTION: Microwave equipment issue, patching completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38133 **Date Opened:** 10/1/14 **Date Completed:** 10/1/14

Summary: Diamond Ridge - Site down

Resolution: 10/2/2014 9:42 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave upgrade
RESOLUTION: Microwave equipment issue, patching completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38134 **Date Opened:** 10/1/14 **Date Completed:** 10/1/14

Summary: Seldovia - Site down

Resolution: 10/2/2014 9:51 AM Alaskan Standard Time - cwittschiebe
CAUSE:Microwave upgrade.
RESOLUTION:Microwave equipment issue, patching completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38135 **Date Opened:** 10/1/14 **Date Completed:** 10/1/14

Summary: Ski Hill - Site down

Resolution: 10/2/2014 9:29 AM Alaskan Standard Time - cwittschiebe
Cause: Microwave upgrade.
Resolution: Microwave equipment issue, patching completed.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 38226 **Date Opened:** 10/3/14 **Date Completed:** 10/3/14

Summary: Wolcott - Moving equipment, site is down

Resolution: 10/3/2014 1:38 PM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave equipment move.
RESOLUTION: Preliminary work completed. Additional work scheduled for next week pending weather.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 38229 **Date Opened:** 10/3/14 **Date Completed:** 10/6/14

Summary: Kenai - Microwave equipment software downgrade.

Resolution: 10/7/2014 9:52 AM Alaskan Standard Time - cwittschiebe
CAUSE: Issue with software upgrade
RESOLUTION: Patch was successfully rolled back to original version

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Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 38275 **Date Opened:** 10/8/14 **Date Completed:** 10/11/14

Summary: Tudor Road Master Site - Site 24 MOOSE PASS, Site 33 SEWARD, Site 41 WOLCOTT not in wide trunking

Resolution: 10/14/2014 8:54 AM Alaskan Standard Time - cwittschiebe
CAUSE: Maintenance
RESOLUTION: Maintenance Complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38412 **Date Opened:** 10/22/14 **Date Completed:** 10/22/14

Summary: Valdez - Not Wide Trunking 3 x 30

Resolution: 10/22/2014 10:56 AM Alaskan Standard Time - cwittschiebe
CAUSE: System upgrade
RESOLUTION: Customer was Upgrading the operating system on ALCATEL-lucent 7705 and upgrade completed.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 38468 **Date Opened:** 10/28/14 **Date Completed:** 10/30/14

Summary: Moose Pass - Equipment relocation

Resolution: 10/31/2014 8:59 AM Alaskan Standard Time - cwittschiebe
CAUSE: loss of netowork
RESOLUTION: resolved by customer

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 39416 **Date Opened:** 2/4/15 **Date Completed:** 2/4/15

Summary: Birch Hill Master Site - Upgrades on Zone 2 at appx 4am AKST; Multiple site

Resolution: 2/4/2015 9:08 AM Alaskan Standard Time - cwittschiebe
CAUSE: System upgrades
RESOLUTION: Upgrades complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39468 **Date Opened:** 2/13/15 **Date Completed:** 2/13/15

Summary: Portage - Not Wide Trunking 3 x 30

Resolution: 2/13/2015 9:26 AM Alaskan Standard Time - cwittschiebe
CAUSE:Engineers moving leased circuit.
RESOLUTION:Circuit moved into State of Alaska telecommunications System (SATS).

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 39472 **Date Opened:** 2/17/15 **Date Completed:** 2/14/15

Summary: Hope - Maintenance upgrade requiring a reboot

Resolution: 2/17/2015 9:21 AM Alaskan Standard Time - cwittschiebe
CAUSE: Maintenance: Site will go down.
RESOLUTION: Maintenance completed.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 39773 **Date Opened:** 3/18/15 **Date Completed:** 3/18/15

Summary: Tudor Road Master Site - Moving Circuits - Multiple site will bounce over the next couple hours

Resolution: 3/18/2015 9:58 AM Alaskan Standard Time - cwittschiebe
CAUSE:Moving circuits
RESOLUTION:Moving circuits finished

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40402 **Date Opened:** 4/3/15 **Date Completed:** 4/3/15

Summary: Ft Greely - Console Site Link 1015.1 disconnect, OPs 1 & 2 user disabled

Resolution: 4/6/2015 9:14 AM Alaskan Standard Time - cwittschiebe
CAUSE:Customer was rerouting power
RESOLUTION:Alarm cleared after reroute

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40590 **Date Opened:** 4/13/15 **Date Completed:** 4/11/15

Summary: Tudor Road Master Site - AMBLink 26.1 Configured Connection Down

Resolution: 4/13/2015 9:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: 26.1
RESOLUTION: State of Alaska moved 26.1 back on the old circuit

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40592 **Date Opened:** 4/13/15 **Date Completed:** 4/14/15

Summary: Tudor Road Master Site - AMBLink 10.1 Bouncing 3x30 mins

Resolution: 4/14/2015 8:17 AM Alaskan Standard Time - drice

CAUSE: Customer moving T1 lines
RESOLUTION: Work completed

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 40615 **Date Opened:** 4/15/15 **Date Completed:** 4/15/15

Summary: Ski Hill - Not wide trunking 3x in 30 minutes

Resolution: 4/14/2015 4:18 PM Alaskan Standard Time - drice

CAUSE: Site circuit work
RESOLUTION: Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40980 **Date Opened:** 5/21/15 **Date Completed:** 5/20/15

Summary: Seward - Comm Failure

Resolution: 5/21/2015 9:28 AM Alaskan Standard Time - cwittschiebe
CAUSE:Replaced a compact flash card in the Aviat microwave equipment.
RESOLUTION:Compact flash card replaced and Aviat microwave equipment rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40981 **Date Opened:** 5/21/15 **Date Completed:** 5/20/15

Summary: Moose Pass - ZC Trunked Site Links 24.1 & .2 down

Resolution: 5/21/2015 9:52 AM Alaskan Standard Time - cwittschiebe
CAUSE:Replaced a compact flash card in the Aviat microwave equipment.
RESOLUTION: Compact flash card replaced and Aviat microwave equipment rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40984 **Date Opened:** 5/22/15 **Date Completed:** 5/21/15

Summary: Tudor Road Master Site - SC2 Comm. Failure at Multiple Sites > 5 Mins

Resolution: 5/22/2015 9:34 AM Alaskan Standard Time - cwittschiebe
CAUSE:Upgraded microwave software at Hope, Silvertip, and Summit Lake Sites.
RESOLUTION:Software upgraded and equipment rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40985 **Date Opened:** 5/22/15 **Date Completed:** 5/22/15

Summary: Tudor Road Master Site - Multiple Sites Bouncing 3x30 Mins

Resolution: 5/22/2015 9:49 AM Alaskan Standard Time - cwittschiebe
CAUSE: Upgraded microwave software at Campbell Point Microwave Site dropping multiple sites on the Kenai Peninsula
RESOLUTION: Software upgraded and equipment rebooted

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40986 **Date Opened:** 5/22/15 **Date Completed:** 5/21/15

Summary: Moose Pass - Not Wide Trunking

Resolution: 5/22/2015 2:35 PM Alaskan Standard Time - cwittschiebe
CAUSE: Replaced compact flash card in the Aviat microwave equipment at the Wolcott site where Moose Pass and Seward sites get connectivity through
RESOLUTION: Microwave equipment replaced and rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40987 **Date Opened:** 5/22/15 **Date Completed:** 5/21/15

Summary: Wolcott Mtn - Not Wide Trunking

Resolution: 5/22/2015 2:40 PM Alaskan Standard Time - cwittschiebe
CAUSE: Replaced compact flash card in the Aviat microwave equipment at the Wolcott site affecting Wolcott, Moose Pass, and Seward sites
RESOLUTION: Microwave equipment replaced and rebooted

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40988 **Date Opened:** 5/22/15 **Date Completed:** 5/21/15

Summary: Seward - Not Wide Trunking

Resolution: 5/22/2015 2:43 PM Alaskan Standard Time - cwittschiebe
CAUSE:Replaced compact flash card in the Aviat microwave equipment at the Wolcott site where Seward and Moose Pass get connectivity through.
RESOLUTION:Microwave equipment replaced and rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40989 **Date Opened:** 5/22/15 **Date Completed:** 5/21/15

Summary: Kenai - Not Wide Trunking

Resolution: 5/22/2015 2:47 PM Alaskan Standard Time - cwittschiebe
CAUSE: Changes to microwave configuration were required
RESOLUTION: Changes applied

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40990 **Date Opened:** 5/22/15 **Date Completed:** 5/22/15

Summary: Diamond Ridge - SITE UNKNOWN > 5 MINS

Resolution: 5/22/2015 2:50 PM Alaskan Standard Time - cwittschiebe
CAUSE: Upgraded microwave software at Campbell Point Microwave Site dropping multiple sites on the Kenai Peninsula.
RESOLUTION: Software upgraded and equipment rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40991 **Date Opened:** 5/22/15 **Date Completed:** 5/22/15

Summary: Seldovia - SITE UNKNOWN > 5 MINS

Resolution: 5/22/2015 2:57 PM Alaskan Standard Time - cwittschiebe
Cause: Upgraded microwave software at Campbell Point Microwave Site dropping multiple sites on the Kenai Peninsula.
Resolution: Software upgraded and equipment rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40992 **Date Opened:** 5/22/15 **Date Completed:** 5/22/15

Summary: Anchor River - SITE UNKNOWN > 5 MINS

Resolution: 5/22/2015 3:03 PM Alaskan Standard Time - cwittschiebe
Cause: Upgraded microwave software at Campbell Point Microwave Site dropping multiple sites on the Kenai Peninsula.
Resolution: Software upgraded and equipment rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40993 **Date Opened:** 5/22/15 **Date Completed:** 5/22/15

Summary: Girdwood - SITE UNKNOWN > 5 MINS

Resolution: 5/22/2015 3:07 PM Alaskan Standard Time - cwittschiebe
Cause: Upgraded microwave software at Campbell Point Microwave Site dropping multiple sites on the Kenai Peninsula.
Resolution: Software upgraded and equipment rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40994 **Date Opened:** 5/22/15 **Date Completed:** 5/22/15

Summary: Silvertip - UNKNOWN > 5 MINS

Resolution: 5/22/2015 3:11 PM Alaskan Standard Time - cwittschiebe
CAUSE: Upgraded microwave software at Campbell Point Microwave Site dropping multiple sites on the Kenai Peninsula.
RESOLUTION: Software upgraded and equipment rebooted

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40995 **Date Opened:** 5/22/15 **Date Completed:** 5/22/15

Summary: Hope - UNKNOWN > 5 MINS

Resolution: 5/22/2015 3:14 PM Alaskan Standard Time - cwittschiebe
Cause: Upgraded microwave software at Campbell Point Microwave Site dropping multiple sites on the Kenai Peninsula.
Resolution: Software upgraded and equipment rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40996 **Date Opened:** 5/22/15 **Date Completed:** 5/22/15

Summary: Summit Lake - UNKNOWN > 5 MINS

Resolution: 5/22/2015 3:18 PM Alaskan Standard Time - cwittschiebe
Cause: Upgraded microwave software at Campbell Point Microwave Site dropping multiple sites on the Kenai Peninsula.
Resolution: Software upgraded and equipment rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40998 **Date Opened:** 5/22/15 **Date Completed:** 5/22/15

Summary: Cooper Mtn - UNKNOWN > 5 MINS.

Resolution: 5/22/2015 3:30 PM Alaskan Standard Time - cwittschiebe
Cause: Upgraded microwave software at Campbell Point Microwave Site dropping multiple sites on the Kenai Peninsula.
Resolution: Software upgraded and equipment rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40999 **Date Opened:** 5/22/15 **Date Completed:** 5/22/15

Summary: Seward - UNKNOWN > 5 MINS

Resolution: 5/22/2015 3:36 PM Alaskan Standard Time - cwittschiebe CAUSE: Upgraded microwave software at Campbell Point Microwave Site dropping multiple sites on the Kenai Peninsula.
RESOLUTION: Software upgraded and equipment rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41000 **Date Opened:** 5/22/15 **Date Completed:** 5/22/15

Summary: Moose Pass - SITE UNKNOWN > 5 MINS

Resolution: 5/22/2015 3:41 PM Alaskan Standard Time - cwittschiebe
CAUSE: Upgraded microwave software at Campbell Point Microwave Site dropping multiple sites on the Kenai Peninsula.
RESOLUTION: Software upgraded and equipment rebooted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41429 **Date Opened:** 7/8/15 **Date Completed:** 7/9/15

Summary: Whittier - Site Not Wide Trunking

Resolution: 7/9/2015 7:50 AM Alaskan Standard Time - drice

CAUSE:Planned software upgrade by Alaska RR - bounced Portage and Whittier
RESOLUTION: Upgrade completed

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 41559 **Date Opened:** 7/24/15 **Date Completed:** 7/23/15

Summary: Paxson - Upgrading 7705

Resolution: 7/23/2015 4:17 PM Alaskan Standard Time - cwittschiebe
CAUSE: Upgrading 7705 system
RESOLUTION: Work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41777 **Date Opened:** 8/20/15 **Date Completed:** 8/20/15

Summary: Seward - Not Wide Trunking

Resolution: 8/20/2015 9:20 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave fast reroute configuration changes.
RESOLUTION: Configuration changes made

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41781 **Date Opened:** 8/20/15 **Date Completed:** 8/20/15

Summary: Nikiski - Not Wide Trunking. Bouncing 3x30 Mins

Resolution: 8/20/2015 10:10 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave fast reroute configuration changes.
RESOLUTION: Configuration changes made.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41837 **Date Opened:** 8/26/15 **Date Completed:** 8/29/15

Summary: Silvertip - Not in wide trunking, site control path down

Resolution: 8/28/2015 4:38 PM Alaskan Standard Time - drice
CAUSE: Electrical power plant replacement
RESOLUTION: Power plant replaced

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41844 **Date Opened:** 8/28/15 **Date Completed:** 8/28/15

Summary: Tolsona - NOT WIDE TRUNKING. > 5 MINS

Resolution: 8/28/2015 7:57 AM Alaskan Standard Time - drice
CAUSE: Moving circuit
RESOLUTION: Work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41970 **Date Opened:** 9/10/15 **Date Completed:** 9/17/15

Summary: Ft Greely - Replace power pad and underground infrastructure.

Resolution: 9/17/2015 4:04 PM Alaskan Standard Time - cwittschiebe
CAUSE: planned power outage
RESOLUTION: power restored
9/15/2015 10:53 AM Alaskan Standard Time - cwittschiebe
CAUSE: Working on site.
RESOLUTION: Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41979 **Date Opened:** 9/15/15 **Date Completed:** 9/15/15

Summary: Ft Greely - Replace power pad and underground infrastructure.

Resolution: 9/15/2015 11:03 AM Alaskan Standard Time - cwittschiebe
CAUSE: Upgrades at the site.
RESOLUTION: Completed upgrades for today. More upgrades scheduled for 9/17/15

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42162 **Date Opened:** 10/2/15 **Date Completed:** 10/5/15

Summary: Women's Bay - Not in wide trunking 3 x in 30 minutes

Resolution: 10/5/2015 9:08 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave Alcatel Lucent 7705 software upgrade and testing
RESOLUTION: Software upgrade and testing completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42164 **Date Opened:** 10/2/15 **Date Completed:** 10/2/15

Summary: Pillar Mtn - Not in wide trunking 3 x in 30 minutes

Resolution: 10/5/2015 9:11 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave Alcatel Lucent 7705 software upgrade and testing.
RESOLUTION: Software upgrade and testing completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42180 **Date Opened:** 10/13/15 **Date Completed:** 10/12/15

Summary: Tudor Road Master - UPS work for the Juneau Data Center. 12 hour power outage

Resolution: 10/13/2015 9:12 AM Alaskan Standard Time - cwittschiebe
CAUSE: Techs on site
RESOLUTION: work is completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42188 **Date Opened:** 10/14/15 **Date Completed:** 10/14/15

Summary: Seward - Site Not Wide Trunking control path down

Resolution: 10/14/2015 11:05 AM Alaskan Standard Time - cwittschiebe
CAUSE: Early morning maintenance completed
RESOLUTION: Early morning maintenance completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42189 **Date Opened:** 10/14/15 **Date Completed:** 10/14/15

Summary: Cooper Mtn - Site Not Wide Trunking control path down

Resolution: 10/14/2015 11:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: Early morning maintenance completed
RESOLUTION: Early morning maintenance completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42190 **Date Opened:** 10/14/15 **Date Completed:** 10/14/15

Summary: Silvertip - Not Wide Trunking control path down

Resolution: 10/14/2015 11:26 AM Alaskan Standard Time - cwittschiebe
CAUSE: Early morning maintenance completed
RESOLUTION: Early morning maintenance completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42193 **Date Opened:** 10/14/15 **Date Completed:** 10/14/15

Summary: Atwood - Multiple channels reporting HW failure, reset

Resolution: 10/14/2015 12:23 PM Alaskan Standard Time - cwittschiebe
CAUSE: Antenna testing
RESOLUTION: Testing complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42205 **Date Opened:** 10/16/15 **Date Completed:** 10/16/15

Summary: Whittier - Site Unknown > 5 mins

Resolution: 10/16/2015 8:43 AM Alaskan Standard Time - drice
CAUSE: Alaska Railroad moved 7705.
RESOLUTION: Work completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42255 **Date Opened:** 10/21/15 **Date Completed:** 10/21/15

Summary: Cottonwood - Site Not Wide Trunking

Resolution: 10/21/2015 9:32 AM Alaskan Standard Time - cwittschiebe
CAUSE: Technicians loading software update to Alcatel Lucent 7705
RESOLUTION: Updates completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42256 **Date Opened:** 10/21/15 **Date Completed:** 10/21/15

Summary: Tudor Road Master Site - AMBLINK 9.1 8.1 AEBTLINE 6 Down multiple alarms across system Site 7, 9, 29

Resolution: 10/21/2015 9:45 AM Alaskan Standard Time - cwittschiebe
CAUSE: NMO AMBLINK 9.1 8.1 AEBTLINE 6 Down multiple alarms across system Site 7, 9, 29, 51, 54, NMD 7, 8, 12, 13
RESOLUTION: Updates completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42257 **Date Opened:** 10/21/15 **Date Completed:** 10/21/15

Summary: Whittier - Link 39.1/2 down 3 x 30

Resolution: 10/21/2015 10:03 AM Alaskan Standard Time - cwittschiebe
CAUSE:Alcatel 7705 work
RESOLUTION:Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42279 **Date Opened:** 10/29/15 **Date Completed:** 10/28/15

Summary: Lion's Head - Site Controller 2 comm failure

Resolution: 10/29/2015 1:10 PM Alaskan Standard Time - cwittschiebe
Cause: Network cable bumped loose during microwave maintenance at the Lion’s Head site.
Resolution: Technician reseated the RJ45 connector in SC2 and Switch.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42283 **Date Opened:** 10/30/15 **Date Completed:** 10/29/15

Summary: Nikiski - Not Wide Trunking

Resolution: 10/30/2015 8:55 AM Alaskan Standard Time - cwittschiebe
CAUSE:Technicians working on circuit re-grooming.
RESOLUTION:Work completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42403 **Date Opened:** 11/4/15 **Date Completed:** 11/4/15

Summary: Kasilof - Not Wide Trunking

Resolution: 11/4/2015 8:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: Technicians working on battery plant
RESOLUTION: Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42504 **Date Opened:** 11/12/15 **Date Completed:** 11/11/15

Summary: Kenai - Site Comm failure

Resolution: 11/30/2015 12:57 PM Alaskan Standard Time - drice

CAUSE:Techs working on site
RESOLUTION:Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42673 **Date Opened:** 11/27/15 **Date Completed:** 11/28/15

Summary: Fort Richardson PMO - SZ01421D7 - Several Devices are in Comm Fail

Resolution: 11/30/2015 8:57 AM Alaskan Standard Time - cwittschiebe
CAUSE: Generator maintenance at the site
RESOLUTION: Testing complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42765 **Date Opened:** 12/2/15 **Date Completed:** 12/2/15

Summary: Yanert - Site Not Wide Trunking control path down 3x in 30 min

Resolution: 12/2/2015 9:44 AM Alaskan Standard Time - cwittschiebe
Cause: Upgrading the microwave operating system on the Alcatel-Lucent 7705.
Resolution: Software upgrade completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42862 **Date Opened:** 12/9/15 **Date Completed:** 12/9/15

Summary: Ft Greely - Site comm failure

Resolution: 12/9/2015 10:07 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled power outage at site for maintenance
RESOLUTION: Maintenance complete and power restored. Site clear

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43004 **Date Opened:** 12/18/15 **Date Completed:** 12/17/15

Summary: Bailey Hill - Not in wide trunking > 5 minutes

Resolution: 12/17/2015 4:04 PM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION:Technicians replaced waveguide.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43082 **Date Opened:** 12/30/15 **Date Completed:** 12/30/15

Summary: Tudor Road Master Site - AMBLINK 27.1 WARNING CONFIGURED ALARM

Resolution: 12/30/2015 10:02 AM Alaskan Standard Time - cwittschiebe
CAUSE: Techs moving cables
RESOLUTION: Work completed

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 43300 **Date Opened:** 1/20/16 **Date Completed:** 1/22/16

Summary: Atwood - Antenna Maintenance

Resolution: 1/22/2016 9:13 AM Alaskan Standard Time - cwittschiebe
CAUSE: Antenna Maintenance.
RESOLUTION: Maintenance completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43430 **Date Opened:** 2/1/16 **Date Completed:** 2/1/16

Summary: Tudor Road Master Site - Amblinks 21.1 11.1 8.1 9.1 NO IZ Trunking interzone linksMultiple sites in

Resolution: 2/1/2016 9:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: Replacing existing Alcatel-Lucent 7705 SAR-8 at Tudor Tower with a 7705 SAR-16.
RESOLUTION: Equipment replaced.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43432 **Date Opened:** 2/1/16 **Date Completed:** 2/1/16

Summary: Birch Hill Master Site - Pdr01 I z trunking Multiple sites bouncing in alarm (1 16 17 5 14 7 9 19 21

Resolution: 2/1/2016 9:48 AM Alaskan Standard Time - cwittschiebe
CAUSE: Replacing existing Alcatel-Lucent 7705 SAR-8 at Tudor Tower with a 7705 SAR-16
Resolution: Equipment replaced. Site clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43525 **Date Opened:** 2/3/16 **Date Completed:** 2/3/16

Summary: Clear - Site in Comm Fail

Resolution: 2/4/2016 9:39 AM Alaskan Standard Time - cwittschiebe
CAUSE:Power outage
RESOLUTION:Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43675 **Date Opened:** 2/10/16 **Date Completed:** 2/10/16

Summary: Lena Point - Site bounced 3x > 30 mins

Resolution: 2/11/2016 9:47 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave 7705 OS upgrade. Microwave card failure at Saddle Mountain that feeds Lena Point.
RESOLUTION: Saddle Mountain microwave locked to secondary card until flight to site when repairs can be made.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43676 **Date Opened:** 2/10/16 **Date Completed:** 2/10/16

Summary: Saddle Mtn - Site is bouncing

Resolution: 2/11/2016 9:43 AM Alaskan Standard Time - cwittschiebe
CAUSE:Microwave issues during 7705 OS upgrade. Card failure in microwave .
RESOLUTION:Locked to secondary card until flight to site when repairs can be made.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43677 **Date Opened:** 2/10/16 **Date Completed:** 2/10/16

Summary: Auke Lake - Site is bouncing

Resolution: 2/11/2016 9:31 AM Alaskan Standard Time - cwittschiebe
CAUSE:Microwave 7705 OS upgrade. Configuration files lost during reboot.
RESOLUTION:Configuration files restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43678 **Date Opened:** 2/10/16 **Date Completed:** 2/10/16

Summary: High Mountain - Site was down for 5 mins then cleared

Resolution: 2/10/2016 9:49 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave 7705 OS upgrade
RESOLUTION: Software upgrade completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43822 **Date Opened:** 2/29/16 **Date Completed:** 2/26/16

Summary: Skagway - Not wide trunking

Resolution: 2/29/2016 9:19 AM Alaskan Standard Time - cwittschiebe
Cause: Relocating router to new rack at Skagway.
Resolution: Router relocated and site return to service.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43823 **Date Opened:** 2/29/16 **Date Completed:** 2/26/16

Summary: Haines - Not wide trunking

Resolution: 2/29/2016 9:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: Relocating router to new rack at Skagway
RESOLUTION: Router relocated and site return to service

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44237 **Date Opened:** 4/6/16 **Date Completed:** 4/6/16

Summary: Harding Lake - Microwave replacement

Resolution: 4/6/2016 4:37 PM Alaskan Standard Time - cwittschiebe
CAUSE: Replacing microwave
RESOLUTION: Replacing microwave completed

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44238 **Date Opened:** 4/6/16 **Date Completed:** 4/6/16

Summary: Canyon Creek - Microwave replacement

Resolution: 4/6/2016 4:39 PM Alaskan Standard Time - cwittschiebe
CAUSE: Replacing microwave
RESOLUTION: Work complete

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 44281 **Date Opened:** 4/13/16 **Date Completed:** 4/12/16

Summary: Canyon Creek - Reorganized wiring and moved T1 circuit

Resolution: 4/13/2016 9:21 AM Alaskan Standard Time - cwittschiebe
CAUSE: Technicians are moving wiring and cleaning up and moving a T1 circuit
RESOLUTION: work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44287 **Date Opened:** 4/13/16 **Date Completed:** 4/13/16

Summary: Pillar Mtn - Not wide trunking > 5min

Resolution: 4/13/2016 10:53 AM Alaskan Standard Time - cwittschiebe
CAUSE: Aging UPS
RESOLUTION: Power company replaced aging UPS

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44288 **Date Opened:** 4/13/16 **Date Completed:** 4/13/16

Summary: Women's Bay - Not wide trunking > 5min

Resolution: 4/13/2016 10:57 AM Alaskan Standard Time - cwittschiebe
CAUSE: Aging UPS
RESOLUTION: Power company replaced aging UPS

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44344 **Date Opened:** 4/20/16 **Date Completed:** 4/28/16

Summary: Birch Hill Master Site - SATS Technicians will be replacing the Alcatel-Lucent 7705 and Aviat Micro

Resolution: 4/29/2016 8:03 AM Alaskan Standard Time - cwittschiebe
CAUSE: Zone 2 complete zone will go down between 4-6am for tech's are replacing acatel lucnt 7705 and avait microwave at Berch Hill SATS site
RESOLUTION: Microwave complete

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 44372 **Date Opened:** 4/26/16 **Date Completed:** 4/27/16

Summary: TSAIA - Techs are replacing microwaves at site

Resolution: 4/27/2016 3:41 PM Alaskan Standard Time - cwittschiebe
CAUSE:Techs are replacing microwaves at site
RESOLUTION:MW have been replaced.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 44513 **Date Opened:** 5/4/16 **Date Completed:** 5/5/16

Summary: TSAIA - Antenna Work with approximately a 4 hour outage

Resolution: 5/5/2016 10:26 AM Alaskan Standard Time - cwittschiebe
CAUSE: antennae work pending
RESOLUTION: completed antennae work

Unscheduled Maintenance

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 871 **Date Opened:** 1/8/08 **Date Completed:** 1/8/08

Summary: Tsina - Site bouncing

Resolution: 1/8/2008 10:10 AM Alaskan Standard Time - ACROBERTS Site went down due to bad weather. The weather cleared and the site was restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 874 **Date Opened:** 1/9/08 **Date Completed:** 1/9/08

Summary: Portage - Unscheduled Site Outage

Resolution: 1/9/2008 11:34 PM Alaskan Standard Time - ACROBERTS Site is back up. SOA engineer restored cross connectors.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 884 **Date Opened:** 1/11/08 **Date Completed:** 1/11/08

Summary: Diamond Ridge - Site not wide trunking.

Resolution: 7/14/2011 10:05 AM Alaskan Standard Time - adeveau Case opened in error. Alarms cleared on their own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 890 **Date Opened:** 1/15/08 **Date Completed:** 1/14/08

Summary: Lena Point - Site bouncing 3 times in 30 minutes.

Resolution: 1/15/2008 11:23 AM Alaskan Standard Time - ACROBERTS Microwave fade. Alarms cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 891 **Date Opened:** 1/16/08 **Date Completed:** 1/19/08

Summary: Tsina - Site bouncing.

Resolution: 7/14/2011 10:56 AM Alaskan Standard Time - adeveau Issue caused by cold weather. Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 898 **Date Opened:** 1/16/08 **Date Completed:** 1/16/08

Summary: Diamond Ridge - Site not wide trunking 3 times in 30 minutes.

Resolution: 1/23/2008 1:58 PM Alaskan Standard Time - ACROBERTS Cause unknown. Alarm cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 901 **Date Opened:** 1/18/08 **Date Completed:** 1/18/08

Summary: R1 North - Repeater site channel and bad receiver malfunction due to to illegal carrier.

Resolution: 7/14/2011 11:36 AM Alaskan Standard Time - adeveau Channel and receiver malfunction due to an illegal carrier. Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 902 **Date Opened:** 1/18/08 **Date Completed:** 1/23/08

Summary: Diamond Ridge - Site bouncing.

Resolution: 1/23/2008 12:25 PM Alaskan Standard Time - ACROBERTS Cause unknown. Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 905 **Date Opened:** 1/22/08 **Date Completed:** 1/22/08

Summary: Lena Point - and Auke Lake, and Saddle Mountain - Sites not wide trunking 3 times in 30 min

Resolution: 1/22/2008 9:43 AM Alaskan Standard Time - ACROBERTS Microwave issue. Problem cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 906 **Date Opened:** 1/22/08 **Date Completed:** 1/22/08

Summary: Tudor Road Master Site - AMB link 1.11.1 Configuration Unknown Cause > 5 mins.

Resolution: 1/22/2008 10:13 AM Alaskan Standard Time - ACROBERTS Link restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 922 **Date Opened:** 1/24/08 **Date Completed:** 1/25/08

Summary: Tahneta Pass - Site bouncing.

Resolution: 1/25/2008 8:11 AM Alaskan Standard Time - ACROBERTS SOA finished microwave maintenance.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 930 **Date Opened:** 1/28/08 **Date Completed:** 1/28/08

Summary: Tsina - Site repeater Scr Fan bouncing.

Resolution: 1/28/2008 8:52 AM Alaskan Standard Time - JJONES Issue caused by cold weather. Fan stabilized after building warmed up.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 953 **Date Opened:** 1/30/08 **Date Completed:** 1/25/08

Summary: Sawmill - Site down Jan. 25 for 69 seconds.

Resolution: 6/29/2011 11:31 AM Alaskan Standard Time - jkpannone Issue cleared on it's own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 954 **Date Opened:** 1/30/08 **Date Completed:** 1/24/08

Summary: Lion's Head - Site down for 137 seconds on Jan 24.

Resolution: 6/29/2011 11:38 AM Alaskan Standard Time - jkpannone Issue cleared on it's own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 962 **Date Opened:** 2/1/08 **Date Completed:** 2/23/08

Summary: Tsina - Site controller fan alarm bouncing.

Resolution: 2/25/2008 12:12 PM Alaskan Standard Time - ACROBERTS Alarm was caused due to weather. Temperature warmed and alarm cleared.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 977 **Date Opened:** 2/7/08 **Date Completed:** 2/8/08

Summary: Tudor Road Master Site - AMB Link configuration- unknown cause.

Resolution: 2/8/2008 8:26 AM Alaskan Standard Time - ACROBERTS SOA was working on microwave, which caused alarm. Alarm cleared. Case closed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1076 **Date Opened:** 2/14/08 **Date Completed:** 3/31/08

Summary: Heney Range - Users reporting unknown.

Resolution: 5/2/2008 1:21 PM Alaskan Standard Time - ACROBERTS Cause: Antenna down
Resolution: Antenna was reinstalled.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1092 **Date Opened:** 2/20/08 **Date Completed:** 2/20/08

Summary: Site Summit - Not Wide Trunking 3x/30min.

Resolution: 2/21/2008 12:50 PM Alaskan Standard Time - ACROBERTS Microwave fading die to high winds. Microwave restored once winds died down.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1098 **Date Opened:** 2/21/08 **Date Completed:** 3/21/08

Summary: Tsina - Remotely taking site offline so work can be done on the generator.

Resolution: 3/21/2008 11:36 AM Alaskan Standard Time - ACROBERTS Cause: Generator won't start Resolution: Generator maintenance completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1099 **Date Opened:** 2/21/08 **Date Completed:** 2/20/08

Summary: Ft Greely - Repeater Site channel 6 malfunction.

Resolution: 2/21/2008 12:36 PM Alaskan Standard Time - ACROBERTS No trouble found. Problem cleared in its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1100 **Date Opened:** 2/21/08 **Date Completed:** 2/20/08

Summary: Tudor Road Master Site - AMB Link unknown 3 times in 30 minutes.

Resolution: 2/21/2008 12:47 PM Alaskan Standard Time - ACROBERTS Microwave link fading due to high winds. Winds cleared. Link restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1222 **Date Opened:** 2/27/08 **Date Completed:** 2/27/08

Summary: Silvertip - Site unknown; not wide trunking for more than 5 minutes.

Resolution: 2/27/2008 9:39 AM Alaskan Standard Time - ACROBERTS Cause unknown. Alarm cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1224 **Date Opened:** 2/27/08 **Date Completed:** 2/27/08

Summary: Summit Lake - Site unknown; not wide trunking for more than 5 minutes.

Resolution: 2/27/2008 9:41 AM Alaskan Standard Time - ACROBERTS Cause unknown. Alarm cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1297 **Date Opened:** 3/4/08 **Date Completed:** 3/26/08

Summary: Tsina - Site unknown due to power issue.

Resolution: 3/26/2008 8:48 AM Alaskan Standard Time - ACROBERTS SOA restored power at the site.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1334 **Date Opened:** 3/12/08 **Date Completed:** 3/12/08

Summary: Lion's Head - Site unknown 3 times in 30 minutes.

Resolution: 3/12/2008 2:00 PM Alaskan Standard Time - ACROBERTS SOA microwave maintenance completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1338 **Date Opened:** 3/12/08 **Date Completed:** 3/12/08

Summary: Sawmill - Site unknown 3 times in 30 minutes.

Resolution: 3/12/2008 2:01 PM Alaskan Standard Time - ACROBERTS SOA microwave maintenance completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1340 **Date Opened:** 3/12/08 **Date Completed:** 3/12/08

Summary: Paxson - Site unknown.

Resolution: 3/12/2008 2:04 PM Alaskan Standard Time - ACROBERTS Cause: Weather-related issue.
Resolution: Weather cleared. Alarm cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1341 **Date Opened:** 3/12/08 **Date Completed:** 3/12/08

Summary: Tahneta Pass - Site unknown 3 times in 30 minutes.

Resolution: 3/12/2008 2:06 PM Alaskan Standard Time - ACROBERTS SOA completed microwave maintenance.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 1342 **Date Opened:** 3/12/08 **Date Completed:** 3/13/08

Summary: R1 North - Dehydrator for microwave feed lines are not working.

Resolution: 3/13/2008 10:08 AM Alaskan Standard Time - ACROBERTS Technician replaced the dehydrator and control boards.

Department: AML-MOA **Priority** 2-Significant System Failure

Service Request #: 1359 **Date Opened:** 3/14/08 **Date Completed:** 4/1/08

Summary: MOA - Unable to log into their Atwood site router.

Resolution: 12/21/2010 12:50 PM Alaskan Standard Time - jkpannone Not our case. Should have been opened for MOA. No Motorola case notes.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2028 **Date Opened:** 9/9/08 **Date Completed:** 1/8/09

Summary: Tudor Road Master Site - AMB Link 1.11.1 unknown.

Resolution: 1/8/2009 1:38 PM Alaskan Standard Time - ACROBERTS SOA completed re-routing of circuit.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2287 **Date Opened:** 11/19/08 **Date Completed:** 9/7/09

Summary: Tsina - Site unknown 3 times in 30 minutes.

Resolution: 9/8/2009 10:39 AM Alaskan Standard Time - JKPANNONE Cause: Microwave interference.
Resolution: Technician called to close the case. He stated that the SOA will not respond and he cannot get them to do what they need to do, so the next time if fails they will have to open a new case.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2622 **Date Opened:** 12/29/08 **Date Completed:** 1/8/09

Summary: Pillar Mtn - Site unknown.

Resolution: 1/8/2009 1:36 PM Alaskan Standard Time - ACROBERTS SOA completed their work on Seldovia to Bede microwave and battery maintenance at Shuyak. Microwave link restored, Alarms cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2738 **Date Opened:** 1/15/09 **Date Completed:** 1/22/09

Summary: Pillar Mtn - Site bouncing.

Resolution: 1/29/2009 10:32 AM Alaskan Standard Time - ACROBERTS CAUSE: Site Unknown
RESOLUTION: Repaired Microwave Dish

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2803 **Date Opened:** 1/29/09 **Date Completed:** 1/30/09

Summary: Tudor Road Master Site - CEB 3 Valdez and AMB Link 1.21.1 Bouncing.

Resolution: 1/30/2009 9:30 AM Alaskan Standard Time - ACROBERTS CAUSE: Microwave issues.
RESOLUTION: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2852 **Date Opened:** 2/4/09 **Date Completed:** 4/8/09

Summary: Heney Range - Site unknown.

Resolution: 4/10/2009 9:36 AM Alaskan Standard Time - JKPANNONE Cause: Microwave issue.
Resolution: State fixed microwave.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2900 **Date Opened:** 2/5/09 **Date Completed:** 2/6/09

Summary: Paxson - Site unknown 3 times in 30 minutes.

Resolution: 2/6/2009 11:09 AM Alaskan Standard Time - ACROBERTS CAUSE: Microwave fade due to storm in the area
RESOLUTION: Problem cleared

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2901 **Date Opened:** 2/5/09 **Date Completed:** 2/6/09

Summary: Trims - Site unknown 3 times in 30 minutes.

Resolution: 2/6/2009 11:11 AM Alaskan Standard Time - ACROBERTS CAUSE: Microwave fade due to storm in the area
RESOLUTION: Problem cleared

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3091 **Date Opened:** 2/13/09 **Date Completed:** 3/6/09

Summary: Pillar Mtn - Site not wide area trunking.

Resolution: 3/6/2009 9:13 AM Alaskan Standard Time - ACROBERTS CAUSE: Bad microwave dish.
RESOLUTION: Microwave dish replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3092 **Date Opened:** 2/13/09 **Date Completed:** 3/6/09

Summary: Women's Bay - Site not wide area trunking.

Resolution: 3/6/2009 9:17 AM Alaskan Standard Time - ACROBERTS CAUSE: Bad microwave dish.
RESOLUTION: Microwave dish replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3127 **Date Opened:** 2/19/09 **Date Completed:** 2/19/09

Summary: Diamond Ridge - Site bouncing.

Resolution: 1/25/2012 3:50 PM Alaskan Standard Time - adeveau Cause: Interference.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3137 **Date Opened:** 2/23/09 **Date Completed:** 2/20/09

Summary: Chulitna - Site Controller 12.2 unknown.

Resolution: 1/25/2012 3:52 PM Alaskan Standard Time - adeveau CAUSE: NTF
RESOLUTION: Alarm cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3145 **Date Opened:** 2/24/09 **Date Completed:** 2/24/09

Summary: Tudor Road Master Site - Multiple sites not wide trunking.

Resolution: 1/25/2012 4:02 PM Alaskan Standard Time - adeveau CAUSE: Microwave glitch.
RESOLUTION: Alarm cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3147 **Date Opened:** 2/25/09 **Date Completed:** 2/26/09

Summary: Paxson - Site in failsoft.

Resolution: 1/25/2012 4:04 PM Alaskan Standard Time - adeveau Cause: Site in failsoft.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3177 **Date Opened:** 3/5/09 **Date Completed:** 3/5/09

Summary: Auke Lake - Site not wide trunking.

Resolution: 4/10/2009 9:43 AM Alaskan Standard Time - JKPANNONE T1 had a burp, microwave path went down.
Link has been restored and all alarms have been cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3179 **Date Opened:** 3/5/09 **Date Completed:** 3/5/09

Summary: Lena Point - Site not wide area trunking.

Resolution: 4/10/2009 9:53 AM Alaskan Standard Time - JKPANNONE T1 had a burp, microwave path went down.
Link has been restored and all alarms have been cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3180 **Date Opened:** 3/5/09 **Date Completed:** 3/5/09

Summary: Dimond Courthouse - Site not wide area trunking.

Resolution: 4/10/2009 9:46 AM Alaskan Standard Time - JKPANNONE T1 had a burp, microwave path went down.
Link has been restored and all alarms have been cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3181 **Date Opened:** 3/5/09 **Date Completed:** 3/5/09

Summary: Saddle Mtn - Site not wide area trunking.

Resolution: 4/10/2009 9:53 AM Alaskan Standard Time - JKPANNONE T1 had a burp, microwave path went down. Link has been restored and all alarms have been cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3194 **Date Opened:** 3/6/09 **Date Completed:** 3/6/09

Summary: Diamond Ridge - Site not wide trunking.

Resolution: 3/6/2009 11:42 AM Alaskan Standard Time - ACROBERTS CAUSE: Unknown. RESOLUTION: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3215 **Date Opened:** 3/9/09 **Date Completed:** 3/9/09

Summary: Paxson - Site unknown 3 times in 30 minutes.

Resolution: 3/9/2009 9:01 AM Alaskan Standard Time - ACROBERTS CAUSE: Inclement weather. RESOLUTION: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3216 **Date Opened:** 3/9/09 **Date Completed:** 3/8/09

Summary: Moose Pass - Site bouncing.

Resolution: 3/9/2009 9:04 AM Alaskan Standard Time - ACROBERTS CAUSE: T1 bounce RESOLUTION: T1 restored

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3217 **Date Opened:** 3/9/09 **Date Completed:** 3/9/09

Summary: Moose Pass - Channel 3 Repeater Site Base Radio unknown.

Resolution: 3/9/2009 10:13 AM Alaskan Standard Time - ACROBERTS CAUSE: No trouble found. RESOLUTION: Problem cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 3218 **Date Opened:** 3/9/09 **Date Completed:** 3/10/09

Summary: Moose Pass - Intermittent site bouncing and bit errors on the site router.

Resolution: 3/10/2009 10:51 AM Alaskan Standard Time - ACROBERTS CAUSE: Unknown RESOLUTION: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3228 **Date Opened:** 3/11/09 **Date Completed:** 3/11/09

Summary: Tudor Road Master Site - Multiple sites reporting unknown.

Resolution: 3/11/2009 12:59 PM Alaskan Standard Time - ACROBERTS CAUSE: Unknown.
RESOLUTION: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3229 **Date Opened:** 3/11/09 **Date Completed:** 3/11/09

Summary: Tudor Road Master Site - Multiple sites reporting unknown.

Resolution: 3/11/2009 1:03 PM Alaskan Standard Time - ACROBERTS Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3230 **Date Opened:** 3/12/09 **Date Completed:** 3/13/09

Summary: Ester Dome - Site unknown 3 times in 30 minutes.

Resolution: 3/13/2009 12:15 PM Alaskan Standard Time - ACROBERTS CAUSE: Microwave fade
RESOLUTION: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3232 **Date Opened:** 3/16/09 **Date Completed:** 3/19/09

Summary: Beaver Creek - Site not wide trunking.

Resolution: 3/19/2009 12:05 PM Alaskan Standard Time - ACROBERTS Technician replaced power inverters at the site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3233 **Date Opened:** 3/16/09 **Date Completed:** 3/18/09

Summary: Women's Bay - Site unknown.

Resolution: 3/18/2009 8:26 AM Alaskan Standard Time - ACROBERTS Microwave circuit restored.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 3241 **Date Opened:** 3/18/09 **Date Completed:** 4/8/09

Summary: Women's Bay - Low RSSI on channel 3.

Resolution: 4/15/2009 11:56 AM Alaskan Standard Time - JKPANNONE CAUSE: Commercial power failure.
RESOLUTION: Issue cleared with the restoration of commercial power.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 3316 **Date Opened:** 3/25/09 **Date Completed:** 3/25/09

Summary: R1 North - Link to master site is not working.

Resolution: 12/28/2011 2:13 PM Alaskan Standard Time - adeveau CAUSE: Problem with circuits
RESOLUTION: Reestablished Circuits.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 3317 **Date Opened:** 3/25/09 **Date Completed:** 3/31/09

Summary: Women's Bay - Site batteries are dying at the site and the site is going to go down.

Resolution: 3/31/2009 8:11 AM Alaskan Standard Time - ACROBERTS Transformer was replaced to restore commercial power.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 3318 **Date Opened:** 3/25/09 **Date Completed:** 3/25/09

Summary: Money Knob - Site unknown.

Resolution: 3/25/2009 2:39 PM Alaskan Standard Time - JKPANNONE There was a fade in the microwave path.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3332 **Date Opened:** 3/30/09 **Date Completed:** 3/30/09

Summary: Pillar Mtn - Site bouncing.

Resolution: 3/30/2009 3:48 PM Alaskan Standard Time - ACROBERTS CAUSE: Microwave issue.
RESOLUTION: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3337 **Date Opened:** 3/31/09 **Date Completed:** 4/3/09

Summary: Skagway - Site not wide area trunking 3 times in 30 minutes.

Resolution: 4/2/2009 7:51 AM Alaskan Standard Time - ACROBERTS CAUSE: AT&T Telco issue
RESOLUTION: Telco resolved

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3372 **Date Opened:** 4/6/09 **Date Completed:** 4/6/09

Summary: Paxson - Site Unknown.

Resolution: 1/26/2012 2:13 PM Alaskan Standard Time - adeveau CAUSE: Customer maintenance on circuit.
RESOLUTION: Circuit work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3373 **Date Opened:** 4/6/09 **Date Completed:** 4/6/09

Summary: Trims - Site Unknown.

Resolution: 1/26/2012 2:16 PM Alaskan Standard Time - adeveau CAUSE: Customer maintenance on circuit. RESOLUTION: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3375 **Date Opened:** 4/6/09 **Date Completed:** 4/6/09

Summary: Tudor Road Master Site - CEB 3 Valdez PD and AMB Link 1.21.1.

Resolution: 4/13/2009 8:30 AM Alaskan Standard Time - JKPANNONE State moved circuit to different microwave and caused alarm. Move complete.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3399 **Date Opened:** 4/8/09 **Date Completed:** 4/8/09

Summary: Seldovia - Site not wide trunking 3 x 30 minutes.

Resolution: 4/13/2009 8:28 AM Alaskan Standard Time - JKPANNONE State maintenance on microwave caused alarm.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3416 **Date Opened:** 4/10/09 **Date Completed:** 4/10/09

Summary: Tudor Road Master Site - Tolsona, Sourdough and Glennallen sites are in unknown status.

Resolution: 4/13/2009 8:15 AM Alaskan Standard Time - JKPANNONE SOA technicians have completed their work.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3430 **Date Opened:** 4/14/09 **Date Completed:** 4/14/09

Summary: Tudor Road Master Site - Multiple sites unknown > 5 minutes.

Resolution: 4/14/2009 8:15 AM Alaskan Standard Time - JKPANNONE T1 bounced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3440 **Date Opened:** 4/15/09 **Date Completed:** 4/15/09

Summary: Tudor Road Master Site - CEB 7 and AMB link 1.10.1 are unknown.

Resolution: 4/15/2009 3:49 PM Alaskan Standard Time - smotech (Repair) Mark Jenks, FSO called in to close this case. He stated that the vendor repaired the microwave.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3448 **Date Opened:** 4/16/09 **Date Completed:** 4/22/09

Summary: Women's Bay - Site bouncing; site controller 46.2 is unknown.

Resolution: 4/22/2009 7:45 AM Alaskan Standard Time - smotech SOA contractor arrived onsite and realigned the microwave receiver.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 3545 **Date Opened:** 4/27/09 **Date Completed:** 4/27/09

Summary: Quarry Hill - Replacing microwave power supply.

Resolution: 4/27/2009 1:33 PM Alaskan Standard Time - JKPANNONE Replaced microwave power supply.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 3547 **Date Opened:** 4/27/09 **Date Completed:** 4/28/09

Summary: FWA - LMR Console Fiber line down.

Resolution: 4/27/2009 4:10 PM Alaskan Standard Time - JKPANNONE Reset the power supply.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3550 **Date Opened:** 4/28/09 **Date Completed:** 4/28/09

Summary: Heney Range - Site Unknown.

Resolution: 1/27/2012 9:38 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3689 **Date Opened:** 5/5/09 **Date Completed:** 11/30/09

Summary: Heney Range - Site bouncing.

Resolution: 1/27/2012 10:35 AM Alaskan Standard Time - adeveau Microwave fade cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3693 **Date Opened:** 5/6/09 **Date Completed:** 5/7/09

Summary: Diamond Ridge - Site not wide trunking.

Resolution: 5/7/2009 10:16 AM Alaskan Standard Time - smotech The State reseated the card channel banks.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 3694 **Date Opened:** 5/6/09 **Date Completed:** 5/8/09

Summary: Skagway - Changing Entire DACS on Zone 1.

Resolution: 5/8/2009 1:56 PM Alaskan Standard Time - smotech Replaced the DACS and reinitialized the circuits.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 3712 **Date Opened:** 5/12/09 **Date Completed:** 5/20/09

Summary: Elmendorf - CEB unknown.

Resolution: 5/21/2009 8:02 AM Alaskan Standard Time - JKPANNONE Technician re-connected the T1.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3780 **Date Opened:** 5/20/09 **Date Completed:** 5/20/09

Summary: Divide - Site Controller 2 Unknown

Resolution: 5/20/2009 2:47 PM Alaskan Standard Time - JJONES (Maintenance Completed) Microwave issue fixed

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3782 **Date Opened:** 5/20/09 **Date Completed:** 5/20/09

Summary: Tudor Road Master Site - Replacing microwave radios.

Resolution: 5/21/2009 8:07 AM Alaskan Standard Time - JKPANNONE Replacing microwave radios is complete.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3813 **Date Opened:** 5/21/09 **Date Completed:** 5/22/09

Summary: Trims - Site unknown.

Resolution: 5/22/2009 7:46 AM Alaskan Standard Time - JJONES (Maintenance Completed) Microwave issue has been corrected.

Department: System Wide **Priority** 1-Major System Failure

Service Request #: 3814 **Date Opened:** 5/21/09 **Date Completed:** 5/21/09

Summary: Zone 1 and 2 Multiple Sites Unknown.

Resolution: 5/21/2009 10:09 AM Alaskan Standard Time - JJONES (Maintenance Completed) Patched circuits around suspected cut fiber.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4407 **Date Opened:** 7/1/09 **Date Completed:** 7/1/09

Summary: Black Rapids - Site unknown > 5 mins

Resolution: 7/1/2009 8:47 AM Alaskan Standard Time - JKPANNONE Problem cleared itself.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4408 **Date Opened:** 7/1/09 **Date Completed:** 7/30/09

Summary: Donnelly Dome - Site Unknown >5 Mins

Resolution: 7/1/2009 8:51 AM Alaskan Standard Time - JKPANNONE Problem cleared itself.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4418 **Date Opened:** 7/6/09 **Date Completed:** 7/6/09

Summary: Pillar Mtn - Site bouncing unknown.

Resolution: 7/6/2009 1:37 PM Alaskan Standard Time - JKPANNONE (NON-ALMR) Microwave problem cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4419 **Date Opened:** 7/6/09 **Date Completed:** 7/6/09

Summary: Women's Bay - Site bouncing unknown.

Resolution: 7/6/2009 1:35 PM Alaskan Standard Time - JKPANNONE microwave problem cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4420 **Date Opened:** 7/6/09 **Date Completed:** 7/10/09

Summary: Tudor Rd Master Site - Multiple sites bouncing.

Resolution: 7/13/2009 11:15 AM Alaskan Standard Time - JKPANNONE (NON-ALMR) Alarms Cleared on their own

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Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 4429 **Date Opened:** 7/6/09 **Date Completed:** 2/27/10

Summary: Fire Station 12 - Receiver noise problem.

Resolution: 2/28/2010 4:53 PM Alaskan Standard Time - JKPANNONE CAUSE: noise is external to site RESOLUTION: noise is external to site and will advise state of Alaska

2/22/2010 9:00 AM Alaskan Standard Time - adeveau James Jones/Tech/Alaska Wireless/9072695750 called in to defer case until 3/5/10, 1:30PM AKST waiting to meet with Mark Jenks about measurements.

2/16/2010 8:29 AM Alaskan Standard Time - JKPANNONE James Jones/Tech/Alaska Wireless/9072695750 called in to defer case until 2/19/10, 1:30PM AKST waiting to meet with Mark Jenks about measurements.
2/8/2010 5:00 PM Alaskan Standard Time - JKPANNONE James Jones/tech/Alaska Wireless/9072695750 called in to defer this case until 2/12/10 at 4PM CST. They stated that reason for the deferral is have to get with FSO Mark Jenks about some measurements.
2/8/2010 8:19 AM Alaskan Standard Time - JKPANNONE Casey Borg, 9072695062, tech,Bering Straights Tech, called in to defer case until 02/08/2010 02:00:57 PM AKST because he needs to get case update

1/26/2010 4:41 PM Alaskan Standard Time - JKPANNONE James Jones,FT,ALMR called in to defer case till 2/5 1pm ASKT to coordinate with other agencies

1/20/2010 8:10 AM Alaskan Standard Time - JKPANNONE James Jones/Tech 9072695750, jjones@inuit.com / ALASKA ALMR, STATE OF called in to defer the case until 1/26 1600 CST reason: The State has finished grounding the combiner and will need to do some testing
1/19/2010 8:15 AM Alaskan Standard Time - JKPANNONE Deferring the case until 01/19/10 4:00pm waiting on state to completed their grounding.
12/21/2009 10:47 AM Alaskan Standard Time - JKPANNONE CCO called and advised that he is deferring the case until 01/16/10 4:00pm CST waiting on state to completed their grounding.
11/17/2009 4:07 PM Alaskan Standard Time - JKPANNONE Case deferred until 12/15/09 because waiting for the State of Alaska to finish up grounding
10/9/2009 11:47 AM Alaskan Standard Time - JKPANNONE Case deferred until 11/9/09 waiting for the SOA to fix their antenna system.
9/14/2009 9:14 AM Alaskan Standard Time - JKPANNONE Case deferred until 10/9/09 waiting for the SOA to fix their antenna system.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4512 **Date Opened:** 7/13/09 **Date Completed:** 7/21/09

Summary: Pillar Mtn - Site not wide trunking 3x in 30.

Resolution: 7/21/2009 11:36 AM Alaskan Standard Time - JKPANNONE Microwave issue has cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4513 **Date Opened:** 7/13/09 **Date Completed:** 7/21/09

Summary: Women's Bay - Site Bouncing 3 x 30 mins

Resolution: 8/10/2009 11:22 AM Alaskan Standard Time - JKPANNONE (NON-ALMR)
7/21/2009 11:47 AM Alaskan Standard Time - JKPANNONE (NON-ALMR) Microwave issue has cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4543 **Date Opened:** 7/17/09 **Date Completed:** 7/17/09

Summary: Money Knob - Site not wide trunking (3x in 15 min).

Resolution: 7/17/2009 11:29 AM Alaskan Standard Time - PWINDERS (NON-ALMR) Microwave hop went down due to the fires. Fixed the hop.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4546 **Date Opened:** 7/18/09 **Date Completed:** 7/18/09

Summary: Black Rapids - Site Unknown.

Resolution: 7/17/2009 4:21 PM Alaskan Standard Time - JKPANNONE (NON-ALMR) Power is back up and site is OK. Casey Borg OKd closure

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4548 **Date Opened:** 7/20/09 **Date Completed:** 7/28/09

Summary: Tsina - Site unknown.

Resolution: 7/29/2009 10:29 AM Alaskan Standard Time - JKPANNONE (NON-ALMR) SOA refueled the generator.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4579 **Date Opened:** 7/27/09 **Date Completed:** 7/26/09

Summary: Byers Creek - Site Unknown.

Resolution: 7/27/2009 8:45 AM Alaskan Standard Time - JKPANNONE Backup generator is now running and all alarms cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4612 **Date Opened:** 7/28/09 **Date Completed:** 7/29/09

Summary: Pillar Mtn - Site Unknown.

Resolution: 7/28/2009 3:59 PM Alaskan Standard Time - PWINDERS Site became stable. No trouble found.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4613 **Date Opened:** 7/29/09 **Date Completed:** 7/29/09

Summary: Women's Bay - Site Unknown.

Resolution: 7/28/2009 4:15 PM Alaskan Standard Time - PWINDERS Site became stable. No trouble found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4615 **Date Opened:** 7/29/09 **Date Completed:** 8/13/09

Summary: Glennallen - Tree fell on guy wires and needs to be removed.

Resolution: 9/2/2009 11:01 AM Alaskan Standard Time - JKPANNONE Per Rod Ainge the work was contracted out to Al Sanders. The tree was removed and the guy wires were repaired. One guy wire needs the tension adjusted but it is not creating any problems. The work was completed on or about August 13th.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4618 **Date Opened:** 7/30/09 **Date Completed:** 7/30/09

Summary: Whittier - Site Down

Resolution: 7/31/2009 7:51 AM Alaskan Standard Time - JKPANNONE Telco issue resolved

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 4630 **Date Opened:** 8/6/09 **Date Completed:** 8/25/09

Summary: Tsina - Turning power down on site.

Resolution: 8/25/2009 3:02 PM Alaskan Standard Time - PWINDERS Fixed generator.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4639 **Date Opened:** 8/7/09 **Date Completed:** 8/8/09

Summary: Tsina - SOA needs to have site shut down due to no generator or solar power available.

Resolution: 8/11/2009 2:18 PM Alaskan Standard Time - PWINDERS Shut site off

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4645 **Date Opened:** 8/11/09 **Date Completed:** 8/11/09

Summary: Tudor Road Master Site - Multiple Sites bouncing unknown.

Resolution: 8/11/2009 7:09 AM Alaskan Standard Time - JKPANNONE Cause was microwave fading,

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4655 **Date Opened:** 8/11/09 **Date Completed:** 8/11/09

Summary: Valdez - Site and CEB 3 unknown

Resolution: 8/13/2009 12:41 PM Alaskan Standard Time - PWINDERS Link was restored. Caused by microwave fade
8/11/2009 2:46 PM Alaskan Standard Time - PWINDERS Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4656 **Date Opened:** 8/11/09 **Date Completed:** 8/11/09

Summary: Divide - Site Bouncing

Resolution: 8/13/2009 12:42 PM Alaskan Standard Time - PWINDERS The link was restored. Caused by microwave fade.
8/11/2009 2:54 PM Alaskan Standard Time - PWINDERS Link was restored after microwave fade.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4663 **Date Opened:** 8/12/09 **Date Completed:** 8/12/09

Summary: Tudor Road Master Site - Multiple Sites Unknown.

Resolution: 8/12/2009 12:01 PM Alaskan Standard Time - JKPANNONE The SOA was on site doing maintenance on their equipment and forgot to notify us.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4664 **Date Opened:** 8/12/09 **Date Completed:** 8/12/09

Summary: Black Rapids - Site is Unknown.

Resolution: 8/12/2009 2:14 PM Alaskan Standard Time - JKPANNONE Third Party maintenance issue resolved.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4665 **Date Opened:** 8/12/09 **Date Completed:** 8/12/09

Summary: Donnelly Dome - Site is unknown.

Resolution: 8/12/2009 2:16 PM Alaskan Standard Time - JKPANNONE Third Party microwave issue is resolved.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 4697 **Date Opened:** 8/13/09 **Date Completed:** 8/13/09

Summary: Tudor Road Master Site - Microwave feed is being changed out, Multiple sites affected.

Resolution: 8/13/2009 11:22 AM Alaskan Standard Time - JKPANNONE Microwave feed change out completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4732 **Date Opened:** 8/18/09 **Date Completed:** 8/19/09

Summary: Black Rapids - Site not wide (3x within 30 min).

Resolution: 8/19/2009 3:42 PM Alaskan Standard Time - JKPANNONE Microwave fades cleared up.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4733 **Date Opened:** 8/18/09 **Date Completed:** 8/19/09

Summary: Donnelly Dome - Site not wide (3x within 30 min).

Resolution: 8/19/2009 3:48 PM Alaskan Standard Time - JKPANNONE Microwave fades cleared up.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 4767 **Date Opened:** 8/20/09 **Date Completed:** 8/20/09

Summary: Pillar Mtn - Channel 3 unknown.

Resolution:

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4773 **Date Opened:** 8/24/09 **Date Completed:** 8/22/09

Summary: Women's Bay - Site off, user requested.

Resolution: 8/23/2009 4:37 PM Alaskan Standard Time - JKPANNONE Cable was replaced and alarms are clear.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4774 **Date Opened:** 8/24/09 **Date Completed:** 8/25/09

Summary: Black Rapids - Site not trunking for over 5 minutes.

Resolution: 8/25/2009 11:38 AM Alaskan Standard Time - PWINDERS T-1 telco and microwave back up.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4775 **Date Opened:** 8/24/09 **Date Completed:** 8/24/09

Summary: Donnelly Dome - Site not wide trunking for over 5 minutes.

Resolution: 8/24/2009 1:24 PM Alaskan Standard Time - PWINDERS Cleared the link.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4795 **Date Opened:** 8/25/09 **Date Completed:** 8/25/09

Summary: Tudor Road Master Site - DOD Agent Unknown

Resolution: 8/25/2009 10:16 AM Alaskan Standard Time - PWINDERS Sprint repaired the DS3 circuit

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Department: AML-Valdez PD **Priority** 1-Major System Failure

Service Request #: 4808 **Date Opened:** 8/31/09 **Date Completed:** 8/31/09

Summary: Valdez PD - No radio communication on console & all radios are in site trunking.

Resolution: 8/31/2009 11:05 AM Alaskan Standard Time - JKPANNONE State resolved channel bank issue.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4875 **Date Opened:** 9/2/09 **Date Completed:** 9/2/09

Summary: Byers Creek - Site Unknown.

Resolution: 9/2/2009 10:38 AM Alaskan Standard Time - JKPANNONE Generators went on line, alarm cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4883 **Date Opened:** 9/3/09 **Date Completed:** 9/3/09

Summary: Birch Hill Master Site - Several sites bouncing.

Resolution: 9/3/2009 12:03 PM Alaskan Standard Time - JKPANNONE NMO was informed the failures were due to microwave

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4899 **Date Opened:** 9/8/09 **Date Completed:** 9/5/09

Summary: Tudor Road Master Site - Multiple Sites Bouncing - Hope, Silvertip, & Summit Lake.

Resolution: 10/15/2009 10:47 AM Alaskan Standard Time - JKPANNONE Sites stable, cause unknown.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4909 **Date Opened:** 9/8/09 **Date Completed:** 9/8/09

Summary: Summit Lake - Unknown 3 x 30 Mins.

Resolution: 9/9/2009 9:28 AM Alaskan Standard Time - JKPANNONE State was working on reflectors

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4910 **Date Opened:** 9/9/09 **Date Completed:** 9/8/09

Summary: Silvertip - Unknown 3 times in 30 Minutes.

Resolution: 9/9/2009 9:31 AM Alaskan Standard Time - JKPANNONE State was working on reflectors.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4974 **Date Opened:** 9/17/09 **Date Completed:** 9/16/09

Summary: Skagway - Unknown >5 mins.

Resolution: 9/17/2009 12:57 PM Alaskan Standard Time - JKPANNONE MW problem that cleared by itself

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4975 **Date Opened:** 9/18/09 **Date Completed:** 9/18/09

Summary: Birch Hill Master Site - Multiple Sites Not Wide Trunking.

Resolution: 9/18/2009 1:41 PM Alaskan Standard Time - JKPANNONE Microwave alarm cleared.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 4980 **Date Opened:** 9/18/09 **Date Completed:** 9/19/09

Summary: Silvertip - Site not wide trunking.

Resolution: 9/20/2009 9:11 PM Alaskan Standard Time - JKPANNONE The SOA has completed the work on their mircowave.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4981 **Date Opened:** 9/18/09 **Date Completed:** 9/19/09

Summary: Summit Lake - Site not wide trunking.

Resolution: 9/20/2009 9:06 PM Alaskan Standard Time - JKPANNONE The SOA completed work on their microwave.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 4988 **Date Opened:** 9/22/09 **Date Completed:** 10/6/09

Summary: TSAIA - NICE Inconsistent Time Display, sometimes is military sometimes is AM/PM.

Resolution: 10/20/2011 4:05 PM Alaskan Standard Time - adeveau CAUSE: The standard/military time settings on OS needed to be reconfigured.
RESOLUTION: Customer told to go into regional settings in control panel and change the time on the workstation to military.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 4991 **Date Opened:** 9/22/09 **Date Completed:** 9/22/09

Summary: Independent Ridge - Powering down site.

Resolution: 10/15/2009 10:51 AM Alaskan Standard Time - JKPANNONE State finished grounding and other work.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4992 **Date Opened:** 9/22/09 **Date Completed:** 9/23/09

Summary: Independent Ridge - Not Wide Trunking.

Resolution: 9/23/2009 11:26 AM Alaskan Standard Time - JKPANNONE The SOA completed work on the generator.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5006 **Date Opened:** 9/27/09 **Date Completed:** 9/26/09

Summary: Tudor Road Master Site - CEB 9 and AMB Links 1.11.1 & 1.27.1 bounced 4 in 30.

Resolution: 9/26/2009 9:28 PM Alaskan Standard Time - JKPANNONE Failure was due to microwave fades.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5049 **Date Opened:** 10/2/09 **Date Completed:** 10/3/09

Summary: Independent Ridge - Not wide trunking.

Resolution: 10/5/2009 7:46 AM Alaskan Standard Time - JKPANNONE State technicians completed the grounding and bonding at the site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5393 **Date Opened:** 10/8/09 **Date Completed:** 10/8/09

Summary: Nikiski - Site Unknown.

Resolution: 10/8/2009 8:51 AM Alaskan Standard Time - JKPANNONE CAUSE: Mark Jenks called in and said that some state workers crossed a connection
RESOLUTION: The connection was put back the way it was supposed to be and alarm cleared

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5532 **Date Opened:** 10/15/09 **Date Completed:** 10/16/09

Summary: Valdez - Site unknown.

Resolution: 10/16/2009 3:35 PM Alaskan Standard Time - JKPANNONE Just spoke to Mark Jenks and the problem was resolved when the SOA replaced the DSX Panel connector.
10/16/2009 9:59 AM Alaskan Standard Time - JKPANNONE Issued Cleared.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 5562 **Date Opened:** 10/20/09 **Date Completed:** 10/20/09

Summary: FWA - Police console not able to boot up.

Resolution: 10/20/2009 10:23 AM Alaskan Standard Time - JKPANNONE Work was being done on the generator on site. Technician instructed customer on how to reboot their console.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5565 **Date Opened:** 10/21/09 **Date Completed:** 10/21/09

Summary: Cottonwood Creek - Site not wide trunking 3x in 30 minutes.

Resolution: 10/22/2009 9:51 AM Alaskan Standard Time - JKPANNONE Air conditioners were failing causing the site to be over normal temperature. This caused the site controllers to fail. Cooled the site down with door open and one AC unit running. Notified state of AC problems.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5616 **Date Opened:** 10/28/09 **Date Completed:** 10/27/09

Summary: Tudor Road Master Site - Multiple ISR site unknown 10 minutes.

Resolution: 10/28/2009 3:43 PM Alaskan Standard Time - JJONES (Maintenance Completed) The sites are back up, there was a provisioning error in the main Circuit and that caused the sites to bounce. This issue has been resolved in the TELCO circuit.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5665 **Date Opened:** 11/4/09 **Date Completed:** 11/3/09

Summary: Black Rapids - Site unknown/not wide trunking > 5 minutes.

Resolution: 11/3/2009 4:01 PM Alaskan Standard Time - JKPANNONE Artic slope has repaired intermittent microwave.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5666 **Date Opened:** 11/4/09 **Date Completed:** 11/3/09

Summary: Canyon Creek - Site unknown/not wide trunking > 5 minutes.

Resolution: 11/3/2009 4:08 PM Alaskan Standard Time - JKPANNONE Artic slope has repaired intermittent microwave

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5694 **Date Opened:** 11/9/09 **Date Completed:** 11/13/09

Summary: Byers Creek - Site unknown.

Resolution: 11/13/2009 10:55 AM Alaskan Standard Time - JKPANNONE SOA fixed the Generator and AC Power restored.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 5695 **Date Opened:** 11/9/09 **Date Completed:** 11/9/09

Summary: Valdez - SOA needs to change the decks in the microwave.

Resolution: 11/9/2009 8:36 AM Alaskan Standard Time - kneagle state of Alaska needs to changed the decks in the microwave.
11/9/2009 11:50 AM Alaskan Standard Time - kneagle (Maintenance Completed) SOA finished changing out the DACS.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5700 **Date Opened:** 11/9/09 **Date Completed:** 11/10/09

Summary: Diamond Ridge - Site Not Wide Trunking > 5 Mins.

Resolution: 11/9/2009 3:22 PM Alaskan Standard Time - kneagle (Maintenance Completed) Circuit restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5712 **Date Opened:** 11/12/09 **Date Completed:** 11/12/09

Summary: Tudor Road Master Site - Multiple sites unknown.

Resolution: 11/12/2009 8:21 AM Alaskan Standard Time - JKPANNONE The Telco restored the T1.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5713 **Date Opened:** 11/12/09 **Date Completed:** 11/13/09

Summary: TSAIA - Site Unknown.

Resolution: 11/13/2009 8:26 AM Alaskan Standard Time - JKPANNONE Just spoke to John Lynn and the SOA was working on the Microwave that caused the site to go down. Work is complete.
11/12/2009 4:35 PM Alaskan Standard Time - JKPANNONE Cleared by itself.
11/12/2009 8:41 AM Alaskan Standard Time - JKPANNONE James Jones/FSO called to defer the case. He stated that the State of Alaska is still trouble shooting the microwave.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5715 **Date Opened:** 11/12/09 **Date Completed:** 11/12/09

Summary: Site Summit - MS Base Radio 35.5 Unknown.

Resolution: 11/12/2009 11:19 AM Alaskan Standard Time - JKPANNONE Issued cleared on its own. Could have been the helicopter landing that made the site bounce.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5730 **Date Opened:** 11/16/09 **Date Completed:** 11/18/09

Summary: Byers Creek - Hardware failure Chronic.

Resolution: 11/17/2009 9:21 AM Alaskan Standard Time - JKPANNONE He stated that that the fans will get cold and will not operate properly. SOA went up to site and closed vents so it wouldn't bring in outside air. Problem Cleared.
11/16/2009 8:59 AM Alaskan Standard Time - JKPANNONE Mark Jenks/Motorola FSO called to defer case out till Monday Mark/FSO stated this is due to the weather being so cold they have to have the State go to site and turn up the heat - CCO called Bob/NMO who approved the deferral

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5732 **Date Opened:** 11/16/09 **Date Completed:** 11/19/09

Summary: TSAIA - Site Unknown.

Resolution: 11/19/2009 2:43 PM Alaskan Standard Time - JKPANNONE State replaced several parts to the microwave radio
11/16/2009 3:41 PM Alaskan Standard Time - JKPANNONE Jeff Patricelli/FT/Kenia Peninsula Borough/9073508687, called in to defer case until 11/16/2009 07:15:08 PM CST for customer will be working on microwave

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5763 **Date Opened:** 11/19/09 **Date Completed:** 11/19/09

Summary: Portage - Site Unknown.

Resolution: 11/19/2009 10:15 AM Alaskan Standard Time - JJONES (Maintenance Completed) Fiber connectivity problems cleared on its own.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 5765 **Date Opened:** 11/20/09 **Date Completed:** 11/20/09

Summary: Tsina - Site Trunking.

Resolution: 11/20/2009 2:37 PM Alaskan Standard Time - JKPANNONE No trouble found.
11/20/2009 8:13 AM Alaskan Standard Time - JKPANNONE James Jones/Tech Alaska Customer/9072300391 called to defer case out till tomorrow due to microwave fad

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5799 **Date Opened:** 12/1/09 **Date Completed:** 12/2/09

Summary: Sterling - Site unknown 3 times in 30 minutes.

Resolution: 9/23/2010 11:34 AM Alaskan Standard Time - jkpannone Microwave work completed.
11/30/2009 3:11 PM Alaskan Standard Time - JKPANNONE Jeff deferring case until 12/01/09 @ 2:30pm CST because the state tech is replacing the microwave.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5804 **Date Opened:** 12/2/09 **Date Completed:** 10/14/10

Summary: Heney Range - Site Unknown

Resolution: 10/14/2010 10:56 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: State reworked the microwave and the system looks to be operational. Manny/NMO-DOD conferenced on with Mark for more information on this issue. Manny had gone through the bouncing signal history. 10/10 was the last time system bounced.

9/16/2010 8:55 AM Alaskan Standard Time - adeveau Rod Ainge said that this project may be delayed for up to a year; it is back in the engineers planning stages again and they do not have a deferral date.
9/15/2010 9:40 AM Alaskan Standard Time - adeveau John Lynn said that they are having an issue with microwave flat fades at the site.
9/7/2010 8:42 AM Alaskan Standard Time - adeveau Roger Ash/Tech 9073822458, roger.ash@beringstraits.com called in to defer the case until 10/4 12 PM CST reason : Pending State maintenance.
8/27/2010 10:56 AM Alaskan Standard Time - adeveau James Jones/tech/Berling Strait/907-230-0391called to defer the case. He stated that the link is still bouncing. ACTION PLAN AND/OR DEFERRAL: Spoke with Calvin/NMO who approved the case deferral. Deferring the case until 1:45pm CST on 9/3/10.
8/26/2010 8:38 AM Alaskan Standard Time - adeveau I spoke to Glen, SOA, who is going to get an update later this morning and will pass that information along to ALMR when it is available.
7/29/2010 8:43 AM Alaskan Standard Time - adeveau Roger Ash/Tech 9073822458, roger.ash@beringstraits.com called in to defer the case for 30 days reason: still waiting for SOA to complete maintenance.

7/21/2010 2:46 PM Alaskan Standard Time - adeveau Casey Borg/Tech/ALMR/9072695062 called in to defer case until 7/28/10, 2:30 PM AKST. He stated that State is still realigning microwave and is not completed yet.
7/7/2010 11:22 AM Alaskan Standard Time - JKPANNONE Roger Ash, 9073822458, Tech, Alaska ALMR called to defer the case till 07-21-2010 at 3pm CST or 12 noon Alaska time. They are still waiting for a resolution for the microwave issue by the state.
7/2/2010 2:24 PM Alaskan Standard Time - adeveau Roger Ash/Tech/Alaska Wireless/9073822458 called in to defer case until 7/6/10, 4PM CST while waiting for State technicians to troubleshoot.

6/28/2010 7:57 AM Alaskan Standard Time - adeveau Per James Jones/Tech/Alaska Wireless/9072300391 customer tech are troubleshooting this ongoing issue. Deferred until 7/2/10 at 4 pm.

6/25/2010 11:11 AM Alaskan Standard Time - adeveau James Jones/tech/Alaska Wireless/907-230-0391 called to defer this case for 24 hours as the State of Alaska technicians are troubleshooting.

6/1/2010 1:48 PM Alaskan Standard Time - adeveau James Jones, 9072695750, Customer called in to defer the case until 7/1 4 PM CST reason: the repeater is running on a very little signal.

3/25/2010 8:59 AM Alaskan Standard Time - adeveau Spoke to Rod Ainge, ETS, who stated that the repeater is running on a very low signal. The State has no plans or funding to work on this issue. Case deferred until 6/1/10.
3/5/2010 7:58 AM Alaskan Standard Time - adeveau Jones/Tech/Alaska ALMR/9072695750 called to defer the case until 04/05/210 @ 4:00 pm CST. State of Alaska is still working on the microwave link
2/4/2010 2:39 PM Alaskan Standard Time - JKPANNONE James Jones/Alaska ALMR, 9072695750, jjones@inuit.com/ tech called to defer the case until 03/04/210 @ 4:00 pm CST. State of Alaska is still working on the microwave link.

1/4/2010 2:59 PM Alaskan Standard Time - JKPANNONE James Jones/Tech/Alaska Wireless/9072695750 called in to defer case until 2/4/10, 3PM CST waiting for State to complete microwave work

12/7/2009 7:53 AM Alaskan Standard Time - JKPANNONE James Jones, FSO, Motorolan called in to defer this case. He stated that the state of alaska still working on microwave to defer until 30 days.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5886 **Date Opened:** 12/7/09 **Date Completed:** 12/6/09

Summary: Skagway - Site Unknown.

Resolution: 12/7/2009 7:38 AM Alaskan Standard Time - JKPANNONE Third party vendor fixed T1 leased line problem.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5887 **Date Opened:** 12/7/09 **Date Completed:** 12/8/09

Summary: Woman's Bay - Site bouncing 3 x 30 minutes.

Resolution: 12/8/2009 9:06 AM Alaskan Standard Time - JJONES (Maintenance Completed) Weather cleared

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5888 **Date Opened:** 12/7/09 **Date Completed:** 12/7/09

Summary: Pillar Mtn - Site not wide trunking 3 times in 30 minutes.

Resolution: 12/8/2009 9:01 AM Alaskan Standard Time - JJONES (Maintenance Completed) Weather cleared

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5896 **Date Opened:** 12/8/09 **Date Completed:** 12/9/09

Summary: Nenana - Site controller 18.2 unknown.

Resolution: 12/10/2009 9:52 AM Alaskan Standard Time - lsmith Microwave Path dropped. Problem cleared, issue unknown.
12/8/2009 10:45 AM Alaskan Standard Time - JKPANNONE Craig stated that the site was clear. The case will be deferred for 4 hours for monitoring.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5902 **Date Opened:** 12/9/09 **Date Completed:** 12/21/09

Summary: Pillar Mtn - Site not wide trunking (bouncing).

Resolution: 12/21/2009 10:19 AM Alaskan Standard Time - JKPANNONE Inclimate weather disrupting microwave path. Site stable and wide trunking.
12/10/2009 10:28 AM Alaskan Standard Time - lsmith Deferring case to 12/11/09 due to weather issues.
12/8/2009 4:28 PM Alaskan Standard Time - JKPANNONE Deferring the case until 12/09/09 3:00pm CST due to severe weather in the area.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5904 **Date Opened:** 12/10/09 **Date Completed:** 12/21/09

Summary: Women's Bay - Site not wide trunking (bouncing).

Resolution: 12/21/2009 10:09 AM Alaskan Standard Time - JKPANNONE Inclimate weather disrupting microwave path. Site stable and wide trunking.

12/10/2009 8:57 AM Alaskan Standard Time - lsmith Deferring case to 12/11/09 due to weather issues.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5908 **Date Opened:** 12/10/09 **Date Completed:** 12/11/09

Summary: Kenai - State of Alaska Changing Microwave Circuit.

Resolution: 12/10/2009 2:16 PM Alaskan Standard Time - lsmith Maintenance completed. Spoke with Curtis/NMO to approve case closure.
12/10/2009 2:11 PM Alaskan Standard Time - lsmith Phone Log 12/10/2009 4:49:25 PM Start = 12/10/2009 04:48:07 PM, End = 12/10/2009 04:49:25 PM, Contact = James Jones.
*** Phone Log 12/10/2009 4:49:25 PM tkq364Case Action Type: Incoming call
CREATED BY: Curtis Banks CORE_ID: tkq364
CURRENT UPDATE/ACTION TAKEN: Trent/CCO wanted to verify alarms have cleared.
ACTION PLAN AND/OR DEFERRAL: NMO verified that alarms have cleared.
FOLLOW UP: CCO to close case.
Curtis B./NMO
Case Close 12/10/2009 4:49:11 PM Status = Closed, Resolution Code = Please Specify.
*** Case Close 12/10/2009 4:49:11 PM gdnh67
DESCRIPTION: State of Alaska tech are changing Microwave circuit
CAUSE: N/A
RESOLUTION: Maintenance completed.
CLOSURE APPROVED BY: Curtis/NMO and James Jones/Customer approved case closure.
SITE ARRIVAL REQUIRED?: YES
Trent C/CCO
Phone Log 12/10/2009 4:47:30 PM Start = 12/10/2009 04:41:44 PM, End = 12/10/2009 04:47:30 PM, Contact = James Jones.
*** Phone Log 12/10/2009 4:47:30 PM gdnh67Case Action Type: Incoming call
CREATED BY: Trent Clopton CORE_ID: gdnh67
CURRENT UPDATE/ACTION TAKEN: James Jones/Tech/State of Alaska/9072695750. Called to close the case. Resolution: Maintenance completed. Spoke with Curtis/NMO to approve case closure.
ACTION PLAN AND/OR DEFERRAL: Closing case.
FOLLOW UP: Closing case.
Trent C/CCO
Assign 12/10/2009 11:33:48 AM 22144120 to CALMR03, WIP default
*** Assign 12/10/2009 11:33:48 AM wvm786
Phone Log 12/10/2009 11:33:37 AM Start = 12/10/2009 11:29:05 AM, End = 12/10/2009 11:33:37 AM, Contact = James Jones.
*** Phone Log 12/10/2009 11:33:37 AM wvm786Case Action Type: Incoming call
CREATED BY: Sean Thibeau CORE_ID: wvm786
DESCRIPTION/ACTION TAKEN: James Jones, 9072695750,cust,ALASKA ALMR, STATE OF, called in to open a sev. 1 case and report site arrival for State of Alaska tech are changing Microwave circuit.
ACTION PLAN AND/OR DEFERRAL: CCO will update case and assign case to CALMR03
FOLLOW UP: Waititng ofr case update
Sean T/CCO

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5938 **Date Opened:** 12/17/09 **Date Completed:** 12/17/09

Summary: Byers Creek - Test Page. Bad Weather.

Resolution: 12/16/2009 4:25 PM Alaskan Standard Time - lsmith Cause: Test page.
Resolution: Test page completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 5964 **Date Opened:** 12/22/09 **Date Completed:** 12/23/09

Summary: Ft Greely - Channel 5 receiver malfunction-illegal carrier.

Resolution: 12/23/2009 8:43 AM Alaskan Standard Time - JKPANNONE External interference caused the failures. Failure cleared.
12/22/2009 5:51 PM Alaskan Standard Time - JKPANNONE Andrew stated to defer case till 12/23 9am AKST AM for external interference to go away.
12/22/2009 1:47 PM Alaskan Standard Time - JKPANNONE Deferring case for 2 additional hrs for monitoring.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 6036 **Date Opened:** 12/31/09 **Date Completed:** 4/15/10

Summary: Pillar Mtn - Site bouncing.

Resolution: 4/15/2010 4:13 PM Alaskan Standard Time - adeveau State of Alaska restored power to the microwave link.

4/15/2010 8:58 AM Alaskan Standard Time - adeveau Case deferred by Mark Jenks until 5/12/10; awaiting circuit restoration by SOA.
3/16/2010 5:10 PM Alaskan Standard Time - JKPANNONE Per Rod Ainge/SOA, they are going to try to get to Shuyak to work on the issues by 4/15/10.
3/8/2010 1:34 PM Alaskan Standard Time - adeveau Deferring the case until 04/08/10 4:00pm CST due to not enough sunlight.
2/22/2010 12:43 PM Alaskan Standard Time - adeveau James Jones/ Tech/ Day Wireless/ 9072300391 called in to defer the case until 03/08/2010 04:00:22 PM for site access due to weather.
2/4/2010 2:40 PM Alaskan Standard Time - JKPANNONE James Jones/Alaska ALMR, 9072695750, jjones@inuit.com/ tech called to defer the case until 03/04/210 @ 4:00 pm CST. State of Alaska is still working on the microwave link.
1/4/2010 2:31 PM Alaskan Standard Time - JKPANNONE James Jones/Tech/Alaska Wireless/9072695750 called in to defer case until 2/4/10, 3PM CST for monitoring.
1/4/2010 8:27 AM Alaskan Standard Time - JKPANNONE Jeff Patricelli/Tech/Alaska Wireless/9072274360 called in to defer case until 1/4/2010, 12PM AKST while investigating issue.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6047 **Date Opened:** 12/31/09 **Date Completed:** 7/15/10

Summary: Seward PD - Portable radios aren't working 90% of the time.

Resolution: 7/19/2010 8:35 AM Alaskan Standard Time - adeveau Case closed by Mark Jenks 7/15/10.
7/15/2010 1:23 PM Alaskan Standard Time - JKPANNONE Site has no grounding in Building # 2. Mark Jenks has notified the SOA that the grounding needs to be worked on.

7/13/2010 8:02 AM Alaskan Standard Time - adeveau Assign to CALMR03. Mark Jenks/FSO called in to defer case until 07/19/2010 06:30:16 PM CST for FSO to talk to the state about issue. Curtis/NMO approved deferral.

6/30/2010 2:39 PM Alaskan Standard Time - adeveau James Jones WebID, Tech, Bering Straits, 907-230-0391, called in to defer case until 07/16/2010 04:00:05 PM CST for scheduling a tech.

6/2/2010 1:20 PM Alaskan Standard Time - adeveau James Jones WebID, Tech, Bering Straits called in to defer this case until June 30 at 3:30PM CST for waiting on information from third party vendor. CCO contacted Manny/NMO and he approve the deferral.

5/17/2010 1:44 PM Alaskan Standard Time - adeveau James Jones, 9072695750, BERING STRAITS INFORMATION TECHNOLOGY LLC called to defer the case until 06/02/2010 02:00:45 PM CST for tech availability/scheduling.

5/10/2010 3:11 PM Alaskan Standard Time - adeveau Deferring the case until 05/17/10 4:00pm CST for tech availability. Assigning case to the CALMR03 wipbin.

4/9/2010 2:01 PM Alaskan Standard Time - adeveau James Jones/TECH/BERINGSTRAITS/9072695750 called in to defer the case until 5/10/10 pending arrival of test equipment.

4/2/2010 4:53 PM Alaskan Standard Time - JKPANNONE James Jones, 9072695750, BERING STRAITS INFORMATION TECHNOLOGY LLC called to defer the case till 04/09/2010 04:30:10 PM due to waiting on test equipment.
3/25/2010 1:17 PM Alaskan Standard Time - adeveau James Jones/tech/Bering Straits Technology Inc./9072300391 called in to defer this case for pending arrival of test equipment.

3/12/2010 3:06 PM Alaskan Standard Time - adeveau James Jones/FT/BERING STRAITS INFORMATION TECHNOLOGY LLC/9072695750 called to defer the case until Mon 03/22 @ 4:00 PM CST while waiting test equipment to continue with the work and stated that Mark Jenks/FSO approved the deferral of the case.
3/5/2010 2:24 PM Alaskan Standard Time - adeveau James Jones, 9072695750, BERING STRAITS INFORMATION TECHNOLOGY LLC called to defer the case till 03/12/2010 04:00:37 PM due to waiting on test equipment.

2/22/2010 10:53 AM Alaskan Standard Time - adeveau Major Receiver Problem might have lost mulitcuppler; James Jones/Tech/Alaska Wireless/9072695750 called in to defer case until 3/5/10, 1:30PM AKST while waiting for State of Alaska to investigate external inference.

2/16/2010 8:32 AM Alaskan Standard Time - JKPANNONE James Jones/Tech/Alaska Wireless/9072695750 called in to defer case until 2/19/10, 1:30PM AKST while waiting for State of Alaska to investigate external inference.
2/8/2010 8:24 AM Alaskan Standard Time - JKPANNONE Casey Borg, 9072695062, tech,Bering Straights Tech, called in to defer case until 02/12/2010 04:30:24 PM CST for AKST tech working on site

2/5/2010 9:18 AM Alaskan Standard Time - JKPANNONE James Jones, 9072695750, jjones@inuit.com called in to defer the case for 2/5 4 PM CST reason : The issue is a microwave issue and the State of Alaska is working on it.

2/3/2010 8:23 AM Alaskan Standard Time - JKPANNONE James Jones/customer/ ALMR/9072695750 called in to defer case until 02/03/2010 05:30:32 PM CST for AKST tech are still working on issue.

2/1/2010 2:41 PM Alaskan Standard Time - JKPANNONE Per Dean Strid/ETS, Bart Browning is on his way down to Seward right now to work on the issue.
1/29/2010 11:02 AM Alaskan Standard Time - JKPANNONE Julie Pannone, 9072695748, BERING STRAITS INFORMATION TECHNOLOGY LLC called to defer the case till 02/01/2010 06:00:20 PM (3pm AST).
1/26/2010 9:59 AM Alaskan Standard Time - JKPANNONE Per Dean Strid, the AK RR went down to Seward on 1/22/10 and replaced the suspect equipment and it didn't make any difference. Bart Browning is suppose to be working on the SOA microwave to see if that is the problem.
1/25/2010 8:25 AM Alaskan Standard Time - JKPANNONE Deferred again until 1/29/10.
1/19/2010 8:56 AM Alaskan Standard Time - JKPANNONE The AK RR has a Spread Spectrum Radio going to their roundhouse that is causing interference. We are waiting for the RR to trouble shoot and scheduled maintenance to fix the issue.
1/19/2010 8:05 AM Alaskan Standard Time - JKPANNONE James Jones, FSO, called in to update the case and to defer it until 01/22/10 AT 1PM AKST. He stated the reason for the deferral is to monitor the site and he stated that they replaced the antenna cable.

1/15/2010 2:40 PM Alaskan Standard Time - JKPANNONE James Jones/tech/Alaska Wireless called to report site arrival. CCO reminded James Jones/tech/Alaska Wireless to call when leaving site
1/11/2010 10:26 AM Alaskan Standard Time - JKPANNONE James Jones/tech/Alaska Wireless called in to defer case till 1/15 1pm AKST. He stated that they installed a temporary cable and need to wait for permanent one

1/8/2010 9:38 AM Alaskan Standard Time - JKPANNONE Maintenance performed on 1/7/10 found water in the lower jumper connection. Also the connector was not properly installed, approx 1/4 inch shielding exposed behing the connector. Technician James Jones replaced the antenna with a higher gain and repaired the connector. Customer still experiencing NO COMMS; technician found high VSWR. No obvious signs of water on lower connections. Technicians will need to verify each cable piece, this will require tower climbing and extended site outages.
1/6/2010 7:13 PM Alaskan Standard Time - JKPANNONE Technician James Jones will be traveling to Seward on 1/7/09 to replace the antenna and see if this takes care of the problem.
1/6/2010 7:12 PM Alaskan Standard Time - JKPANNONE James Jones,FSO, 9072695750 called in to defer case till 1/8/10 1pm AKST. He stated that he was on site and checked poly-fasor connections and they are ok, site is operating on a temporary receive antenna. The case is being deferred to find the antenna

1/4/2010 5:56 PM Alaskan Standard Time - JKPANNONE James Jones,FSO, 9072695750 called in to defer case till 1/6 11am AKST. He stated that he was on site and checked poly-fasor connections and they are ok, site is operating on a temporary receive antenna. The case is being deferred to find an antenna.

1/4/2010 4:04 PM Alaskan Standard Time - JKPANNONE James Jones/FSO/Motorola called in to update case; he stated that he is on site.

1/4/2010 3:01 PM Alaskan Standard Time - JKPANNONE James Jones/Tech/Alaska Wireless/9072695750 called in to defer case for 4 hours while traveling site.
1/4/2010 8:19 AM Alaskan Standard Time - JKPANNONE Jeff Patricelli/tech/Alaska Wireless/9073508687 called in to defer this case until 1/4/10 at 3PM CST. They stated that reason for the deferral ofr scheduling a tower climb.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6051 **Date Opened:** 1/4/10 **Date Completed:** 1/4/10

Summary: Hurricane - Site not wide trunking.

Resolution: 1/4/2010 9:01 AM Alaskan Standard Time - JKPANNONE Generator restored by AK RR.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6052 **Date Opened:** 1/4/10 **Date Completed:** 1/4/10

Summary: Honolulu - Site not wide trunking.

Resolution: 1/4/2010 9:06 AM Alaskan Standard Time - JKPANNONE AK Railroad Generator restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6238 **Date Opened:** 1/5/10 **Date Completed:** 1/5/10

Summary: Hurricane - Site not wide trunking.

Resolution: 1/5/2010 12:49 PM Alaskan Standard Time - JKPANNONE Repaired alternator and replaced batteries .

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6239 **Date Opened:** 1/5/10 **Date Completed:** 1/5/10

Summary: Honolulu - Site not wide trunking.

Resolution: 1/5/2010 12:47 PM Alaskan Standard Time - JKPANNONE Repaired alternator and replaced batteries .

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 6351 **Date Opened:** 1/12/10 **Date Completed:** 1/13/10

Summary: Hill 3265 - Site bouncing.

Resolution: 1/13/2010 8:15 AM Alaskan Standard Time - JKPANNONE Artic Slope (3rd party) resolved the Fiber issue
1/12/2010 12:31 PM Alaskan Standard Time - JKPANNONE Deferring the case until 4:00pm CST for monitoring by NMO
1/12/2010 10:58 AM Alaskan Standard Time - JKPANNONE Per call from Joe Hummel, he stated that Arctic Slope has been doing software upgrades on their Fiber Networks and every time they load one they have to reboot the network. Joe thinks that this may be what has been causing the bouncing but will continue to monitor.
1/11/2010 4:46 PM Alaskan Standard Time - JKPANNONE Andrew thinks that there is a microwave issue. Andrew stated to defer 1/12 9am ASKT for the microwave to fix itself.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 6354 **Date Opened:** 1/12/10 **Date Completed:** 1/20/10

Summary: Pillar Mtn - Site unknown.

Resolution: 1/21/2010 7:49 AM Alaskan Standard Time - JKPANNONE Bad Weather Cleared
1/19/2010 8:40 AM Alaskan Standard Time - JKPANNONE James Jones/tech/Alaska Wireless/9072695750 called in to defer this case until 1/20/10 at 3PM CST. They stated that reason for the deferral is weather issues.

1/12/2010 8:04 AM Alaskan Standard Time - JKPANNONE Jeff Patricelli/Tech State of Alaska called in on page request and requested CCO defer case out till Wed Due to possible Microwave issue - CCO called Jeet/NMO and advised him of update and deferral
ACTION PLAN AND/OR DEFERRAL: 01/13/2010 01:00:00 PM - Possible microwave issue

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6356 **Date Opened:** 1/12/10 **Date Completed:** 1/13/10

Summary: Ester Dome - Site not wide trunking >5 minutes.

Resolution: 1/13/2010 5:32 PM Alaskan Standard Time - JKPANNONE Micrwave path issue has been resolved
1/12/2010 2:22 PM Alaskan Standard Time - JKPANNONE Joe Hummel, 9073784496, ACS Wireless, called to defer the case till 01/13/2010 12:00:40 PM due to monitoring.
ACTION PLAN AND/OR DEFERRAL:Informed Craig/NMO

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 6359 **Date Opened:** 1/13/10 **Date Completed:** 1/14/10

Summary: Blueberry Hill - Site not wide trunking.

Resolution: 1/14/2010 9:47 AM Alaskan Standard Time - JKPANNONE SOA tech finished testing the electrical circuit.
1/13/2010 9:23 AM Alaskan Standard Time - JKPANNONE James Jones, 9072695750, customer, Alaska, State of, ALMR called into defer this case for 24 hours due to State of Alaska performing network test.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6387 **Date Opened:** 1/14/10 **Date Completed:** 1/14/10

Summary: Byers Creek - Site bouncing.

Resolution: 1/14/2010 9:45 AM Alaskan Standard Time - JKPANNONE CAUSE: Microwave fade
RESOLUTION: Problem cleared on its own
1/13/2010 7:28 PM Alaskan Standard Time - JKPANNONE Casey Borg, FSO, Motorola called in on case. He stated that site seems stable now. Casey stated to defer case till 1/14 9am ASKT for state techs to come in. He stated that if site goes down for more than 15 mins then page back out tech.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6388 **Date Opened:** 1/14/10 **Date Completed:** 2/16/10

Summary: Tsina - Site unknown 3 in 30.

Resolution: 2/16/2010 5:06 PM Alaskan Standard Time - JKPANNONE Microwave link stabilized.
2/16/2010 8:48 AM Alaskan Standard Time - JKPANNONE Casey Borg/FSO called to update case and to defer case until 02/16/2010 03:00:04 PM CST for still microwave issue.

1/14/2010 9:18 AM Alaskan Standard Time - JKPANNONE Casey Borg/FSO called to update case. Casey called Mark Jenks/FSO who states on going issue with State microwave and requests case deferred for 30 days.

1/13/2010 7:31 PM Alaskan Standard Time - JKPANNONE Casey Borg/FSO called to take assignment.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6392 **Date Opened:** 1/14/10 **Date Completed:** 1/13/10

Summary: Hurricane - ETS replacing batteries and need to take site off line.

Resolution: 1/14/2010 10:53 AM Alaskan Standard Time - JKPANNONE Batteries replaced.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 6399 **Date Opened:** 1/15/10 **Date Completed:** 7/16/10

Summary: Site Summit - MBITR radio installed to wrong antenna.

Resolution: 10/26/2010 11:53 AM Alaskan Standard Time - jkpannone 7/16/2010-There was a power issue that cleared during testing
3/10/2010 5:09 PM Alaskan Standard Time - JKPANNONE Pending update from Technician.

Department: SOA-DPS **Priority** 4-Scheduled Maintenance

Service Request #: 6405 **Date Opened:** 1/16/10 **Date Completed:** 1/16/10

Summary: AST - Northway Radio Tower, Officers unable to communicate unless within 1 miles of tower.

Resolution: 1/15/2010 3:42 PM Alaskan Standard Time - JKPANNONE Confirmed with customer that there are no comm problems.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6406 **Date Opened:** 1/19/10 **Date Completed:** 1/19/10

Summary: Byers Creek - Site is unknown.

Resolution: 1/19/2010 12:50 PM Alaskan Standard Time - JKPANNONE SOA restarted the generator and the site came back up.
1/19/2010 8:22 AM Alaskan Standard Time - JKPANNONE James Jones/FSO called to defer the case due to MICROWAVE ISSUE.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 6493 **Date Opened:** 1/25/10 **Date Completed:** 6/28/11

Summary: Site Summit - Channel 6 being disabled due to frequency interference.

Resolution: 6/28/2011 8:08 AM Alaskan Standard Time - adeveau The Coast Guard relocated their equipment to Glenn Alps. Interference on Channel 6 cleared.
6/24/2011 8:08 AM Alaskan Standard Time - adeveau System Manager has turned Channel 6 back on; we are waiting to hear any reports from the Coast Guard of any interference since they moved their equipment to Glenn Alps. Case will be monitored until Monday, June 27 at 5 pm.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 6514 **Date Opened:** 1/27/10 **Date Completed:** 1/27/10

Summary: Chulitna - ETS replacing a transmission line on their microwave that will cause a short outage.

Resolution: 1/26/2010 4:24 PM Alaskan Standard Time - JKPANNONE Transmission line replaced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6548 **Date Opened:** 1/28/10 **Date Completed:** 2/10/10

Summary: Tudor Rd Master Site - MGEG Application 1.1 disabled.

Resolution: 2/10/2010 3:23 PM Alaskan Standard Time - JKPANNONE CAUSE:T1
RESOLUTION:Link restored
2/8/2010 4:41 PM Alaskan Standard Time - JKPANNONE NMO - MGEG Application 1.1 Disabled. deferring until 2/9 for update in accordance with case 22163657.
2/4/2010 9:41 AM Alaskan Standard Time - JKPANNONE NMO spoke to Mark Jenks who stated that this is a duplicate case to 22163657. NMO has opened 3 cases for this issue because there is no NMO case indicating that the alarm is disabled.
ACTION PLAN AND/OR DEFERRAL:NMO checked status of case 22163657 and will defer this case until until 8PM CST on 2/5/10.

1/28/2010 8:36 AM Alaskan Standard Time - JKPANNONE NMO spoke to Mark Jenks who stated that this is a duplicate case to 22163657. NMO has opened 3 cases for this issue because there is no NMO case indicating that the alarm is disabled.
ACTION PLAN AND/OR DEFERRAL:NMO will downgrade case to a sev 3 and defer for 1 week.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 6560 **Date Opened:** 1/29/10 **Date Completed:** 2/12/10

Summary: TSAIA - Site is unknown.

Resolution: 2/16/2010 8:33 AM Alaskan Standard Time - JKPANNONE CAUSE: Transport issue
RESOLUTION: Customer change the MICROWAVE guide

2/11/2010 1:39 PM Alaskan Standard Time - JKPANNONE James Jones/Tech/9072300391/Alaska Wireless called in to defer case until 2/12/10, 1PM AKST. He stated that Stated of Alaska replaced waveguide on microwave.
2/5/2010 9:14 AM Alaskan Standard Time - JKPANNONE James Jones, 9072695750, jjones@inuit.com called in to defer the case for 2/11 4 PM CST reason : The issue is a microwave issue and the State of Alaska is working on it.

2/3/2010 12:36 PM Alaskan Standard Time - JKPANNONE James Jones,/Tech 9072695750, jjones@inuit.com called in to defer the case for 24 hr reason: State of Alaska techs are troobleshoting the issue

2/3/2010 8:51 AM Alaskan Standard Time - JKPANNONE Troubleshooting continues and sporadic outages are expected throughout today Wednesday Feb 3.
1/29/2010 9:00 AM Alaskan Standard Time - JKPANNONE Julie Pannone/dispatcher/Bering Strait/9072695748 called to defer the case. She stated that the state is troubleshooting the issue. Deferring the case until 2:00pm CST on 2/3/10.

1/29/2010 8:58 AM Alaskan Standard Time - JKPANNONE Greg Berry/ETS stated that the ETS Technicians will be out today and next week doing some trouble shooting at the site.
1/28/2010 4:21 PM Alaskan Standard Time - JKPANNONE Jamers Jones/Alaska Technical support State of Alaska CALMR03 called in on page request and stated the Microwave outage issue and the State of Alaska is working on the issue
ACTION PLAN AND/OR DEFERRAL: 01/29/2010 11:00:00 AM Deferring case out for update Alaska Technical support State of Alaska

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Department: SOA-DOT&PF-TSAIA **Priority** 2-Significant System Failure

Service Request #: 6577 **Date Opened:** 2/1/10 **Date Completed:** 2/1/10

Summary: DOT TSAIA - Play back on local machine can't work remotely; NICE 104679

Resolution: 2/1/2010 1:42 PM Alaskan Standard Time - JKPANNONE Per call to Mark Jenks we can close this case as it has nothing to do with ALMR.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6578 **Date Opened:** 2/1/10 **Date Completed:** 2/2/10

Summary: Tudor Road Master Site - Trunking causing most site to go down.

Resolution: 2/2/2010 8:17 AM Alaskan Standard Time - JKPANNONE CAUSE: Microwave problem
RESOLUTION: Problem cleared
2/1/2010 2:55 PM Alaskan Standard Time - JKPANNONE Mark / NMO stated the sites are bouncing. Deferring case until 2/1/10 8PM CST

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6585 **Date Opened:** 2/3/10 **Date Completed:** 2/3/10

Summary: Seward - Site bouncing 3 x in 30 minutes.

Resolution: 2/3/2010 8:27 AM Alaskan Standard Time - JKPANNONE James Jones/tech/Alaska Wireless/9072695750 called in to close out this case. They stated that duplicate case 22163139.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 6643 **Date Opened:** 2/4/10 **Date Completed:** 2/9/10

Summary: Paxson - and Sourdough. ETS adjusting circuits between the two sites.

Resolution: 2/9/2010 9:05 AM Alaskan Standard Time - JKPANNONE SOA finished adjusting circuits.
2/5/2010 10:49 AM Alaskan Standard Time - JKPANNONE I contacted Motorola and deferred case out until 2/11/10. I spoke to Rod Ainge and the Techs are still working at the site.
2/5/2010 8:33 AM Alaskan Standard Time - JKPANNONE James Jones/tech/Alaska Wireless/9072695750 called in to defer this case until 8/5/10 at 8PM CST. They stated that reason for the deferral is customer is doing some microwave testing.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6646 **Date Opened:** 2/5/10 **Date Completed:** 2/8/10

Summary: Divide - Site Controller 48.1 unknown.

Resolution: 2/8/2010 4:48 PM Alaskan Standard Time - JKPANNONE CAUSE: weather affecting microwave path per Casey Borg
RESOLUTION:NMO verified no active alarms onsite.

2/8/2010 8:21 AM Alaskan Standard Time - JKPANNONE Casey Borg, 9072695062, tech,Bering Straights Tech, called in to defer case for monitoring and close if site is ok and NMO has approved closure. Defer case until 02/08/2010 12:00:06 PM for monitoring.

2/5/2010 9:04 AM Alaskan Standard Time - JKPANNONE ETS Technician enroute to the site to trouble shoot. Case deferred until 1pm.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6647 **Date Opened:** 2/5/10 **Date Completed:** 2/8/10

Summary: Valdez - Channel 2 Base Radio unknown.

Resolution: 2/8/2010 4:50 PM Alaskan Standard Time - JKPANNONE CAUSE: weather affecting microwave path per Casey Borg
RESOLUTION:NMO verified no active alarms onsite.

2/8/2010 8:22 AM Alaskan Standard Time - JKPANNONE Casey Borg, 9072695062, tech,Bering Straights Tech, called in to defer case for monitoring and close if site is ok and NMO has approved closure. Defer case until 02/08/2010 12:00:06 PM for monitoring.

2/5/2010 9:10 AM Alaskan Standard Time - JKPANNONE ETS Technician is enroute to the site to trouble shoot. Case deferred until 1pm.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6761 **Date Opened:** 2/8/10 **Date Completed:** 2/9/10

Summary: Paxson - Site bouncing.

Resolution: 2/8/2010 8:30 AM Alaskan Standard Time - JKPANNONE CAUSE: Microwave fading
RESOLUTION: Problem cleared

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 6762 **Date Opened:** 2/8/10 **Date Completed:** 2/6/10

Summary: Elmendorf - Unable to connect to NICE IP logger.

Resolution: 2/8/2010 1:32 PM Alaskan Standard Time - JKPANNONE CAUSE: Net connection service stopped
RESOLUTION: None. connection service started on its own

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6763 **Date Opened:** 2/8/10 **Date Completed:** 2/7/10

Summary: Birch Hill Master Site - Multiple sites unknown alarms across zone 2.

Resolution: 2/8/2010 1:44 PM Alaskan Standard Time - JKPANNONE Power supply was replaced at the Canyon Creek site and all other sites cleared

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6846 **Date Opened:** 2/10/10 **Date Completed:** 2/16/10

Summary: Summit Lake - Commercial power has been lost and site will be going off line.

Resolution: 2/16/2010 8:55 AM Alaskan Standard Time - JKPANNONE CAUSE:power issue
RESOLUTION: power has been restored.

2/10/2010 2:47 PM Alaskan Standard Time - JKPANNONE James Jones/Customer/Alaska, State of, ALMR System/Bering Straits/9072695750 called in to open a sev 1 case. He stated that the case was for commercial power has been lost, and site will be going off line for over a week. James stated to defer case till 2/17 9am ASKT for power to come back.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6863 **Date Opened:** 2/16/10 **Date Completed:** 2/25/10

Summary: Hurricane - Site not wide trunking.

Resolution: 2/25/2010 2:30 PM Alaskan Standard Time - adeveau Per John Lynn, the plow either hit the junction box or dug up a cable at the site. In either event, the railroad has restored power.
2/24/2010 1:39 PM Alaskan Standard Time - adeveau James Jones/Tech/Alaska Wireless/9072695750 called in to defer case until 3/10/10, 4PM CST while waiting for Alaska RailRoad to fix their generator.
2/17/2010 10:51 AM Alaskan Standard Time - JKPANNONE James Jones, 9072695750, jjones@inuit.com called in to defer the case until 2/24 4 PM CST reason: Waiting on Alaska rail road for final fix on the problem

2/16/2010 8:50 AM Alaskan Standard Time - JKPANNONE James Jones, 9072695750, customer, Bering Straits called into give an update. He stated that there is a commerical power failure at the site and the State of Alaska techs are trouble shooting. He requested that the case be deferred for 24 hours.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6864 **Date Opened:** 2/16/10 **Date Completed:** 2/25/10

Summary: Honolulu - Site not wide trunking.

Resolution: 2/25/2010 2:23 PM Alaskan Standard Time - adeveau Per John Lynn, the generator has been repaired.
2/24/2010 1:46 PM Alaskan Standard Time - adeveau James Jones/Tech/Alaska Wireless/9072695750 called in to defer case until 3/10/10, 4PM CST while waiting for Alaska Rail Road to fix their generator.
2/17/2010 10:52 AM Alaskan Standard Time - JKPANNONE James Jones, 9072695750, jjones@inuit.com called in to defer the case until 2/24 4 PM CST reason: Waiting on Alaska rail road for final fix on the problem

2/16/2010 8:53 AM Alaskan Standard Time - JKPANNONE James Jones, 9072695750, customer, Bering Straits called into give an update. He stated that there is a commerical power failure at the site and the State of Alaska techs are trouble shooting. He requested that the case be deferred for 24 hours.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6888 **Date Opened:** 2/20/10 **Date Completed:** 2/21/10

Summary: Sourdough - Site is bouncing.

Resolution: 2/22/2010 12:02 PM Alaskan Standard Time - adeveau Testing completed
2/19/2010 4:27 PM Alaskan Standard Time - adeveau Deferred for 24 hours for monitoring.
2/19/2010 4:11 PM Alaskan Standard Time - adeveau Per James Jones, ETS Technicians testing circuits and took the site down.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 6910 **Date Opened:** 2/22/10 **Date Completed:** 4/15/10

Summary: Woman's Bay - Site unknown.

Resolution: 4/15/2010 4:17 PM Alaskan Standard Time - adeveau State restored power to the microwave link.
4/15/2010 9:20 AM Alaskan Standard Time - adeveau Case deferred by Mark Jenks until 5/12/10; awaiting circuit restoration by SOA.
3/16/2010 5:09 PM Alaskan Standard Time - JKPANNONE Per Rod Ainge/SOA, they are going to try to get to Shuyak to work on the issues by 4/15/10.
3/8/2010 1:39 PM Alaskan Standard Time - adeveau Deferring the case until 04/08/10 4:00pm CST due to not enough sunlight.
2/22/2010 1:40 PM Alaskan Standard Time - adeveau James Jones/Tech 9072695750, jjones@inuit.com/ BERING STRAITS INFORMATION TECHNOLOGY LLC called in to defer the case until 3/8 4 PM CST reason : Microwave link is bouncing because of bad weather
2/22/2010 11:13 AM Alaskan Standard Time - adeveau James Jones, FSO called in to update the case and to defer it until 02/22/10 AT 1PM AKST. He stated the reason for the deferral is cutomer will working on the microwave issue.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 6911 **Date Opened:** 2/22/10 **Date Completed:** 2/21/10

Summary: FWA - Console, Checking antenna situation due to snow damage on site.

Resolution: 2/22/2010 11:39 AM Alaskan Standard Time - adeveau Checking antenna situation due to snow damage on site is done

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 6952 **Date Opened:** 2/25/10 **Date Completed:** 7/25/11

Summary: Tolsona - Intermodulation issue at the site.

Resolution: 7/25/2011 1:36 PM Alaskan Standard Time - adeveau The State completed their microwave work and reported that the interference issue has been resolved.
6/28/2011 3:34 PM Alaskan Standard Time - adeveau The State will be doing their microwave cutover on July 5. System Manager wants to wait until we have verified successful completion of that work prior to closing the case.
4/8/2011 8:38 AM Alaskan Standard Time - jkpannone Per Patrick Thornton, ETS has installed the new repeater at Tolsona. He also indicated that they had a deadline of 1/1/2013 to get all the radios reprogrammed. Will defer our work order date out 6 months for a follow up.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6953 **Date Opened:** 2/26/10 **Date Completed:** 3/1/10

Summary: Black Rapids - Site unknown

Resolution: 3/1/2010 11:21 AM Alaskan Standard Time - adeveau 3rd party vendor corrected problem, reinstalled circuit.

2/28/2010 4:22 PM Alaskan Standard Time - JKPANNONE Andy Strait/Motorola FSO called to update case he stated he would like to defer Open T-1 maintain by Artic slope who will get to issue on Monday and requested a deferral till then - CCO will call NMO for case update

2/26/2010 8:30 AM Alaskan Standard Time - JKPANNONE Andrew Strait, FSO, called in and requested to speak with NMO. CCO conferenced the caller to Bob/NMO who stated that to defer the case until 02/26/10 at 1pm cst for scheduling.

2/25/2010 4:13 PM Alaskan Standard Time - adeveau Andy Streit/ALASKA ZONE 2 FSO TEAM stated the T-1 line is down and requested a 4 hour deferral - Sam/NMO approved the deferral
2/25/2010 3:44 PM Alaskan Standard Time - adeveau Contacted Tom/CCO to dispatch tech to investigate.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 6969 **Date Opened:** 3/1/10 **Date Completed:** 3/1/10

Summary: Blueberry Hill - ETS changing microwave circuit.

Resolution: 3/1/2010 9:57 AM Alaskan Standard Time - adeveau SOA changed a microwave circuit. System back on line at 9:31 am.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6973 **Date Opened:** 3/2/10 **Date Completed:** 3/3/10

Summary: Portage - Site controller 28.1 unknown.

Resolution: 3/4/2010 8:06 AM Alaskan Standard Time - adeveau State was doing circuit testing and they caused this alarm.

3/2/2010 8:19 AM Alaskan Standard Time - adeveau Per James Jones, he checked with SOA and they indicated that the rail road is working on their circuit.
3/2/2010 7:48 AM Alaskan Standard Time - adeveau Deferred by James Jones, Alaska Wireless technician, until 3/3/10 at 1 pm.

Department: DOD-USARAK-FGA **Priority** 3-Intermittent System Failure

Service Request #: 6975 **Date Opened:** 3/2/10 **Date Completed:** 3/2/10

Summary: FGA - Dispatch NICE Analog Communication Failure.

Resolution: 3/2/2010 3:37 PM Alaskan Standard Time - adeveau This problem has been resolved by shutting down the analog logger and restarting it.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 6995 **Date Opened:** 3/4/10 **Date Completed:** 3/4/10

Summary: Cottonwood Creek - Site not wide trunking.

Resolution: 3/5/2010 7:51 AM Alaskan Standard Time - adeveau State was working on cross connect.

3/4/2010 8:23 AM Alaskan Standard Time - adeveau James Jones/FSO 24 hours for monitoring for state to work on microwave.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 7064 **Date Opened:** 3/11/10 **Date Completed:** 3/11/10

Summary: FRA - FS 1 logging recorder is not recording voice traffic.

Resolution: 3/11/2010 5:24 PM Alaskan Standard Time - JKPANNONE Not a maintenance issue. Phone cables removed during renovation. Work referred back to PWCS to reconnect.
3/11/2010 1:15 PM Alaskan Standard Time - adeveau Outside vender issue; bas com squad is taking care of this issue.

3/11/2010 12:28 PM Alaskan Standard Time - JKPANNONE Issue being referred to PWCS for repair. Technician will update Motorola case and close.
3/11/2010 12:23 PM Alaskan Standard Time - JKPANNONE Technician found that the phone line punch block is not longer installed due to a remodel being done at the site. He is attempting to determine who to refer the customer to for reinstallation.
3/11/2010 11:03 AM Alaskan Standard Time - JKPANNONE Technician waiting for call back from NICE.
3/11/2010 8:00 AM Alaskan Standard Time - adeveau Technicians are currently on site.
3/10/2010 4:18 PM Alaskan Standard Time - adeveau Deferred until 3/11 per Roger Ash.
3/10/2010 3:47 PM Alaskan Standard Time - JKPANNONE Joe Hummel and Roger Ash are enroute to the site.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 7137 **Date Opened:** 3/23/10 **Date Completed:** 3/23/10

Summary: Hill 3265 - And Pole Hill lost connectivity.

Resolution: 3/23/2010 4:00 PM Alaskan Standard Time - adeveau Arctic Slope restored their fiber circuit at Pole Hill.

Department: DOD-USARAK-FGA **Priority** 4-Scheduled Maintenance

Service Request #: 7186 **Date Opened:** 3/31/10 **Date Completed:** 3/31/10

Summary: FGA - SOA Tech moving DSX panels that will cause hiccups to their consoles today.

Resolution: 3/31/2010 2:43 PM Alaskan Standard Time - JKPANNONE DSX Panel move completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7191 **Date Opened:** 4/1/10 **Date Completed:** 4/1/10

Summary: Tudor Road Master Site - Multiple Sites Not Wide Trunking.

Resolution: 3/31/2010 4:45 PM Alaskan Standard Time - JKPANNONE The ARC-DACs at the Tudor Road Master site was rebooted and all sites affected by this outage are now back in wide area trunking.

Although It appears that this outage may have been caused by our Technician who put a mag mount antenna on the Tudor Rd Test site for use in testing new radios on the system, the actual cause of this service interruption is still being investigated.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 7192 **Date Opened:** 4/1/10 **Date Completed:** 3/31/10

Summary: Dimond Courthouse - Site unknown.

Resolution: 3/31/2010 5:37 PM Alaskan Standard Time - JKPANNONE Refer to WO 7191, Case 22257075 for details.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7193 **Date Opened:** 4/1/10 **Date Completed:** 3/31/10

Summary: Hope - Site unknown.

Resolution: 3/31/2010 5:41 PM Alaskan Standard Time - JKPANNONE Refer to WO 7191, Case 22257075 for details.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7198 **Date Opened:** 4/1/10 **Date Completed:** 4/1/10

Summary: Ft Greely - Site bouncing unknown.

Resolution: 3/31/2010 6:08 PM Alaskan Standard Time - JKPANNONE This is related to the work on WO 7186, Case 22257297 being done by SOA.
3/31/2010 6:07 PM Alaskan Standard Time - JKPANNONE Andrew Strait, FSO called in to close case. He stated there was a state of Alaska Microwave tech on site that caused the site to go up and down.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 7218 **Date Opened:** 4/5/10 **Date Completed:** 4/5/10

Summary: Nikiski - Site bounced unknown/not wide trunking 3x in 30

Resolution: 4/5/2010 9:50 AM Alaskan Standard Time - AK Wireless Site is clear, case is closed
4/5/2010 7:46 AM Alaskan Standard Time - adeveau James Jones, 9072695750, inuit.com called in to update the case and to defer it until 04/05/10 to monitor the site.

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 7414 **Date Opened:** 4/9/10 **Date Completed:** 4/9/10

Summary: Clear - AT&T changing out panels today at 11:30 taking air conditioning off line for 45 min.

Resolution: 4/9/2010 12:06 PM Alaskan Standard Time - JKPANNONE Mike just called to say they completed this work. They will be on site the rest of the day but will not be affecting service.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 7563 **Date Opened:** 4/22/10 **Date Completed:** 4/22/10

Summary: Pillar Mtn - Site not wide trunking.

Resolution: 4/22/2010 7:57 AM Alaskan Standard Time - adeveau Interference disallowed wide trunking. Alarm cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 7622 **Date Opened:** 4/28/10 **Date Completed:** 9/2/10

Summary: Tudor Road Master Site - OTAPING radio reported invalid field when using multiple subscribers.

Resolution: 8/26/2010 1:42 PM Alaskan Standard Time - adeveau CPS w/ OTAP fix is out. I'll download it today and we can test it.

Available now: CPS R14.01.00 - 22387495 Alaska Dept of Admin XTS5000 - OTAP not working when cloning -The CPS to fix this issue/reported is now available for downloading from Motorola On Line. R14.01.00
Regards,
Mark Jenks
Motorola FST
907-830-8589 Cell
cfst01@motorola.com

8/26/2010 8:17 AM Alaskan Standard Time - adeveau Per Tim Strayer: Time table to when the fix for the issue would be into a general release is still TBD.

You can put this one under the group with the others that will have to be addressed in a future release. However, there is a workaround it appears to use the full 8 digit number - to be verified by Mark when he returns next week.

8/10/2010 1:05 PM Alaskan Standard Time - adeveau Per Mark Jenks, the case is now with the subscriber group in Florida. Appears to be a CPS issue.

7/29/2010 12:36 PM Alaskan Standard Time - JKPANNONE There is an issue with the CPS software and Florida/Subscriber Team needs to investigate into the issue.
RESOLUTION: This issue is being tracked under case 22387495.
7/29/2010 9:16 AM Alaskan Standard Time - adeveau Per Mark Jenks the Motorola engineers are investigating this issue. He will provide updates as they come in. The case is deferred until 8/6/10.
7/21/2010 2:27 PM Alaskan Standard Time - adeveau Mike Pehlke/Astro, Doug Splitt/CSE and Mark Jenks/FSO had a conference call on July 20 to discuss this case. ACTION PLAN AND/OR DEFERRAL: Further investigation is still needed. Defer until 7/26

7/19/2010 1:46 PM Alaskan Standard Time - adeveau Per Mark Jenks: I had a conference call with SSC and CSE today and verified procedures we are using. They are going back to the lab with customer code plug.

7/16/2010 8:17 AM Alaskan Standard Time - adeveau Pending feedback from Motorola technician.
7/12/2010 8:41 AM Alaskan Standard Time - adeveau Per Mark Jenks/Motorola Online - Astro 25 Will get a another status on this issue by the COB 07/14/10.

7/7/2010 11:50 AM Alaskan Standard Time - JKPANNONE Mark Jenks/ST sent an email over to Doug Splitt/CSE and Astro 25 Team.
ACTION PLAN AND/OR DEFERRAL: Astro 25 Team will get a status on this issue by the cob 07/07/10.

7/6/2010 10:27 AM Alaskan Standard Time - JKPANNONE Mark/FSO called and stated that he is leaving site and to defer case for original time set by CSE. NMO will defer case for 7/6.
6/21/2010 1:46 PM Alaskan Standard Time - adeveau Lab testing in progress; case deferred until 7/6/10.

6/18/2010 8:05 AM Alaskan Standard Time - adeveau CURRENT UPDATE/ACTION TAKEN: Astro 25 Team setup a conference call with SSC, CSE and the field to on this issue. The conference call is schedule for 06/16/10 at 4:00 PM to discuss what has been done and come up with are next action on this issue. Astro 25 will update this issue by the COB 06/16/10.

6/15/2010 11:56 AM Alaskan Standard Time - adeveau Per Mark Jenks - Talked to the engineer today. He is going to do more testing. Case deferred until 6/18/10.

6/7/2010 8:12 AM Alaskan Standard Time - adeveau Deferred until 6/11/10. Per CSE this issue indicated it does not seem to be a system issue, rather an isssue with CPS for radio programming. So this issue is getting routed over to Doug Splitt/CSE to address this issue.
6/4/2010 8:15 AM Alaskan Standard Time - adeveau Per Mark Jenks, case deferred until 6/4/10; has been transferred to the radio software (CPS) group and waiting for update.

5/26/2010 9:04 AM Alaskan Standard Time - JKPANNONE Astro 25 Team will try to get an action plan on this issue by the COB 06/02/10.
5/20/2010 8:00 AM Alaskan Standard Time - adeveau Astro 25 team will try to get a status on this issue by the cob 05/24/10 if there is no update by then.
5/19/2010 8:58 AM Alaskan Standard Time - adeveau Deferred until 5/21/10. [Jenks Mark-CFST01] Awaiting further instruction from SSC/CSE. The first recommendation had no effect.
5/13/2010 1:39 PM Alaskan Standard Time - adeveau Astro 25 Team sent an email to Mark Jenks/ST requesting the status on this issue to see if the test have bean run. Mark was going to schedule this with the customer this week. Astro 25 team will try to get a status on this issue by the cob 05/17/10 if there is no update by then.

5/11/2010 9:56 AM Alaskan Standard Time - adeveau Deferred until 5/12/10 pending response from customer.
5/4/2010 8:02 AM Alaskan Standard Time - adeveau Mark Jenks/ST has a call into the customer to request these test to be run. Mark will try to schedule this with the customer and gather the information requested this week.
The Motorola technician team will try to get a status on this issue by the cob 05/10/10 if there is no update by then.

4/29/2010 7:58 AM Alaskan Standard Time - adeveau Per Mark Jenks/ST he gave notice that he is able to otap radios individually. But when he does a multiple radio and puts in the same ID it reports an invalid field when otaping. He is using CPS software version 14.01 and the subscriber he was testing with was version 12.00.01.
Deferred until the close of business 05/03/10 pending Motorola technician giving a status report on this issue.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 7644 **Date Opened:** 5/3/10 **Date Completed:** 5/1/10

Summary: Beaver Creek - Site unknown, not wide trunking.

Resolution: 8/24/2011 2:48 PM Alaskan Standard Time - adeveau State completed work on their microwave.

Department: DOD-USAF-673RD WING-ALC(**Priority** 3-Intermittent System Failure

Service Request #: 7773 **Date Opened:** 5/12/10 **Date Completed:** 5/12/10

Summary: ALCOM - Eielson to check on power at the TAN warehouse due to lost connectivity.

Resolution: 5/12/2010 2:43 PM Alaskan Standard Time - adeveau There was no problem with the power; the warehouse lights are working but the garage door doesn't work. TAN is up again but site is off. Work order to be closed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 7781 **Date Opened:** 5/13/10 **Date Completed:** 5/13/10

Summary: Donnelly Dome - Site Channel 2 is offline.

Resolution: 5/13/2010 1:34 PM Alaskan Standard Time - adeveau Interference cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7795 **Date Opened:** 5/17/10 **Date Completed:** 5/18/10

Summary: Tudor Road Master Site - AMBLINK 1.10.1 Bouncing Unknown 3 X 30 Minutes.

Resolution: 5/18/2010 3:06 PM Alaskan Standard Time - adeveau State moved circuits to another Microwave.

Department: AML-Soldotna PD **Priority** 3-Intermittent System Failure

Service Request #: 7796 **Date Opened:** 5/17/10 **Date Completed:** 2/7/11

Summary: Soldotna PD - Interference due to SOA microwave issue.

Resolution: 2/7/2011 9:22 AM Alaskan Standard Time - adeveau The customer stated that the issue was resolved by the State right after this case was opened.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 7818 **Date Opened:** 5/19/10 **Date Completed:** 5/19/10

Summary: Ernestine - Lost commercial power.

Resolution: 5/19/2010 8:07 AM Alaskan Standard Time - adeveau Commercial power restored about 20 minutes after they got the back-up generator started.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 8034 **Date Opened:** 6/1/10 **Date Completed:** 6/1/10

Summary: Pillar Mtn - and Women's Bay sites are bouncing, unknown.

Resolution: 6/1/2010 10:01 AM Alaskan Standard Time - adeveau Cause: Inclement weather. Resolution: Weather cleared.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 8045 **Date Opened:** 6/2/10 **Date Completed:** 6/2/10

Summary: Cottonwood Creek - Expected outage at Cottonwood during antenna work.

Resolution: 6/2/2010 1:26 PM Alaskan Standard Time - adeveau Antenna work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 8111 **Date Opened:** 6/10/10 **Date Completed:** 6/11/10

Summary: Beaver Creek - Site bouncing.

Resolution: 6/11/2010 7:50 AM Alaskan Standard Time - adeveau
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8121 **Date Opened:** 6/11/10 **Date Completed:** 6/12/10

Summary: Birch Hill Master Site - IZ Control Path and AMBLINK 2.27.1 down.

Resolution: 6/14/2010 7:52 AM Alaskan Standard Time - adeveau Issue was caused by state maintenance tech;
State maintenance completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8134 **Date Opened:** 6/14/10 **Date Completed:** 6/13/10

Summary: Canyon Creek - Site is unknown.

Resolution: 6/14/2010 8:02 AM Alaskan Standard Time - adeveau
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8135 **Date Opened:** 6/14/10 **Date Completed:** 6/13/10

Summary: Ft Greely - Site unknown.

Resolution: 12/11/2012 11:43 AM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8136 **Date Opened:** 6/14/10 **Date Completed:** 6/13/10

Summary: Harding Lake - Site is unknown.

Resolution: 6/14/2010 8:17 AM Alaskan Standard Time - adeveau State completed work on the microwave.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8179 **Date Opened:** 6/16/10 **Date Completed:** 6/17/10

Summary: FRA - PMO Console and Recorder is down.

Resolution: 12/11/2012 11:47 AM Alaskan Standard Time - jkpannone
Cause: UPS
Resolution: Fixed issue and customer is going to get another UPS

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8210 **Date Opened:** 6/21/10 **Date Completed:** 6/23/10

Summary: Rabbit Creek - Site in failsoft.

Resolution: 6/23/2010 7:58 AM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 8212 **Date Opened:** 6/22/10 **Date Completed:** 6/22/10

Summary: Skagway - Site not wide trunking; bouncing.

Resolution: 6/23/2010 7:52 AM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 8256 **Date Opened:** 6/24/10 **Date Completed:** 6/25/10

Summary: Skagway - Site not wide trunking.

Resolution: 6/25/2010 7:52 AM Alaskan Standard Time - adeveau

Cause: Telco working on T1.
Resolution: T1 work completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 8296 **Date Opened:** 6/25/10 **Date Completed:** 6/26/10

Summary: Tudor Road Master Site - Troubleshooting console circuits.

Resolution: 6/28/2010 8:14 AM Alaskan Standard Time - adeveau
Cause: Defective Microwave transmitter.
Resolution: Replaced Microwave transmitter.

Department: DOD-USAF-13th SWS **Priority** 1-Major System Failure

Service Request #: 8303 **Date Opened:** 6/28/10 **Date Completed:** 6/27/10

Summary: Clear - Site is bouncing.

Resolution: 6/28/2010 8:04 AM Alaskan Standard Time - adeveau
Cause: Lightning.
Resolution: Cleared on it's own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8304 **Date Opened:** 6/28/10 **Date Completed:** 6/28/10

Summary: Portage - Site not wide trunking 5 x in 1 hour.

Resolution: 6/28/2010 10:11 AM Alaskan Standard Time - adeveau Microwave issue was fixed by the State.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8307 **Date Opened:** 6/28/10 **Date Completed:** 7/1/10

Summary: Portage - Site unknown.

Resolution: 7/1/2010 8:00 AM Alaskan Standard Time - adeveau Mark Jenks/Motorola FSO 907 830 8589 called to speak to NMO about closing case he stated he Re-routed circuit.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8328 **Date Opened:** 6/30/10 **Date Completed:** 7/9/10

Summary: Tudor Road Master Site - Multiple sites down - Summit Lake, Girdwood, Silvertip and Hope.

Resolution: 7/9/2010 5:44 PM Alaskan Standard Time - JKPANNONE Rerouted microwave circuit.
7/7/2010 11:14 AM Alaskan Standard Time - JKPANNONE Mark Jenks/NMO stated to only redispatch if sites go down hard.
ACTION PLAN AND/OR DEFERRAL: He stated to defer until 7/9 at 1500 AST. Notified Mustaque/NMO.
6/30/2010 8:00 AM Alaskan Standard Time - adeveau Mark Jenks, FSO called in to defer case till 7/8 12 pm ASKT. He stated the issue is with the microwave.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8337 **Date Opened:** 6/30/10 **Date Completed:** 7/1/10

Summary: Paxson - Site bouncing.

Resolution: 7/1/2010 8:05 AM Alaskan Standard Time - adeveau
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8340 **Date Opened:** 7/1/10 **Date Completed:** 7/1/10

Summary: Paxson - Site not wide trunking.

Resolution: 7/1/2010 4:34 PM Alaskan Standard Time - adeveau Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8341 **Date Opened:** 7/1/10 **Date Completed:** 7/2/10

Summary: Tudor Road Master Site - No IZ control path bouncing Zones 1 and 2.

Resolution: 7/2/2010 7:55 AM Alaskan Standard Time - adeveau
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8348 **Date Opened:** 7/6/10 **Date Completed:** 7/6/10

Summary: Seward - Site controller 33.2 Unknown and Site Link 1.1.1.33 bouncing.

Resolution: 7/6/2010 10:30 AM Alaskan Standard Time - JKPANNONE Link stabilized.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 8420 **Date Opened:** 7/9/10 **Date Completed:** 7/9/10

Summary: Heney Range - Site not wide trunking.

Resolution: 7/9/2010 10:25 AM Alaskan Standard Time - JKPANNONE Duplicate of case number 22133378.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8421 **Date Opened:** 7/9/10 **Date Completed:** 7/9/10

Summary: Hope - Site not wide trunking.

Resolution: 7/9/2010 5:42 PM Alaskan Standard Time - JKPANNONE Rerouted microwave circuit.
7/9/2010 10:38 AM Alaskan Standard Time - JKPANNONE James Jones,FSO called in to update the case and to defer it until 07/09/10 AT 1PM AKST. He stated the reason for the deferral is to monitor the site and he stated the tech was repatch the microwave.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8422 **Date Opened:** 7/9/10 **Date Completed:** 7/9/10

Summary: Girdwood - Site is unknown.

Resolution: 7/9/2010 5:40 PM Alaskan Standard Time - JKPANNONE Rerouted microwave circuit.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8424 **Date Opened:** 7/9/10 **Date Completed:** 7/9/10

Summary: Portage - Site not wide trunking (bouncing).

Resolution: 7/9/2010 5:54 PM Alaskan Standard Time - JKPANNONE James Jones WebID, 907-230-0391, tech, Moto, called in to close case. res: Microwave cleared on its own

7/9/2010 11:07 AM Alaskan Standard Time - JKPANNONE Casey is Deferring until 1pm for monitoring.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8480 **Date Opened:** 7/14/10 **Date Completed:** 7/15/10

Summary: Birch Hill VHF - Multiple sites unknown; CEB and Amblink IZ trunking.

Resolution: 7/15/2010 12:38 PM Alaskan Standard Time - JKPANNONE SOA completed multiplexer work.
7/14/2010 8:05 AM Alaskan Standard Time - adeveau Joe Hummel/tech/AMLR called to close the case. He stated that state of Alaska is switching out a multiplexor. Work is done about 2 hrs ago and every thing is back up.
ACTION PLAN AND/OR DEFERRAL: Spoke with John/NMO and he asked to defer the case for 2 hrs for monitoring. Dispatching case to CCO dispatch queue.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 8555 **Date Opened:** 7/16/10 **Date Completed:** 7/17/10

Summary: Hill 3265 - Site is unknown.

Resolution: 7/19/2010 7:55 AM Alaskan Standard Time - adeveau Problem cleared, cause unknown.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8557 **Date Opened:** 7/19/10 **Date Completed:** 7/19/10

Summary: Birch Hill VHF - All radios are down.

Resolution: 7/19/2010 1:53 PM Alaskan Standard Time - adeveau
Cause: Weather.
Resolution: Cleared on it's own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8558 **Date Opened:** 7/19/10 **Date Completed:** 7/19/10

Summary: Tudor Road Master Site - CEB3 and AMBLINK 1.21.1 unknown.

Resolution: 7/19/2010 8:09 AM Alaskan Standard Time - adeveau
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8559 **Date Opened:** 7/19/10 **Date Completed:** 8/9/10

Summary: Tudor Road Master Site - No IZ Control Path (Bouncing) for Zones 1 and 2.

Resolution: 8/9/2010 12:14 PM Alaskan Standard Time - adeveau Cause: Microwave path fade.
Resolution: Microwave path restored.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 8648 **Date Opened:** 7/21/10 **Date Completed:** 9/10/10

Summary: Eielson - Security Forces multiple console alarms.

Resolution: 9/10/2010 1:29 PM Alaskan Standard Time - adeveau
Cause: AIS software.
Resolution: Reinstalled AIS software, removed then re-installed computer on domain.

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 8649 **Date Opened:** 7/21/10 **Date Completed:** 8/18/10

Summary: FGA - Multiple console alarms.

Resolution: 8/18/2010 11:52 AM Alaskan Standard Time - adeveau

Cause: Bad battery on encryption card.
Resolution: Battery replaced.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 8650 **Date Opened:** 7/21/10 **Date Completed:** 8/11/10

Summary: Eielson - Command Post Dispatch Secure Card1007.6.1 Warning Malfunction; Duplicate Kid.

Resolution: 8/11/2010 11:27 AM Alaskan Standard Time - JKPANNONE Customer properly loaded the ecryption keys

8/5/2010 2:35 PM Alaskan Standard Time - adeveau Griff/CCO called in to close the case and stated Andy Strait/FSO asked to close the case. FSO loaded the correct RSI. NMO is still showing the alarms. ACTION PLAN AND/OR DEFERRAL: Andy asked to defer all cases until next Wednesday 8/11/10 at 3:00 PM CST so the state can fix issue accordingly.

8/5/2010 8:07 AM Alaskan Standard Time - adeveau Deferred until 8/5/10 pending user adding console to KMF.
7/29/2010 11:40 AM Alaskan Standard Time - JKPANNONE Andrew Strait/FSO called in to defer this case for tech availability. CCO contacted Calvin/NMO who approved case deferral
ACTION PLAN AND/OR DEFERRAL:. Deferring case until 8/5/10 at 12:00 PM AKST
7/29/2010 9:08 AM Alaskan Standard Time - adeveau Andrew Strait, FSO called in to defer the case for 24 hours for monitoring. Clark /NMO approved.

7/21/2010 3:13 PM Alaskan Standard Time - adeveau Andrew Strait/FSO called to defer case for one week. ACTION PLAN AND/OR DEFERRAL: Called Calvin/NMO who okayed deferral. Case deferred till 7-28-10 @ 12:30pm CST.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 8651 **Date Opened:** 7/21/10 **Date Completed:** 8/3/10

Summary: Eielson - Alt Fire multiple console alarms.

Resolution: 8/3/2010 8:13 AM Alaskan Standard Time - adeveau
Cause: No keys loaded.
Resolution: Keys loaded.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 8652 **Date Opened:** 7/21/10 **Date Completed:** 8/5/10

Summary: FWA - Dispatch Secure Card 1011.10.1 Minor Malfunction; No Keys.

Resolution: 8/5/2010 2:32 PM Alaskan Standard Time - adeveau Griff/CCO called in to close the case and stated FSO asked to close the case. FSO loaded the correct RSI. CAUSE: 1011-DispatchSecureCard_1011.10.1 Minor Malfunction - No Keys. RESOLUTION: loaded correct RSI.

8/5/2010 9:51 AM Alaskan Standard Time - JKPANNONE Andrew Strait/FSO/Motorola/9075905861 called to defer this case until 8/12/2010 at 3:00pm CDT because still working with customer on issue

8/5/2010 8:05 AM Alaskan Standard Time - adeveau Deferred until 8/5/10 pending user adding console to KMF.
7/29/2010 4:34 PM Alaskan Standard Time - adeveau Andrew Strait/FSO/Motorola called in to defer case until 8/5/10, 3PM CST. Pending technician availability.

7/29/2010 9:04 AM Alaskan Standard Time - adeveau Andrew Strait, FSO called in to defer the case for 24 hours for monitoring. Clark /NMO approved.

7/21/2010 2:34 PM Alaskan Standard Time - adeveau Andrew Strait/FSO called in to defer this case for monitoring until 7/28/10 at 12 pm AKST. CCO contacted Frank/NMO who approved case deferral.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 8653 **Date Opened:** 7/21/10 **Date Completed:** 7/29/10

Summary: FWA - Unknown - Unreachable from Manager.

Resolution: 7/29/2010 8:13 AM Alaskan Standard Time - adeveau It was a mistake on the behalf of SSC. They were detecting an old Console Op position at this site when they loaded the renewed contract this month.
The console was moved a while back and does not exist at this site any longer. I informed NMO to do not monitor the "ghost" op.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 8654 **Date Opened:** 7/21/10 **Date Completed:** 8/2/10

Summary: Eielson - Dispatch Secure Card 1010.9.1 Warning Malfunction; Duplicate Kid.

Resolution: 8/3/2010 8:15 AM Alaskan Standard Time - adeveau
Cause: No keys loaded.
Resolution: Keys loaded.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 8655 **Date Opened:** 7/21/10 **Date Completed:** 9/8/10

Summary: Eielson - Alt WOC multiple console alarms.

Resolution: 12/11/2012 12:26 PM Alaskan Standard Time - jkpannone
Cause: No keys loaded.
Resolution: Loaded Keys.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 8657 **Date Opened:** 7/21/10 **Date Completed:** 8/6/10

Summary: Eielson - Dispatch Secure Card 1005.3.1 Warning Malfunction - Duplicate Kid.

Resolution: 12/11/2012 12:32 PM Alaskan Standard Time - jkpannone
Cause: 1005-DispatchSecureCard_1005.3.1 Warning Malfunction - Duplicate Kid.
Resolution: Customer reloaded encryption keys.

Department: AML-COF-Fairbanks PD **Priority** 2-Significant System Failure

Service Request #: 8658 **Date Opened:** 7/21/10 **Date Completed:** 8/30/10

Summary: Fairbanks PD - B side of microwave not working between Birch Hill and PD Station.

Resolution: 8/27/2010 11:39 AM Alaskan Standard Time - adeveau SOA issue. Have notified Todd Richardson to contact Fairbanks PD.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8672 **Date Opened:** 7/21/10 **Date Completed:** 7/23/10

Summary: Tudor Road Master Site - CEB3 & AMBLINK 1.21.1 unknown.

Resolution: 7/23/2010 8:03 AM Alaskan Standard Time - adeveau
Cause: Microwave.
Resolution: SOA repaired the microwave.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 8735 **Date Opened:** 7/23/10 **Date Completed:** 7/24/10

Summary: Skagway - Site unknown.

Resolution: 7/26/2010 8:01 AM Alaskan Standard Time - adeveau Microwave fade; cleared itself.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 8736 **Date Opened:** 7/23/10 **Date Completed:** 7/24/10

Summary: Haines - Site unknown.

Resolution: 7/26/2010 7:57 AM Alaskan Standard Time - adeveau
Cause: Microwave fade.
Resolution: Cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 8776 **Date Opened:** 7/26/10 **Date Completed:** 7/27/10

Summary: High Mtn - Site Unknown.

Resolution: 7/26/2010 4:16 PM Alaskan Standard Time - adeveau Microwave problem cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 8786 **Date Opened:** 7/27/10 **Date Completed:** 7/27/10

Summary: Blueberry Hill - Site not wide trunking.

Resolution: 7/28/2010 7:50 AM Alaskan Standard Time - adeveau Intermittent microwave. Issue cleared. SOA was putting a loop on the line.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8787 **Date Opened:** 7/27/10 **Date Completed:** 7/30/10

Summary: Birch Hill Master Site - Multiple Zc Site Cntrl Path (primary X.1) connections down.

Resolution: 7/30/2010 12:54 PM Alaskan Standard Time - adeveau This case is a duplicate case of 22374093. Refer to 8559.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8835 **Date Opened:** 7/28/10 **Date Completed:** 7/29/10

Summary: USARAK - Motobridge outages at multiple sites.

Resolution: 7/29/2010 12:04 PM Alaskan Standard Time - JKPANNONE Fiber connectivity verified and SOA router at Ft. Richardson DCO rebooted.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8855 **Date Opened:** 7/29/10 **Date Completed:** 7/29/10

Summary: Tudor Road Master Site - Multiple sites bouncing.

Resolution: 7/29/2010 8:02 AM Alaskan Standard Time - adeveau
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8857 **Date Opened:** 7/29/10 **Date Completed:** 7/29/10

Summary: Tudor Road Master Site - CEB3, AMBLINK 1.21.1 Valdez and Glennallen unknown.

Resolution: 7/29/2010 8:39 AM Alaskan Standard Time - adeveau
Cause: Microwave fade.
Resolution: Cleared on it's own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 8894 **Date Opened:** 8/3/10 **Date Completed:** 8/4/10

Summary: Elmendorf - AIS Client failed to communicate with CLS 10.1.21.61.

Resolution: 8/4/2010 8:32 AM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: CPU Reset.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 8895 **Date Opened:** 8/4/10 **Date Completed:** 8/4/10

Summary: Elmendorf - OP1 & OP2 enabled user requested and voice logger comm failure.

Resolution: 8/3/2010 5:21 PM Alaskan Standard Time - JKPANNONE
Cause: Microwave bounce.
Resolution: Cleared on it's own.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8898 **Date Opened:** 8/4/10 **Date Completed:** 8/9/10

Summary: Birch Hill Master Site - SOA working on microwave links for exit routers in multiple sites.

Resolution: 8/9/2010 1:59 PM Alaskan Standard Time - adeveau
Cause: Microwave issue.
Resolution: SOA resolved issue.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 8940 **Date Opened:** 8/6/10 **Date Completed:** 8/7/10

Summary: SOA - Cutover DIST-DEL-SATS 8/6/10 will cause multiple site outages.

Resolution: 9/9/2010 11:26 AM Alaskan Standard Time - adeveau SOA completed SATS work.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 8984 **Date Opened:** 8/9/10 **Date Completed:** 8/10/10

Summary: Elmendorf - Fire Station Motobridge issue.

Resolution: 8/10/2010 1:04 PM Alaskan Standard Time - adeveau Rebooted router yesterday. Faris confirms it is back up.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8989 **Date Opened:** 8/9/10 **Date Completed:** 8/9/10

Summary: Tudor Road Master Site - Skagway 72 and Haines 71 unknown.

Resolution: 8/9/2010 2:18 PM Alaskan Standard Time - adeveau Cause: Telco problem.
Resolution: Cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 8990 **Date Opened:** 8/9/10 **Date Completed:** 8/9/10

Summary: Haines - Site unknown.

Resolution: 8/9/2010 2:22 PM Alaskan Standard Time - adeveau Telco problem. RESOLUTION: Cleared by itself.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 8991 **Date Opened:** 8/9/10 **Date Completed:** 8/9/10

Summary: Skagway - Site unknown.

Resolution: 8/9/2010 2:25 PM Alaskan Standard Time - adeveau Telco issue. Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8992 **Date Opened:** 8/9/10 **Date Completed:** 8/9/10

Summary: Tudor Road Master Site - Test Case.

Resolution: 8/10/2010 8:09 AM Alaskan Standard Time - adeveau
Cause: AT&T.
Resolution: AT&T is still having issues.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9008 **Date Opened:** 8/11/10 **Date Completed:** 8/12/10

Summary: Honolulu - Taking site down at noon for up to one hour for microwave work.

Resolution: 8/12/2010 10:12 AM Alaskan Standard Time - adeveau
Cause: Microwave work.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9043 **Date Opened:** 8/13/10 **Date Completed:** 8/13/10

Summary: Honolulu - Taking site off line today at 10:30 for fix air leak in microwave system.

Resolution: 8/13/2010 7:05 PM Alaskan Standard Time - JKPANNONE Air leak repaired.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 9046 **Date Opened:** 8/14/10 **Date Completed:** 8/13/10

Summary: Z2-Op2 Unconfigured and Console Control Path Bouncing.

Resolution: 8/13/2010 6:55 PM Alaskan Standard Time - JKPANNONE The events were due to a power outage.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9048 **Date Opened:** 8/14/10 **Date Completed:** 8/13/10

Summary: Hurricane - Site not wide trunking, bouncing.

Resolution: 8/13/2010 7:08 PM Alaskan Standard Time - JKPANNONE microwave work complete

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Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 9049 **Date Opened:** 8/14/10 **Date Completed:** 8/14/10

Summary: FWA - Console Site control Path 1011.2 down, no connection.

Resolution: 8/13/2010 7:10 PM Alaskan Standard Time - JKPANNONE
Cause: Power outage.
Resolution: Power back up.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 9050 **Date Opened:** 8/14/10 **Date Completed:** 8/14/10

Summary: FWA - Console Site Manager Link 3.1011.1 down, no connection.

Resolution: 8/15/2010 2:43 PM Alaskan Standard Time - JKPANNONE
Cause: Power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9051 **Date Opened:** 8/16/10 **Date Completed:** 8/17/10

Summary: High Mtn - Site unknown > 5 minutes.

Resolution: 8/17/2010 7:55 AM Alaskan Standard Time - adeveau
Cause: Mircowave.
Resolution: Bad wiring on DACs repaired.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 9063 **Date Opened:** 8/17/10 **Date Completed:** 8/17/10

Summary: Ft Greely - Channel 1 Rptr Site Br Receiver malfunction.

Resolution: 8/17/2010 9:36 AM Alaskan Standard Time - adeveau
Cause: Illegal Carrier.
Resolution: Cleared on it's own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 9069 **Date Opened:** 8/17/10 **Date Completed:** 8/17/10

Summary: Elmendorf - Fire OP2 unknown.

Resolution: 8/17/2010 2:54 PM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Restarted computer.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 9162 **Date Opened:** 8/19/10 **Date Completed:** 8/26/10

Summary: Elmendorf - RCC unable to open Motobridge. Receiving error message.

Resolution: 8/27/2010 8:31 AM Alaskan Standard Time - adeveau RGU at Site Summit reset by Motorola technician.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9168 **Date Opened:** 8/20/10 **Date Completed:** 8/20/10

Summary: Nikiski - Site not wide trunking >5 min.

Resolution: 8/20/2010 10:08 AM Alaskan Standard Time - adeveau
Cause: Microwave Link.
Resolution: Link restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9172 **Date Opened:** 8/21/10 **Date Completed:** 8/22/10

Summary: Honolulu - Site not wide trunking.

Resolution: 8/23/2010 8:49 AM Alaskan Standard Time - adeveau SOA fixed the microwave.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9173 **Date Opened:** 8/21/10 **Date Completed:** 8/26/10

Summary: Hurricane - Site not wide trunking.

Resolution: 8/26/2010 7:49 AM Alaskan Standard Time - adeveau
Cause: SOA working on Microwave.
Resolution: Microwave link restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9278 **Date Opened:** 8/30/10 **Date Completed:** 9/3/10

Summary: Nikiski - Site bounced 3x in 30.

Resolution: 9/3/2010 4:18 PM Alaskan Standard Time - jkpannone SOA fixed the microwave.
9/2/2010 11:43 AM Alaskan Standard Time - adeveau Roger Ash,/Field Tech/9073822458/Alaska Wireless called to defer this case. There are state contractors on site trying to align the microwaves. Roger would like this deferred until 12PM CST on 9/4.

8/30/2010 10:12 AM Alaskan Standard Time - adeveau James Jones, 907-230-0391, ALASKA CUST TECH DISPATCH, tech called to defer the case till 09/02/2010 01:00:59 PM due to trouble shooting microwave issue.

8/30/2010 8:00 AM Alaskan Standard Time - adeveau James Jones/FSO stated to defer case for monitoring. This was a Microwave issue. NMO will re-page out if the site goes down hard.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9283 **Date Opened:** 8/31/10 **Date Completed:** 8/31/10

Summary: Tudor Road Master Site - Multiple sites unknown.

Resolution: 8/31/2010 9:11 AM Alaskan Standard Time - adeveau
Cause: Microwave fade.
Resolution: Microwave transmitter switched.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9298 **Date Opened:** 9/1/10 **Date Completed:** 9/27/10

Summary: Beaver Creek - ETS moving the site.

Resolution: 9/27/2010 8:26 AM Alaskan Standard Time - adeveau The Beaver Creek ALMR equipment was moved September 17. The move from Northway DOT where it was temporally installed lasted approximately 10 hours. It was commissioned and tested and is operating. The site is running on generator power until AP&T completes the commercial power line.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 9319 **Date Opened:** 9/1/10 **Date Completed:** 9/2/10

Summary: Eielson - WOC OP01 unknown and console manager link down.

Resolution: 9/2/2010 10:01 AM Alaskan Standard Time - adeveau
Cause: Power outage.
Resolution: Power restored.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 9320 **Date Opened:** 9/1/10 **Date Completed:** 9/1/10

Summary: FWA - Console OP02 unknown and console site link down.

Resolution: 10/8/2010 10:43 AM Alaskan Standard Time - jkpannone
Cause: Power Outage.
Resolution: Power restored.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 9327 **Date Opened:** 9/2/10 **Date Completed:** 9/2/10

Summary: Elmendorf - AIS failed to communicate with CLS and Logger.

Resolution: 9/7/2010 8:36 AM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Logger reset.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 9328 **Date Opened:** 9/2/10 **Date Completed:** 9/3/10

Summary: Elmendorf - RCC moving console.

Resolution: 9/3/2010 1:10 PM Alaskan Standard Time - adeveau
Cause: Moving Console.
Resolution: Move completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 9409 **Date Opened:** 9/3/10 **Date Completed:** 9/3/10

Summary: Quarry Hill to Birch Hill Microwave Link - Need to replace failed modem.

Resolution: 9/3/2010 1:16 PM Alaskan Standard Time - adeveau I have changed the modem card and it cleared the problem. I have left the site. Job can be closed!

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9417 **Date Opened:** 9/7/10 **Date Completed:** 9/6/10

Summary: Tudor Road Master Site - Multiple sites unknown.

Resolution: 9/7/2010 8:05 AM Alaskan Standard Time - adeveau Microwave issue has been resolved.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9420 **Date Opened:** 9/7/10 **Date Completed:** 9/8/10

Summary: Elmendorf - RCC GPIOM 4.1 critical malfunction.

Resolution: 10/8/2010 10:46 AM Alaskan Standard Time - jkpannone Cause: Contractors remodeling site moved equipment to new location in same room.
Resolution: Equipment reconnected.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9448 **Date Opened:** 9/8/10 **Date Completed:** 9/16/10

Summary: Birch Hill Master Site - FPD CEB 4 and 5 unknown and AmbLink 2.7.12.24.1 unknown.

Resolution: 9/17/2010 8:21 AM Alaskan Standard Time - adeveau Cause: Customer is working on the microwave.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9468 **Date Opened:** 9/10/10 **Date Completed:** 9/10/10

Summary: Pillar Mtn - Site unknown.

Resolution: 9/10/2010 8:01 AM Alaskan Standard Time - adeveau SOA completed microwave circuit work.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9469 **Date Opened:** 9/10/10 **Date Completed:** 9/10/10

Summary: Women's Bay - Site unknown.

Resolution: 9/10/2010 8:02 AM Alaskan Standard Time - adeveau
Cause: SOA working on microwave circuit.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9499 **Date Opened:** 9/13/10 **Date Completed:** 9/13/10

Summary: Money Knob - Site bouncing, not wide trunking.

Resolution: 9/13/2010 10:56 AM Alaskan Standard Time - adeveau
Cause: Bad receiver on Microwave.
Resolution: Switched this to the B side of the microwave until they can have the receiver swapped out.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9504 **Date Opened:** 9/13/10 **Date Completed:** 9/13/10

Summary: Tahneta Pass - Site not wide trunking.

Resolution: 9/13/2010 11:58 AM Alaskan Standard Time - adeveau Problem cleared; site back in wide trunking.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 9505 **Date Opened:** 9/13/10 **Date Completed:** 9/13/10

Summary: R1 North - Channel 1 Base Radio unknown.

Resolution: 10/8/2010 10:47 AM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9508 **Date Opened:** 9/14/10 **Date Completed:** 9/14/10

Summary: Money Knob - Site bouncing.

Resolution: 10/8/2010 10:32 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9519 **Date Opened:** 9/15/10 **Date Completed:** 9/15/10

Summary: Tudor Road Master Site - Several sites not wide trunking 3 x 30 mins.

Resolution: 9/15/2010 8:16 AM Alaskan Standard Time - adeveau
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9534 **Date Opened:** 9/16/10 **Date Completed:** 9/16/10

Summary: Tudor Road Master Site - Multiple sites not wide trunking 3 x in 30 minutes.

Resolution: 10/8/2010 10:37 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9560 **Date Opened:** 9/17/10 **Date Completed:** 9/19/10

Summary: Tudor Road Master Site - Multiple sites down.

Resolution: 9/20/2010 8:59 AM Alaskan Standard Time - adeveau
Cause: Microwave issue
Resolution: Microwave fixed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9564 **Date Opened:** 9/17/10 **Date Completed:** 9/23/10

Summary: Tudor Road Master Site - Multiple sites down along the Parks Highway.

Resolution: 9/23/2010 4:21 PM Alaskan Standard Time - adeveau
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9574 **Date Opened:** 9/20/10 **Date Completed:** 9/19/10

Summary: Tudor Road Master Site - Multiple sites down.

Resolution: 9/20/2010 8:33 AM Alaskan Standard Time - adeveau
Cause: Power outage.
Resolution: Power restored.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 9578 **Date Opened:** 9/20/10 **Date Completed:** 9/20/10

Summary: Elmendorf - MOC console site control path 1011.1 and 1011.2 down.

Resolution: 9/20/2010 10:04 AM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Reset Console.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 9579 **Date Opened:** 9/20/10 **Date Completed:** 9/21/10

Summary: Elmendorf - AIS Failed to communicate with the CLS and Logger.

Resolution: 9/21/2010 8:30 AM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Reset UPS.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 9667 **Date Opened:** 9/23/10 **Date Completed:** 9/23/10

Summary: Independent Ridge - Microwave maintenance

Resolution: 9/23/2010 8:29 AM Alaskan Standard Time - adeveau Microwave maintenance completed.
9/23/2010 7:58 AM Alaskan Standard Time - adeveau Casey Borg WebID, 9072695062, tech,BERING STRAITS INFORMATION TECHNOLOGY LLC, called in to open a sev. 2 case for Microwave Maintenance at Independent Ridge - Will effect Cathedral, Tok, Beaver Creek and Dot Lake. System Manager provided only 15 minutes notice of microwave work.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9686 **Date Opened:** 9/23/10 **Date Completed:** 9/27/10

Summary: Tudor Road Master Site - Multiple sites down, bouncing; Pillar Mtn and Women's Bay

Resolution: 9/27/2010 4:16 PM Alaskan Standard Time - adeveau State was working on Microwave Dishes which fixed the problem

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Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 9696 **Date Opened:** 9/24/10 **Date Completed:** 9/28/10

Summary: FWA - MOC OP2 unconfigured and multiple dispatch secure card alarms.

Resolution: 9/27/2010 8:03 AM Alaskan Standard Time - adeveau
Cause: Commercial power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9705 **Date Opened:** 9/28/10 **Date Completed:** 10/7/10

Summary: TSAIA - Site controller 4.1 unknown.

Resolution: 10/7/2010 3:15 PM Alaskan Standard Time - adeveau
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority**

Service Request #: 9729 **Date Opened:** 9/29/10 **Date Completed:** 10/1/10

Summary: Valdez - Site not wide trunking 3 x 30 minutes.

Resolution: 10/1/2010 2:51 PM Alaskan Standard Time - adeveau Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9736 **Date Opened:** 9/29/10 **Date Completed:** 9/30/10

Summary: Beaver Creek - Site unknown 3 x in 30 minutes.

Resolution: 9/30/2010 3:03 PM Alaskan Standard Time - jkpannone SOA completed their microwave work.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9737 **Date Opened:** 9/29/10 **Date Completed:** 9/30/10

Summary: Portage - Site unknown.

Resolution: 9/30/2010 9:19 AM Alaskan Standard Time - jkpannone Cause: Alaska Railroad working on circuits.
Resolution: Circuit work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9738 **Date Opened:** 9/29/10 **Date Completed:** 1/6/11

Summary: Tudor Road Master Site - Women's Bay and Pillar Mtn. sites bouncing.

Resolution: 1/5/2011 4:05 PM Alaskan Standard Time - adeveau Cause: SOA moving Microwave circuit.
Resolution: Work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9742 **Date Opened:** 9/30/10 **Date Completed:** 10/1/10

Summary: FGA - RF and AIS and Console Failures.

Resolution: 10/8/2010 10:39 AM Alaskan Standard Time - jkpannone SOA Building maintenance completed.
10/1/2010 7:55 AM Alaskan Standard Time - adeveau Andrew Strait stated Alarms cleared due to State Maintenance.

9/30/2010 11:31 AM Alaskan Standard Time - jkpannone Commercial Power lost. Deferring case for two hours for monitoring.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9748 **Date Opened:** 10/1/10 **Date Completed:** 10/1/10

Summary: High Mtn - Site unknown > 10 minutes.

Resolution: 10/1/2010 3:40 PM Alaskan Standard Time - adeveau Microwave circuit repaired.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 9803 **Date Opened:** 10/6/10 **Date Completed:** 10/22/10

Summary: Beaver Creek - Site unknown.

Resolution: 10/21/2010 4:31 PM Alaskan Standard Time - adeveau Cause: No commercial power.
Resolution: Site connected to commercial power.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9808 **Date Opened:** 10/6/10 **Date Completed:** 10/6/10

Summary: Nenana - Site not wide trunking, bouncing.

Resolution: 10/6/2010 12:03 PM Alaskan Standard Time - adeveau SOA/Alaska Railroad completed router installation.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 9828 **Date Opened:** 10/8/10 **Date Completed:** 10/22/10

Summary: TSAIA - Connectivity to the dispatch console has been lost.

Resolution: 10/22/2010 10:39 AM Alaskan Standard Time - adeveau Technician found that the issue is with the Channel Bank. He relayed the information to Mark Jenks, who informed the technician to not mess with the Channel Bank as that is a SOA issue. Mark will talk to Rod Ainge.

The case will be forwarded to the State.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9832 **Date Opened:** 10/12/10 **Date Completed:** 10/11/10

Summary: Tudor Road Master Site - Not trunking 3 times in 30 minutes.

Resolution: 10/12/2010 10:48 AM Alaskan Standard Time - jkpannone CAUSE: Z1 - Z2 Not Trunking 3 time in 30 Minutes
RESOLUTION: State microwave maintenance complete

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9833 **Date Opened:** 10/12/10 **Date Completed:** 10/12/10

Summary: Independent Ridge - Site unknown.

Resolution: 10/12/2010 10:57 AM Alaskan Standard Time - jkpannone CAUSE: T1 bounce
RESOLUTION: T1 restored

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9863 **Date Opened:** 10/13/10 **Date Completed:** 10/14/10

Summary: Hurricane - Site unknown.

Resolution: 10/14/2010 8:10 AM Alaskan Standard Time - adeveau Cause: State microwave issue
Resolution: State reconfigured a card that had been misconfigured; verified all alarms are clear.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9864 **Date Opened:** 10/13/10 **Date Completed:** 10/14/10

Summary: Honolulu - Site unknown.

Resolution: 10/14/2010 8:07 AM Alaskan Standard Time - adeveau Cause: State microwave issue
Resolution: State reconfigured card that was previously misconfigured; verified all alarms are clear.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 9868 **Date Opened:** 10/14/10 **Date Completed:** 10/15/10

Summary: FGA - Console site unknown.

Resolution: 10/15/2010 8:18 AM Alaskan Standard Time - adeveau Cause: Transformer needed replacement.
Resolution: Customer replaced transformer.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9869 **Date Opened:** 10/14/10 **Date Completed:** 10/14/10

Summary: Tudor Road Master Site - Multiple sites are in site trunking.

Resolution: 10/14/2010 2:33 PM Alaskan Standard Time - adeveau Cause: SOA was working on the DS3 which caused the sites to bounce.
Resolution: The SOA has completed DS3 work and all alarms are clear.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9872 **Date Opened:** 10/14/10 **Date Completed:** 10/15/10

Summary: Birch Hill Master Site - Multiple sites (Reindeer Hills, Garner, Yanert) unknown.

Resolution: 10/15/2010 8:08 AM Alaskan Standard Time - adeveau
Cause: Microwave transport issue.
Resolution: Problem cleared.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 9882 **Date Opened:** 10/18/10 **Date Completed:** 10/18/10

Summary: Eielson - AIS failed to communicate with CLS and AIS.

Resolution: 10/18/2010 2:53 PM Alaskan Standard Time - adeveau
Cause: Unknown
Resolution: Problem cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 10035 **Date Opened:** 10/22/10 **Date Completed:** 10/26/10

Summary: Eielson - Alt WOC console site control path 1008.2 link down.

Resolution: 10/26/2010 11:37 AM Alaskan Standard Time - adeveau
Cause: Computer not turned on.
Resolution: Computer turned on.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 10039 **Date Opened:** 10/25/10 **Date Completed:** 1/14/11

Summary: R1 North - Site high temp alarm.

Resolution: 1/14/2011 1:14 PM Alaskan Standard Time - jkpannone Cause: Levers won't open all the way causing a high temp alarm.
Resolution: The Base Civil Engineering Group fixed the issue but no details available on how it was resolved.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 10085 **Date Opened:** 10/27/10 **Date Completed:** 10/27/10

Summary: R1 North - Swapping out UPS for NICE logging recorder.

Resolution: 10/27/2010 1:36 PM Alaskan Standard Time - adeveau
Cause: Swapping out UPS for NICE logging recorder.
Resolution: UPS installation completed.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 10115 **Date Opened:** 11/1/10 **Date Completed:** 11/1/10

Summary: FRA - PMO Console NICE LG41728402 Communication Failure.

Resolution: 11/1/2010 3:35 PM Alaskan Standard Time - adeveau
Cause: Power issue.
Resolution: System Rebooted.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 10120 **Date Opened:** 11/1/10 **Date Completed:** 11/12/10

Summary: FWA - AIS Client failed to communicate with AIS Client.

Resolution: 11/12/2010 7:59 AM Alaskan Standard Time - adeveau Andrew Strait/FSO/Motorola called in to close case. He stated that scenario replay needed to be set to UTC time which fixed issue. Cause: time not configured. Resolution: reconfigured time.

11/8/2010 3:45 PM Alaskan Standard Time - adeveau Andrew Strait/FSO/Motorola called to defer the case until Wed 11/10 @ 5:30 PM CST for monitoring.

11/8/2010 1:27 PM Alaskan Standard Time - adeveau Andy Strait updated the case notes stating that the loggers are recording calls. He will continue to monitor, and call back with an update.
11/5/2010 3:02 PM Alaskan Standard Time - adeveau Andy Strait contacted TSO in order to inform that he would like this case to be deferred until 11/8/10. He is going to put the AIS as local AST time zone and the logger as GMT.

11/3/2010 11:03 AM Alaskan Standard Time - adeveau Andrew Strait/FSO/Motorola called in to defer the case until 11/10/10 at 12pm AKST due to further work necessary. . CCO verified with Deb/NMO.
ACTION PLAN AND/OR DEFERRAL: Updating case, assigning to WIPbin: CALMR01.

11/3/2010 7:56 AM Alaskan Standard Time - adeveau Andrew Strait/FSO called to defer case till 11/03/10 at 12:00 PM AKST for monitoring.
ACTION PLAN AND/OR DEFERRAL: CCO contacted Craig/NMO and received approval to defer case.

11/1/2010 4:09 PM Alaskan Standard Time - adeveau Deferred until 11/2/10 for monitoring.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10121 **Date Opened:** 11/2/10 **Date Completed:** 11/3/10

Summary: Diamond Ridge - Site fail soft 3x in 30 minutes.

Resolution: 11/3/2010 10:58 AM Alaskan Standard Time - adeveau Cause: Interference.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10134 **Date Opened:** 11/3/10 **Date Completed:** 12/9/10

Summary: Diamond Ridge - Site not wide trunking 3x in 30 minutes.

Resolution: 12/9/2010 1:14 PM Alaskan Standard Time - adeveau Mark Jenks, FSO, 907-830-8589 Motorola called to close the case stating that interference has not been evident for over 2 weeks.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10140 **Date Opened:** 11/4/10 **Date Completed:** 11/4/10

Summary: Girdwood - Site not wide trunking > 5 minutes.

Resolution: 11/4/2010 10:46 AM Alaskan Standard Time - adeveau CAUSE: No trouble found. RESOLUTION: Site restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10159 **Date Opened:** 11/4/10 **Date Completed:** 11/19/10

Summary: Women's Bay - and Pillar Mtn, ETS microwave link from Seldovia to Kodiak down.

Resolution: 11/19/2010 11:05 AM Alaskan Standard Time - adeveau
SOA replaced all power supplies and the backboard to the power supplies at Shuyak.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 10160 **Date Opened:** 11/5/10 **Date Completed:** 11/5/10

Summary: Elmendorf - Security Forces Dispatch voice card 1013.7.1 critical malfunction.

Resolution: 11/5/2010 8:21 AM Alaskan Standard Time - adeveau Cause: Bad power supply.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 10232 **Date Opened:** 11/10/10 **Date Completed:** 11/10/10

Summary: Tahneta Pass - Battery Charger Alarm.

Resolution: 11/10/2010 7:51 AM Alaskan Standard Time - adeveau The SOA Technicians have reached the Tahneta Pass Site and have the Generator up and running. The site remains on line.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10365 **Date Opened:** 11/16/10 **Date Completed:** 11/18/10

Summary: Lion's Head - Site RptrSCrFan 54.1.1 and 54.2.1 malfunction chronic bouncing.

Resolution: 12/11/2012 3:00 PM Alaskan Standard Time - jkpannone
Cause: Shelter too cold.
Resolution: Turn off fans and turn breaker on to heater. Shelter warmed up and all alarms have cleared

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10366 **Date Opened:** 11/16/10 **Date Completed:** 11/16/10

Summary: Tsina - Site not wide trunking 3x in 30 minutes.

Resolution: 11/16/2010 2:52 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10409 **Date Opened:** 11/18/10 **Date Completed:** 11/23/10

Summary: Kenai - Area multiple sites not wide trunking.

Resolution: 11/23/2010 11:40 AM Alaskan Standard Time - jkpannone CAUSE: Microwave/Weather.
RESOLUTION: Alarm cleared
11/22/2010 2:15 PM Alaskan Standard Time - adeveau Deferred until 2 pm AKST 11/23/10 for monitoring. Activity meeting criteria needs to be paged out.
11/19/2010 4:02 PM Alaskan Standard Time - adeveau Julie Pannone/Bering Straits/9072695748 called in to defer, sites are back up and looking to monitor. NMO to page out if sites go back down. Deferred until 11/22/10 for monitoring.

11/18/2010 1:30 PM Alaskan Standard Time - adeveau James Jones/Tech/Alaska Wireless/9072300391 called to defer this case until 1pm akst, 11/19/10 for monitoring. He stated that it is a probable weather issue. Frank/NMO verified.

11/18/2010 7:52 AM Alaskan Standard Time - adeveau James Jones/ft called and NMO informed him on case. NMO infomred him that alarms are cleared. Case deferred until 11/18/10 for monitoring. The SOA is monitoring the listed sites as well.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10410 **Date Opened:** 11/18/10 **Date Completed:** 11/19/10

Summary: Lena Point - Site unknown, not wide trunking.

Resolution: 11/19/2010 11:57 AM Alaskan Standard Time - adeveau Commercial carrier completed circuit work.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10411 **Date Opened:** 11/18/10 **Date Completed:** 11/19/10

Summary: Saddle Mtn - Site unknown, not wide trunking.

Resolution: 11/19/2010 11:56 AM Alaskan Standard Time - adeveau
Cause: Telco working on their equipment.
Resolution: Work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10424 **Date Opened:** 11/18/10 **Date Completed:** 11/29/10

Summary: Valdez, Divide and Heney Range - Sites bouncing.

Resolution: 11/29/2010 9:29 AM Alaskan Standard Time - adeveau
Cause: Unstable microwave.
Resolution: SOA replaced microwave parts.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10431 **Date Opened:** 11/19/10 **Date Completed:** 11/19/10

Summary: High Mtn - Site not wide trunking.

Resolution: 11/19/2010 9:23 AM Alaskan Standard Time - adeveau Circuit work completed. Site alarms cleared and stable.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10432 **Date Opened:** 11/19/10 **Date Completed:** 11/19/10

Summary: Skagway - Site unknown.

Resolution: 11/19/2010 9:30 AM Alaskan Standard Time - adeveau Circuit work completed. All alarms cleared and site stable.
11/19/2010 8:06 AM Alaskan Standard Time - adeveau James Jones ,FSO, called in to update the case and to defer it until 11/19/10 AT9AM AKSTfor commercial carrier to test the circuit.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10551 **Date Opened:** 11/26/10 **Date Completed:** 12/3/10

Summary: Women's Bay - Site not wide trunking; bouncing.

Resolution: 12/6/2010 8:09 AM Alaskan Standard Time - adeveau Duplicate case. Unstable microwave causes intermittent outages. Refer to case 9738 - 22456752.
SOA needs to get to both Women's Bay and Pillar Mountain to stabilize the microwaves.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10552 **Date Opened:** 11/26/10 **Date Completed:** 12/3/10

Summary: Pillar Mtn - Site not wide trunking; bouncing.

Resolution: 12/6/2010 8:11 AM Alaskan Standard Time - adeveau Duplicate case. Unstable microwave causes intermittent outages. Refer to case 9738 - 22456752.
SOA needs to get to both Women's Bay and Pillar Mountain to stabilize the microwaves.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10555 **Date Opened:** 11/29/10 **Date Completed:** 11/27/10

Summary: Haines - Site radio 71.3 unknown; 1 of 3 Channels.

Resolution: 11/29/2010 8:05 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Alarm cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 10556 **Date Opened:** 11/29/10 **Date Completed:** 11/30/10

Summary: Eielson - Security Forces OP 1, 2, 3 and AIS unknown.

Resolution: 11/30/2010 10:08 AM Alaskan Standard Time - adeveau Cause: Power outage. Resolution: Power restored.

11/29/2010 10:11 AM Alaskan Standard Time - adeveau Andrew Strait, FSO called to defer until 11/30 due to customer outage.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10565 **Date Opened:** 11/30/10 **Date Completed:** 11/30/10

Summary: High Mtn - Site controller 44.1 unknown.

Resolution: 11/30/2010 8:01 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Problem cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10566 **Date Opened:** 11/30/10 **Date Completed:** 12/1/10

Summary: Byers Creek - Site unknown.

Resolution: 12/1/2010 10:40 AM Alaskan Standard Time - adeveau Cause: Generator failure. Resolution: SOA cold started the generator yesterday and the site has been stable; all alarms clear.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10636 **Date Opened:** 12/6/10 **Date Completed:** 12/3/10

Summary: Paxson - Site is bouncing.

Resolution: 12/6/2010 8:37 AM Alaskan Standard Time - adeveau
Cause: SOA doing site maintenance
Resolution: Maintenance complete.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10637 **Date Opened:** 12/6/10 **Date Completed:** 12/4/10

Summary: Tudor Road Master Site - No IZ trunking Z1 - Z2.

Resolution: 12/6/2010 8:46 AM Alaskan Standard Time - adeveau
Cause: SOA working on the microwave link.
Resolution: Work completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 10687 **Date Opened:** 12/9/10 **Date Completed:** 12/9/10

Summary: USAF - R1 North Microwave M12 card not passing traffic.

Resolution: 12/8/2010 3:16 PM Alaskan Standard Time - jkpannone Card replaced.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 10711 **Date Opened:** 12/13/10 **Date Completed:** 12/13/10

Summary: Eielson - Command Post 1007 OP 1 unknown.

Resolution: 12/13/2010 8:13 AM Alaskan Standard Time - adeveau
Cause: Commercial power failure.
Resolution: Commercial power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10712 **Date Opened:** 12/13/10 **Date Completed:** 12/13/10

Summary: Tsina - Site unknown.

Resolution: 12/13/2010 9:22 AM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10722 **Date Opened:** 12/13/10 **Date Completed:** 12/16/10

Summary: Tudor Road Master Site - Multiple sites not wide trunking.

Resolution: 12/11/2012 3:50 PM Alaskan Standard Time - jkpannone
Cause: Microwave fade.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 10723 **Date Opened:** 12/13/10 **Date Completed:** 12/14/10

Summary: Elmendorf - Fire Console Motobridge router unknown.

Resolution: 12/14/2010 8:41 AM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Cisco router reset.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10737 **Date Opened:** 12/15/10 **Date Completed:** 12/15/10

Summary: Valdez - Site AmbLink 1.21.1 and CEB3 unknown 3x in 30 minutes.

Resolution: 12/15/2010 11:04 AM Alaskan Standard Time - adeveau CAUSE: AmbLink 1.21.1 and CEB3 Valdez PD Unknown 3x in 30 minutes. RESOLUTION: Issue was caused by high winds

12/15/2010 8:34 AM Alaskan Standard Time - adeveau Mark Jenks/FSO/907-830-8589 called in to stated that site is a 7 hour drive, and that due to weather he will not be able to get to site. This is also a State of Alaska issue. He stated that case should be deferred. NMO deferring case until 12 noon CST (9 am site time) so that issue can be addressed. If alarms go down hard, the please page out case.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 10739 **Date Opened:** 12/15/10 **Date Completed:** 12/15/10

Summary: R1 North - Channel 6 malfunction, possible interference.

Resolution: 12/15/2010 11:01 AM Alaskan Standard Time - adeveau CAUSE: Channel 6 is reporting malfunction. RESOLUTION: Alarm cleared itself.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10785 **Date Opened:** 12/16/10 **Date Completed:** 12/18/10

Summary: Tudor Road Master Site - CEB3 bouncing, unknown, and AMB Link 1.21.1 bouncing configuration.

Resolution: 12/20/2010 9:31 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Problem cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10787 **Date Opened:** 12/16/10 **Date Completed:** 12/16/10

Summary: Tudor Road Master Site - Multiple sites reporting unknown.

Resolution: 12/16/2010 9:08 AM Alaskan Standard Time - adeveau Duplicate case: Refer to case 10785 / 22537226 - Microwave issue.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 10791 **Date Opened:** 12/16/10 **Date Completed:** 12/17/10

Summary: FRA - OP01 for console site 1007 and 1008 are unknown.

Resolution: 12/17/2010 8:28 AM Alaskan Standard Time - adeveau
Cause: Commercial power outage.
Resolution: Commercial power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10792 **Date Opened:** 12/16/10 **Date Completed:** 12/20/10

Summary: Tsina - Site bouncing; not wide trunking.

Resolution: 12/20/2010 1:14 PM Alaskan Standard Time - jkpannone Cause: Site bouncing; not wide trunking.
Resolution. Problem cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 10794 **Date Opened:** 12/16/10 **Date Completed:** 12/16/10

Summary: Elmendorf - Security Forces console site control path 1 and 2 are unknown.

Resolution: 12/16/2010 2:43 PM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 10799 **Date Opened:** 12/17/10 **Date Completed:** 12/17/10

Summary: FRA - Fire console alarms.

Resolution: 12/17/2010 9:57 AM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Alarm cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10938 **Date Opened:** 12/22/10 **Date Completed:** 1/7/11

Summary: Tsina - Site bouncing unknown.

Resolution: 1/7/2011 8:44 AM Alaskan Standard Time - adeveau
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 10948 **Date Opened:** 12/22/10 **Date Completed:** 12/22/10

Summary: Eielson - Alt Fire 1009 console site control path 1 and 2 down.

Resolution: 12/22/2010 2:36 PM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Problem cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11032 **Date Opened:** 12/23/10 **Date Completed:** 12/23/10

Summary: TSAIA - Site bounced 3 times in 30 minutes.

Resolution: 12/23/2010 8:30 AM Alaskan Standard Time - jkpannone Cause: Site bounced
Resolution: Problem cleared on its own

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11033 **Date Opened:** 12/23/10 **Date Completed:** 12/23/10

Summary: FGA - Console communication failure Voice Logger device cold.

Resolution: 12/23/2010 1:47 PM Alaskan Standard Time - jkpannone Cause: Unknown
Resolution: Problem cleared itself.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 11218 **Date Opened:** 12/30/10 **Date Completed:** 12/31/10

Summary: Lion's Head - Channel 2 repeater site base radio malfunction.

Resolution: 12/30/2010 3:56 PM Alaskan Standard Time - jkpannone Cause: Unknown
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11220 **Date Opened:** 1/3/11 **Date Completed:** 12/31/10

Summary: Tudor Road Master Site - Multiple sites unknown.

Resolution: 1/3/2011 7:56 AM Alaskan Standard Time - adeveau CAUSE: Multiple sites unknown.
RESOLUTION: Sites have recovered and stabilized on their own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11397 **Date Opened:** 1/7/11 **Date Completed:** 1/8/11

Summary: Seward, Wolcott & Moose Pass - Sites not wide trunking.

Resolution: 1/7/2011 4:34 PM Alaskan Standard Time - jkpannone Cause: SOA working on the Power Supply for their microwave that was causing these other sites to go into site trunking.
Resolution: SOA completed work on the power supply.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11407 **Date Opened:** 1/10/11 **Date Completed:** 1/10/11

Summary: Black Rapids - Site unknown.

Resolution: 1/10/2011 3:51 PM Alaskan Standard Time - adeveau CAUSE: Site unknown. RESOLUTION: Site cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11421 **Date Opened:** 1/11/11 **Date Completed:** 1/11/11

Summary: Money Knob - Site IVDRNG Site Link 2.1.1.17 down.

Resolution: 1/11/2011 11:20 AM Alaskan Standard Time - adeveau Cause: Z2- IVDRNG Site Link 2.1.1.17 down.
Resolution: Alarm cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11445 **Date Opened:** 1/13/11 **Date Completed:** 1/20/11

Summary: Saddle Mtn - Site Controller Fans 1 and 2 malfunctioning.

Resolution: 1/20/2011 12:56 PM Alaskan Standard Time - adeveau
Cause: Site Controller fans 1 and 2 malfunctioning. Caused by freezing temperatures inside the shelter.
Resolution: Alarms cleared on their own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11524 **Date Opened:** 1/18/11 **Date Completed:** 1/15/11

Summary: High Mtn - Site controller 1 and 2 unknown > 5 minutes.

Resolution: 1/18/2011 8:41 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Alarm cleared on its own.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 11525 **Date Opened:** 1/18/11 **Date Completed:** 1/18/11

Summary: FGA - Console OP01 and GPIOM 12-1 unknown.

Resolution: 1/18/2011 9:55 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Alarm cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11526 **Date Opened:** 1/18/11 **Date Completed:** 1/19/11

Summary: Haines - Site not wide trunking.

Resolution: 1/19/2011 3:28 PM Alaskan Standard Time - adeveau CAUSE: Site not wide trunking
RESOLUTION: Cleared on their own

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11527 **Date Opened:** 1/18/11 **Date Completed:** 1/19/11

Summary: Skagway - Site not wide trunking.

Resolution: 1/19/2011 3:40 PM Alaskan Standard Time - adeveau CAUSE: Site not wide trunking.
RESOLUTION: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 11529 **Date Opened:** 1/18/11 **Date Completed:** 1/18/11

Summary: Elmendorf - MOC OP position 1 unknown.

Resolution: 1/18/2011 2:38 PM Alaskan Standard Time - adeveau Cause: OP position 1 unknown.
Resolution: Alarm cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 11531 **Date Opened:** 1/18/11 **Date Completed:** 1/18/11

Summary: Eielson - AIS clined 10.2.6.61 failed to communicate with CLS.

Resolution: 1/18/2011 9:46 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Alarm cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 11532 **Date Opened:** 1/18/11 **Date Completed:** 1/19/11

Summary: Eielson - Security Forces AIS application un-configured.

Resolution: 1/18/2011 4:16 PM Alaskan Standard Time - adeveau CAUSE: AIS application un-configured.
Resolution: Power restored. Monitoring completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11543 **Date Opened:** 1/19/11 **Date Completed:** 1/19/11

Summary: Tudor Road Master Site - Multiple Sites down - Girdwood, Summit Lake, Silvertip and Hope.

Resolution: 1/19/2011 8:24 AM Alaskan Standard Time - adeveau
Cause: Chugach Electric working on their link.
Resolution: Work completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 11544 **Date Opened:** 1/19/11 **Date Completed:** 1/19/11

Summary: Elmendorf - MOC both console site control path 1011.1 and 1011.2 down.

Resolution: 1/19/2011 8:16 AM Alaskan Standard Time - adeveau
Cause: Customer was testing equipment.
Resolution: Testing completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11545 **Date Opened:** 1/19/11 **Date Completed:** 1/22/11

Summary: Women's Bay - Site not wide trunking 3x in 30 minutes.

Resolution: 1/24/2011 9:56 AM Alaskan Standard Time - jkpannone Cause: High Winds
Resolution: Weather cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11546 **Date Opened:** 1/19/11 **Date Completed:** 1/22/11

Summary: Pillar Mtn - Site not wide trunking 3 timesx in 30 minutes.

Resolution: 1/24/2011 10:00 AM Alaskan Standard Time - jkpannone Cause: High Winds
Resolution: Weather Cleared.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 11558 **Date Opened:** 1/20/11 **Date Completed:** 1/20/11

Summary: Elmendorf - Fire Motobridge CPU is inoperable.

Resolution: 1/20/2011 8:32 AM Alaskan Standard Time - adeveau Cause: CPU is inoperable.
Resolution: Technician reseated the video card and upgraded the system.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11562 **Date Opened:** 1/20/11 **Date Completed:** 1/21/11

Summary: Tsina - Site is bouncing.

Resolution: 1/21/2011 8:30 AM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Problem cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11588 **Date Opened:** 1/21/11 **Date Completed:** 1/22/11

Summary: Tudor Road Master Site - Sites Chulitna, Byers Creek & Willow Creek all unknown. Not wide trunking.

Resolution: 1/24/2011 9:50 AM Alaskan Standard Time - jkpannone Cause: SOA working on their microwave
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11589 **Date Opened:** 1/21/11 **Date Completed:** 4/1/11

Summary: Tsina - Site not wide trunking > 5 minutes.

Resolution: 4/1/2011 1:42 PM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11649 **Date Opened:** 1/24/11 **Date Completed:** 1/24/11

Summary: Tudor Road Master Site - Zone 1 Agent unknown.

Resolution: 1/24/2011 10:08 AM Alaskan Standard Time - jkpannone Cause: GCI doing maintenance replacing a core processor.
Resolution: Core processor replaced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11681 **Date Opened:** 1/27/11 **Date Completed:** 1/28/11

Summary: Paxson - Site not wide trunking.

Resolution: 1/28/2011 7:58 AM Alaskan Standard Time - adeveau Cause: State upgrading the microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11682 **Date Opened:** 1/27/11 **Date Completed:** 1/28/11

Summary: Interzone trunking link to Zone 2 bouncing.

Resolution: 1/28/2011 7:58 AM Alaskan Standard Time - adeveau Cause: State upgrading the microwave.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11683 **Date Opened:** 1/28/11 **Date Completed:** 1/28/11

Summary: Skagway - Site controller unknown.

Resolution: 1/28/2011 8:09 AM Alaskan Standard Time - adeveau Cause: No trouble found.
Resolution: Problem cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11690 **Date Opened:** 1/28/11 **Date Completed:** 1/28/11

Summary: Tudor Road Master Site - Zone 1 Interzone trunking link to Zone 2 bouncing.

Resolution: 1/28/2011 2:12 PM Alaskan Standard Time - adeveau Cause: State doing work on DS3 circuit caused an unexpected outage.
Resolution: DS3 circuit work completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 11691 **Date Opened:** 1/28/11 **Date Completed:** 1/28/11

Summary: Valdez - Site not wide trunking.

Resolution: 1/28/2011 11:13 AM Alaskan Standard Time - adeveau Cause: State doing work on DS3 caused an unexpected outage.
Resolution: DSL work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11720 **Date Opened:** 1/31/11 **Date Completed:** 2/3/11

Summary: Interzone trunking link to Zone 2 bouncing.

Resolution: 2/3/2011 8:50 AM Alaskan Standard Time - adeveau Cause: State working on microwave cutover.
Resolution: State completed microwave cutover.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 11747 **Date Opened:** 2/1/11 **Date Completed:** 2/1/11

Summary: Elmendorf - Security Forces OP01 and GPIOM 7-1 unknown.

Resolution: 1/31/2011 4:37 PM Alaskan Standard Time - adeveau Cause: No trouble found.
Resolution: Issue cleared by itself.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 11759 **Date Opened:** 2/1/11 **Date Completed:** 2/1/11

Summary: Paxson - Site channel 2 malfunction, hardware failure.

Resolution: 2/1/2011 12:25 PM Alaskan Standard Time - jkpannone Cause: SOA Technician bumped the power switch on Channel 2.
Resolution: Power switch turned back on.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11803 **Date Opened:** 2/2/11 **Date Completed:** 2/3/11

Summary: Diamond Ridge - Site bouncing.

Resolution: 2/2/2011 3:43 PM Alaskan Standard Time - jkpannone Cause: There was one bounce due to interference.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11938 **Date Opened:** 2/7/11 **Date Completed:** 2/9/11

Summary: Women's Bay - Site not in wide trunking.

Resolution: 2/8/2011 4:57 PM Alaskan Standard Time - jkpannone Cause: Site not wide trunking due to microwave fade caused by weather/high winds.
Resolution: Fade cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11939 **Date Opened:** 2/7/11 **Date Completed:** 2/9/11

Summary: Pillar Mtn - Site not in wide trunking.

Resolution: 2/8/2011 4:55 PM Alaskan Standard Time - jkpannone Cause: Site not wide trunking due to microwave fade caused by weather/high winds.
Resolution: Fade cleared.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 11961 **Date Opened:** 2/8/11 **Date Completed:** 2/8/11

Summary: Elmendorf - MOC OP 01 unknown.

Resolution: 2/8/2011 2:57 PM Alaskan Standard Time - adeveau
Cause: Power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 12055 **Date Opened:** 2/11/11 **Date Completed:** 4/1/11

Summary: Women's Bay - Site control paths bouncing 3 x in 30 minutes.

Resolution: 4/1/2011 8:11 AM Alaskan Standard Time - adeveau Case closed. Refer to new case number: 13197 - 22640822.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 12056 **Date Opened:** 2/11/11 **Date Completed:** 4/1/11

Summary: Pillar Mtn - Site control paths bouncing 3 x in 30 minutes.

Resolution: 4/1/2011 8:01 AM Alaskan Standard Time - adeveau Case closed. Refer to new case numbers: 13196-22640823

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 12111 **Date Opened:** 2/14/11 **Date Completed:** 2/21/11

Summary: Tsina - Site control fan hardware malfunction.

Resolution: 2/22/2011 8:04 AM Alaskan Standard Time - adeveau Cause: Freezing temperatures caused hardware malfunction with the site control fan.
Resolution: The State turned the heat on inside the shelter which cleared the issue.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 12145 **Date Opened:** 2/15/11 **Date Completed:** 2/17/11

Summary: Valdez - Site unknown not wide trunking > 5 minutes.

Resolution: 2/17/2011 8:50 AM Alaskan Standard Time - adeveau Cause: Issue tracked in case 12147-22591259
Resolution: Issue tracked in 12147-22591259

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 12146 **Date Opened:** 2/15/11 **Date Completed:** 2/17/11

Summary: Heney Range - Site unknown; not wide trunking > 5 minutes.

Resolution: 2/17/2011 8:38 AM Alaskan Standard Time - adeveau Cause: Issue tracked in case 12147-22591259
Resolution: Issue tracked in 12147-22591259

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 12147 **Date Opened:** 2/15/11 **Date Completed:** 2/23/11

Summary: Divide - Site unknown; not wide trunking > 5 minutes.

Resolution: 2/23/2011 11:52 AM Alaskan Standard Time - adeveau State completed work on the transmitter relay at Ernestine which cleared the alarms.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 12239 **Date Opened:** 2/18/11 **Date Completed:** 3/9/11

Summary: Honolulu - Ongoing waveguide issue causing bounces on the Parks Highway.

Resolution: 3/9/2011 8:33 AM Alaskan Standard Time - adeveau SOA technicians cleared more debris from the waveguide.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 12337 **Date Opened:** 2/24/11 **Date Completed:** 2/25/11

Summary: Eielson - Security Forces Console 3 bouncing.

Resolution: 2/25/2011 1:17 PM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 12351 **Date Opened:** 2/25/11 **Date Completed:** 2/26/11

Summary: Black Rapids - Site unknown.

Resolution: 2/25/2011 3:39 PM Alaskan Standard Time - adeveau Arctic Slope completed microwave work.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 12352 **Date Opened:** 2/25/11 **Date Completed:** 2/26/11

Summary: Donnelly Dome - Site unknown.

Resolution: 2/25/2011 3:38 PM Alaskan Standard Time - adeveau Arctic Slope completed microwave work.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 12419 **Date Opened:** 2/28/11 **Date Completed:** 3/8/11

Summary: Saddle Mtn - Site RptrScrFan_3.2.1 and 3.1.1 chronic critical malfunction.

Resolution: 3/8/2011 8:45 AM Alaskan Standard Time - adeveau Cause: Freezing temperatures at the site causing critical malfunction on site controller fans.
Resolution: Temperature at the site increased to 42 degrees. Alarms cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 12421 **Date Opened:** 2/28/11 **Date Completed:** 3/18/11

Summary: Heney Range - Site bounced 3 x in 30 minutes.

Resolution: 3/21/2011 8:36 AM Alaskan Standard Time - adeveau The State replaced the microwave dish at Jack's Peak which resolved the issue with the microwave link to Heney Range.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 12731 **Date Opened:** 3/4/11 **Date Completed:** 3/4/11

Summary: Tudor Road Master Site - Multiple sites down; Haines, Skagway and High Mountain.

Resolution: 3/4/2011 2:59 PM Alaskan Standard Time - adeveau Cause: GCI was working on their DACS and knocked a circuit out.
Resolution: GCI completed their work and the circuit is back up.

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 12881 **Date Opened:** 3/14/11 **Date Completed:** 3/14/11

Summary: FGA - Console 1015 OP01 and GPIOM 12-1 unconfigured.

Resolution: 3/14/2011 8:54 AM Alaskan Standard Time - adeveau Cause: Console issue; no trouble found.
Resolution: Console alarm cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 12958 **Date Opened:** 3/16/11 **Date Completed:** 3/21/11

Summary: Birch Hill Master Site - Interzone Control Path 2.1, 2.2, 4.1 and 4.2 bouncing.

Resolution: 3/21/2011 2:38 PM Alaskan Standard Time - adeveau SOA completed work on the wave guide at Honolulu.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 12959 **Date Opened:** 3/16/11 **Date Completed:** 3/21/11

Summary: Hurricane - Site went down 3 x in 30 minutes.

Resolution: 3/21/2011 2:20 PM Alaskan Standard Time - adeveau SOA completed work on the wave guide at Honolulu.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 12960 **Date Opened:** 3/16/11 **Date Completed:** 3/21/11

Summary: Honolulu - Site went down 3 x in 30 minutes.

Resolution: 3/21/2011 2:19 PM Alaskan Standard Time - adeveau SOA completed work on the wave guide.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 12976 **Date Opened:** 3/21/11 **Date Completed:** 3/21/11

Summary: Eielson - Security Forces console alarms and AIS failed to communicate with CLS logger.

Resolution: 3/22/2011 8:11 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored; alarms cleared.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 13077 **Date Opened:** 3/25/11 **Date Completed:** 3/25/11

Summary: FRA - PMO console device has cold started.

Resolution: 3/25/2011 8:29 AM Alaskan Standard Time - adeveau Cause: The customer unplugged the device.
Resolution: The technician plugged the device in.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 13079 **Date Opened:** 3/26/11 **Date Completed:** 4/1/11

Summary: FGA - Console site control paths 1 and 2 chronic bouncing.

Resolution: 3/31/2011 8:33 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Technician removed moisture from the waveguide.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 13153 **Date Opened:** 3/29/11 **Date Completed:** 3/29/11

Summary: Eielson - Security Forces GPIOM unconfigured.

Resolution: 3/29/2011 11:59 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 13163 **Date Opened:** 3/29/11 **Date Completed:** 3/29/11

Summary: Portage - Unscheduled Outage due to Railroad working at the site.

Resolution: 3/30/2011 8:41 AM Alaskan Standard Time - jkpannone ACS completed work at the site.

Department: SOA-DOT&PF-FIA **Priority** 4-Scheduled Maintenance

Service Request #: 13181 **Date Opened:** 3/30/11 **Date Completed:** 3/30/11

Summary: DOT FIA - Centracom receiving crackling noice, loud beeps and red stop signed for 15 minutes strait.

Resolution: 3/30/2011 11:53 AM Alaskan Standard Time - jkpannone Issue: Noises and alarms on Centracom. Resolution: SOA completed adding brace on microwave dish located at the airport.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 13196 **Date Opened:** 4/1/11 **Date Completed:** 4/12/11

Summary: Pillar Mtn - Site down.

Resolution: 4/12/2011 9:35 AM Alaskan Standard Time - adeveau The State adjusted the base band levels and the site is back on the microwave.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 13197 **Date Opened:** 4/1/11 **Date Completed:** 4/12/11

Summary: Women's Bay - Site is down.

Resolution: 4/12/2011 9:48 AM Alaskan Standard Time - adeveau The State adjusted the base band levels and the site is back on the microwave.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 13280 **Date Opened:** 4/5/11 **Date Completed:** 4/5/11

Summary: Elmendorf - RCC console control path 1004.1 and 1004.2 undetermined; link down.

Resolution: 4/5/2011 4:26 PM Alaskan Standard Time - adeveau Cause: Customer was working on their link. Resolution: Customer completed working on the link.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 13415 **Date Opened:** 4/8/11 **Date Completed:** 4/8/11

Summary: Eielson - Alt Fire Op 1 unknown.

Resolution: 4/8/2011 10:50 AM Alaskan Standard Time - jkpannone CAUSE: Position was shut down RESOLUTION: Powered computer back on

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 13423 **Date Opened:** 4/11/11 **Date Completed:** 4/11/11

Summary: Valdez - Site bouncing 3 x in 30 minutes.

Resolution: 4/11/2011 8:53 AM Alaskan Standard Time - adeveau Cause: SOA replacing bad transmitter. Resolution: Transmitter replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 13424 **Date Opened:** 4/11/11 **Date Completed:** 4/11/11

Summary: Heney Range - Site bouncing 3 x in 30 minutes.

Resolution: 4/11/2011 8:53 AM Alaskan Standard Time - adeveau Cause: SOA replacing bad transmitter.
Resolution: Bad transmitter replaced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 13469 **Date Opened:** 4/12/11 **Date Completed:** 4/12/11

Summary: Tsina - site bouncing; unknown.

Resolution: 4/12/2011 8:55 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 13564 **Date Opened:** 4/19/11 **Date Completed:** 4/19/11

Summary: Valdez - Site bouncing.

Resolution: 4/19/2011 8:00 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 13567 **Date Opened:** 4/19/11 **Date Completed:** 4/20/11

Summary: Tudor Road Master Site - CEB3 and AMB Link 1.21.1 and Valdez and Divide sites bouncing.

Resolution: 4/20/2011 8:05 AM Alaskan Standard Time - adeveau State completed work on the microwave.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 13672 **Date Opened:** 4/21/11 **Date Completed:** 8/16/11

Summary: Tudor Road Master Site - A7.1.1 - SSS not sending traps to Fullvision.

Resolution: 8/16/2011 8:10 AM Alaskan Standard Time - adeveau It was determined by the Motorola engineering team that the functionality is working as it was designed to.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 13809 **Date Opened:** 4/28/11 **Date Completed:** 4/30/11

Summary: Girdwood - Site bouncing; not wide trunking.

Resolution: 5/2/2011 11:44 AM Alaskan Standard Time - jkpannone Cause: Illegal carriers.
Resolution: Issue traced to a small group of land level radios. Illegal carriers cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 13823 **Date Opened:** 5/2/11 **Date Completed:** 5/1/11

Summary: Tudor Road Master Site - CEB and AMB link alarms.

Resolution: 5/2/2011 12:04 PM Alaskan Standard Time - jkpannone Cause: SOA working on microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 13827 **Date Opened:** 5/2/11 **Date Completed:** 5/4/11

Summary: Tudor Road Master Site - Multiple Site Outage due to microwave work.

Resolution: 5/4/2011 4:36 PM Alaskan Standard Time - adeveau State completed microwave work at 10:03 am.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14076 **Date Opened:** 5/10/11 **Date Completed:** 5/10/11

Summary: Girdwood - Site unknown; bouncing 3 x in 30 minutes.

Resolution: 5/10/2011 9:44 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14077 **Date Opened:** 5/10/11 **Date Completed:** 5/13/11

Summary: Hope - Site unknown; bouncing 3 x in 30 minutes.

Resolution: 5/16/2011 8:24 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Microwave issue cleared on its own.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 14094 **Date Opened:** 5/10/11 **Date Completed:** 9/12/11

Summary: FRA - Request to troubleshoot their MBITR 534218 located at Site Summit.

Resolution: 9/13/2011 10:13 AM Alaskan Standard Time - adeveau Replaced the bad antenna.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14108 **Date Opened:** 5/11/11 **Date Completed:** 5/13/11

Summary: Girdwood - Site unknown; bouncing 3 x in 30 minutes.

Resolution: 5/16/2011 8:23 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Microwave issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 14128 **Date Opened:** 5/12/11 **Date Completed:** 5/12/11

Summary: Elmendorf - RCC console site links 1004.1 and1004.2 down.

Resolution: 5/12/2011 8:24 AM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: System restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 14320 **Date Opened:** 5/19/11 **Date Completed:** 5/25/11

Summary: Eielson - Operator position 1 reset.

Resolution: 5/24/2011 2:30 PM Alaskan Standard Time - adeveau Cause: Customer moving equipment.
Resolution: Customer finished moving equipment.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 14483 **Date Opened:** 5/31/11 **Date Completed:** 5/28/11

Summary: Tudor Road Master Site - Tsina, Women's Bay and Pillar Mountain bouncing.

Resolution: 5/31/2011 8:10 AM Alaskan Standard Time - adeveau Cause: Microwave fade.
Resolution: Alarms cleared on their own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14538 **Date Opened:** 6/2/11 **Date Completed:** 6/2/11

Summary: Birch Hill Master Site - Amb Links 2.11.1, 2.27.1 and CEB 8 unknown.

Resolution: 6/2/2011 8:16 AM Alaskan Standard Time - adeveau Cause: The State moved their microwave hub and caused alarms.
Resolution: State completing microwave move.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 14574 **Date Opened:** 6/6/11 **Date Completed:** 6/7/11

Summary: Diamond Ridge - Site bouncing.

Resolution: 6/6/2011 4:20 PM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: SOA restored generator power.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 14624 **Date Opened:** 6/7/11 **Date Completed:** 6/17/11

Summary: Elmendorf - Security Forces OP 1 unknown x 5 minutes.

Resolution: 6/16/2011 9:09 PM Alaskan Standard Time - jkpannone Cause: Console was plugged into a different circuit because the circuit breaker blew where it was plugged in.
Resolution: Moved the router switch to a different outlet.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14780 **Date Opened:** 6/8/11 **Date Completed:** 6/8/11

Summary: Tudor Road Master Site - Amb Link 1.21.1 unknown.

Resolution: 6/8/2011 3:38 PM Alaskan Standard Time - adeveau CAUSE: SOA Microwave cutover.
RESOLUTION: Case# 22715623 is related to this alarm

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14789 **Date Opened:** 6/9/11 **Date Completed:** 6/10/11

Summary: Ernestine - Site not wide trunking 3 x in 30 minutes.

Resolution: 6/9/2011 4:18 PM Alaskan Standard Time - adeveau State technicians completed work on the microwave cutover.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 14797 **Date Opened:** 6/10/11 **Date Completed:** 6/10/11

Summary: Eielson - Alt WOC console site control path 1008.1 and 1008.2 down.

Resolution: 6/10/2011 2:29 PM Alaskan Standard Time - adeveau Cause: Unknown. Unused site.
Resolution: Alarm cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 14798 **Date Opened:** 6/10/11 **Date Completed:** 6/11/11

Summary: Lena Point - Site bouncing.

Resolution: 6/13/2011 8:24 AM Alaskan Standard Time - adeveau Cause: Intermittent outage caused by utility company.
Resolution: Telco problem cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 14800 **Date Opened:** 6/10/11 **Date Completed:** 6/11/11

Summary: Tudor Road Master Site - Zone 1 No Inter-zone trunking, Amb Links and most of the sites down.

Resolution: 6/13/2011 8:52 AM Alaskan Standard Time - adeveau Cause: Microwave fade at Lion's Head.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 14804 **Date Opened:** 6/10/11 **Date Completed:** 6/11/11

Summary: Blueberry Hill - Site not in wide trunking.

Resolution: 6/13/2011 8:18 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Alarm cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14816 **Date Opened:** 6/13/11 **Date Completed:** 6/12/11

Summary: Tahneta Pass - Site unknown.

Resolution: 6/13/2011 8:37 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 14817 **Date Opened:** 6/13/11 **Date Completed:** 6/14/11

Summary: FWA - AIS unknown and site manager link 3.1012.1 down.

Resolution: 6/14/2011 8:12 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 14827 **Date Opened:** 6/13/11 **Date Completed:** 6/13/11

Summary: Eielson - Alt Fire console site control path bouncing 1009.

Resolution: 6/13/2011 1:34 PM Alaskan Standard Time - adeveau Cause: High winds, microwave fade.
Resolution: Microwave links restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 14880 **Date Opened:** 6/13/11 **Date Completed:** 6/13/11

Summary: Eielson - Command Post console site control path 1007.1 down.

Resolution: 6/13/2011 3:31 PM Alaskan Standard Time - adeveau Cause: Customer was working on their system.
Resolution: Customer completed work on their system.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14883 **Date Opened:** 6/14/11 **Date Completed:** 6/14/11

Summary: Tudor Road Master Site - Multiple sites are down, not wide trunking.

Resolution: 6/14/2011 8:18 AM Alaskan Standard Time - adeveau Cause: Microwave fade.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14884 **Date Opened:** 6/14/11 **Date Completed:** 6/14/11

Summary: Birch Hill Master Site - Multiple Interzone control paths bouncing 1.1, 1.2, 2.1, 2.2.

Resolution: 6/14/2011 8:31 AM Alaskan Standard Time - adeveau Cause: Microwave interference
Resolution: Alarm cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14903 **Date Opened:** 6/15/11 **Date Completed:** 6/15/11

Summary: Tudor Road Master Site - USR Server Power Supply 4.1 failure.

Resolution: 6/15/2011 8:48 AM Alaskan Standard Time - adeveau Duplicate of case 22666210.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14906 **Date Opened:** 6/15/11 **Date Completed:** 6/15/11

Summary: Whittier - Site not wide trunking.

Resolution: 6/15/2011 10:14 AM Alaskan Standard Time - adeveau Alaska Railroad was working on their fiber optic.
Resolution: Customer completed work on their fiber optic

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 14929 **Date Opened:** 6/17/11 **Date Completed:** 6/17/11

Summary: Elmendorf - RCC Console Op 1 unknown both control paths 1004 link down.

Resolution: 6/17/2011 11:19 AM Alaskan Standard Time - jkpannone Cause: Power interruption.
Resolution: Issue cleared on it's own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14930 **Date Opened:** 6/17/11 **Date Completed:** 6/17/11

Summary: Moose Pass - Site unknown, bouncing, and SC1 unknown.

Resolution: 6/17/2011 2:38 PM Alaskan Standard Time - jkpannone CAUSE: Heavy fog in the area which degraded the microwave link.
RESOLUTION: Problem cleared on it's own

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14942 **Date Opened:** 6/20/11 **Date Completed:** 6/18/11

Summary: Tsina - Site unknown > 5 minutes.

Resolution: 6/20/2011 8:47 AM Alaskan Standard Time - jkpannone CAUSE: Circuit issues.
RESOLUTION: SOA techs corrected the problem.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 14943 **Date Opened:** 6/20/11 **Date Completed:** 6/20/11

Summary: Eielson - Security Forces s006lr01 in Communication Failure.

Resolution: 6/20/2011 1:02 PM Alaskan Standard Time - jkpannone CAUSE: UPS
RESOLUTION: Reset UPS

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 14944 **Date Opened:** 6/20/11 **Date Completed:** 6/20/11

Summary: R1 North - Power failure.

Resolution: 6/20/2011 4:12 PM Alaskan Standard Time - jkpannone Cause: UPS at R1 North went into alarm due to power outage. Running on generator
Resolution: Restarted the UPS.

Department: DOD-USAF-673RD WING-ALC(**Priority** 1-Major System Failure

Service Request #: 14945 **Date Opened:** 6/20/11 **Date Completed:** 6/22/11

Summary: ALCOM - Genesis quit collecting data from Zone 2 on 1/29/11 at 1:27:38am.

Resolution: 7/6/2011 1:34 PM Alaskan Standard Time - adeveau Technician rebooted the Genesis server.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 14972 **Date Opened:** 6/21/11 **Date Completed:** 7/21/11

Summary: FGA - Console, intermittent link to site.

Resolution: 7/21/2011 3:00 PM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: The State repaired the microwave.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14988 **Date Opened:** 6/22/11 **Date Completed:** 6/22/11

Summary: Sourdough - Site controller 56.2 unknown.

Resolution: 6/22/2011 8:05 AM Alaskan Standard Time - adeveau CAUSE: Transport issue.
RESOLUTION: Site cleared alarm on its own and is stable, NMO will continue to monitor.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 14990 **Date Opened:** 6/22/11 **Date Completed:** 6/23/11

Summary: Willow Creek - Site not wide trunking; AC failure.

Resolution: 6/23/2011 8:17 AM Alaskan Standard Time - adeveau Cause: AC unit failure.
Resolution: State replaced the air conditioning unit.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 14992 **Date Opened:** 6/22/11 **Date Completed:** 6/22/11

Summary: Blueberry Hill - Site unknown.

Resolution: 6/22/2011 1:05 PM Alaskan Standard Time - adeveau Cause: MOA microwave issue.
Resolution: Microwave issue cleared on its own.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 15060 **Date Opened:** 6/22/11 **Date Completed:** 6/22/11

Summary: FGA - AIS failed to communicate with CLS and Logger 10.2.15.61.

Resolution: 6/23/2011 11:59 AM Alaskan Standard Time - adeveau Duplicate case: refer to case 14972 - 22730008.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 15071 **Date Opened:** 6/23/11 **Date Completed:** 6/23/11

Summary: Elmendorf - MOC Console Z001S013 OP01 unknown.

Resolution: 6/23/2011 4:31 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Technician rebooted the system; alarms cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 15313 **Date Opened:** 6/28/11 **Date Completed:** 6/28/11

Summary: Birch Hill Master Site - Inter-zone control paths bouncing.

Resolution: 6/28/2011 8:15 AM Alaskan Standard Time - adeveau Cause: State working on the microwave between Honolulu and Hurricane.
Resolution: State completed microwave work.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 15492 **Date Opened:** 7/1/11 **Date Completed:** 7/2/11

Summary: Women's Bay - Site bouncing.

Resolution: 7/5/2011 7:59 AM Alaskan Standard Time - adeveau Cause: Microwave fade due to weather.
Resolution: Weather cleared.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 15552 **Date Opened:** 7/5/11 **Date Completed:** 7/5/11

Summary: FGA - Console AIS failed to communicate with the CLS.

Resolution: 7/5/2011 1:33 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 15554 **Date Opened:** 7/5/11 **Date Completed:** 7/21/11

Summary: Ft Greely - Site is unknown.

Resolution: 7/21/2011 2:58 PM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: The State repaired the microwave.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 15555 **Date Opened:** 7/5/11 **Date Completed:** 7/6/11

Summary: Women's Bay - Site bouncing; site controller 46.1 is unknown.

Resolution: 7/5/2011 4:13 PM Alaskan Standard Time - jkpannone Cause: Unknown.
Resolution: Issue cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 15556 **Date Opened:** 7/5/11 **Date Completed:** 7/8/11

Summary: Pillar Mtn - Site bouncing.

Resolution: 7/8/2011 8:39 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on it's own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 15680 **Date Opened:** 7/6/11 **Date Completed:** 7/6/11

Summary: Blueberry Hill - Base radio unknown on channel 4.

Resolution: 7/6/2011 8:17 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Channel 4 verified to be enabled.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 15691 **Date Opened:** 7/6/11 **Date Completed:** 7/7/11

Summary: Rabbit Creek - Channel 5 unknown.

Resolution: 7/8/2011 8:33 AM Alaskan Standard Time - adeveau Site monitored for 24 hours with no additional activity reported.
7/6/2011 1:52 PM Alaskan Standard Time - adeveau Motorola case closed. Cause: Unknown.
Resolution: Issue cleared on its own.

Internal case left open 24 hours for SMO monitoring.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 15708 **Date Opened:** 7/8/11 **Date Completed:** 7/9/11

Summary: Beaver Creek - Site not wide trunking.

Resolution: 7/8/2011 4:10 PM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 15709 **Date Opened:** 7/8/11 **Date Completed:** 7/12/11

Summary: Tudor Road Master Site - Multiple sites bouncing. Willow, Tsina, Divide and Ernestine.

Resolution: 7/12/2011 2:43 PM Alaskan Standard Time - adeveau No additional activity reported on these sites.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 15710 **Date Opened:** 7/8/11 **Date Completed:** 7/22/11

Summary: Ninilchik - ETS researching antenna interference; Channel 3 offline, customer requested.

Resolution: 7/22/2011 12:28 PM Alaskan Standard Time - adeveau Antenna work completed by the State. Channel 3 back on line as of 7/21/11 per the System Manager.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 15743 **Date Opened:** 7/13/11 **Date Completed:** 7/13/11

Summary: Ninilchik - ETS is moving the antennas and will be taking the site off line.

Resolution: 7/13/2011 2:03 PM Alaskan Standard Time - adeveau SOA completed moving the antennas.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 15782 **Date Opened:** 7/15/11 **Date Completed:** 7/16/11

Summary: Birch Hill VHF - Control channel failure on Channel 1.

Resolution: 7/18/2011 8:59 AM Alaskan Standard Time - adeveau Cause: External interference.
Resolution: Technician located the external interference and turned it of.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 15948 **Date Opened:** 7/19/11 **Date Completed:** 7/19/11

Summary: Elmendorf - Security Forces site control path 1 down.

Resolution: 7/19/2011 1:47 PM Alaskan Standard Time - adeveau Cause: Customer working on site caused the alarms.
Resolution: Customer completed their work at the site.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 16050 **Date Opened:** 7/20/11 **Date Completed:** 7/20/11

Summary: Birch Hill Master Site - Multiple sites unknown.

Resolution: 7/21/2011 8:12 AM Alaskan Standard Time - adeveau State reported that the interference may be due to a microwave fade.
7/20/2011 2:27 PM Alaskan Standard Time - adeveau The State had a contractor at Fort Greely troubleshooting their microwave which caused the site to bounce. A power issue on the Parks Highway caused sites to bounce between Reindeer Hills and Yanert.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 16059 **Date Opened:** 7/21/11 **Date Completed:** 7/21/11

Summary: Divide - Checking power out.

Resolution: 7/21/2011 8:53 AM Alaskan Standard Time - adeveau Cause: Low power out reported by SOA.
Resolution: Technician reported no significant issues; power out was good. No trouble found.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 16097 **Date Opened:** 7/22/11 **Date Completed:** 7/22/11

Summary: Birch Hill Master Site - Zone Controller Operational Health 1.1 voltage threshold violation.

Resolution: 7/22/2011 11:25 AM Alaskan Standard Time - adeveau Cause: Zone controller alarms.
Resolution: No trouble found.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 16145 **Date Opened:** 7/22/11 **Date Completed:** 7/25/11

Summary: Whittier - Site not wide trunking.

Resolution: 7/25/2011 8:43 AM Alaskan Standard Time - adeveau Commercial carrier repaired fiber cut.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 16146 **Date Opened:** 7/22/11 **Date Completed:** 7/22/11

Summary: Ninilchik - Channel 3 Base Radio TX inhibit user requested.

Resolution: 7/22/2011 2:22 PM Alaskan Standard Time - adeveau Duplicate case; NMO opened by mistake.
22753822 - Ninilchik, SOA is moving the antennas and will be taking the site off line.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 16227 **Date Opened:** 7/27/11 **Date Completed:** 7/27/11

Summary: Ft Greely - Site unknown.

Resolution: 7/27/2011 8:24 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 16228 **Date Opened:** 7/27/11 **Date Completed:** 7/27/11

Summary: FGA - Console site bouncing, OPs 1 and 2 unknown.

Resolution: 7/27/2011 8:25 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 16392 **Date Opened:** 7/29/11 **Date Completed:** 8/1/11

Summary: Blueberry Hill - Site Controller 10.1 and 10.2 unknown.

Resolution: 8/1/2011 8:28 AM Alaskan Standard Time - adeveau Cause: Transport related
Resolution: Site returned to wide area trunking.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 16453 **Date Opened:** 8/1/11 **Date Completed:** 8/1/11

Summary: Eielson - Red Flag Op 1 unknown.

Resolution: 8/1/2011 11:37 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: No trouble found.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 16472 **Date Opened:** 8/2/11 **Date Completed:** 8/2/11

Summary: Elmendorf - MOC Console site control path 1011.1 and 1011.2 link down.

Resolution: 8/2/2011 3:12 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 16497 **Date Opened:** 8/3/11 **Date Completed:** 8/3/11

Summary: Atwood 800 - Site is unknown.

Resolution: 8/3/2011 9:57 AM Alaskan Standard Time - jkpannone Cause: Bad card in the Dacs at Tudor Tower.
Resolution: Bad card replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 16498 **Date Opened:** 8/3/11 **Date Completed:** 8/3/11

Summary: Atwood VHF - Site unknown.

Resolution: 8/3/2011 9:57 AM Alaskan Standard Time - jkpannone Cause: Bad card in the Dacs at Tudor Tower.
Resolution: Bad card replaced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 16546 **Date Opened:** 8/3/11 **Date Completed:** 8/3/11

Summary: Tudor Road Master Site - Both console site control paths down.

Resolution: 8/3/2011 4:37 PM Alaskan Standard Time - adeveau Cause: Customer loading encryption keys.
Resolution: Completed loading encryption keys.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 16550 **Date Opened:** 8/4/11 **Date Completed:** 8/4/11

Summary: Pillar Mtn - Site bouncing.

Resolution: 8/4/2011 8:48 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 16551 **Date Opened:** 8/4/11 **Date Completed:** 8/4/11

Summary: Women's Bay - Site bouncing.

Resolution: 8/4/2011 8:48 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 16552 **Date Opened:** 8/4/11 **Date Completed:** 8/4/11

Summary: Honolulu - Site bounced 3 times in 30 minutes.

Resolution: 8/4/2011 8:06 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 16553 **Date Opened:** 8/4/11 **Date Completed:** 8/5/11

Summary: Hurricane - Site bouncing 3 times in 30 minutes.

Resolution: 8/4/2011 8:13 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 16682 **Date Opened:** 8/5/11 **Date Completed:** 8/6/11

Summary: Blueberry Hill - Site unknown 3 times in 30 minutes.

Resolution: 8/8/2011 8:07 AM Alaskan Standard Time - adeveau Cause: Unknown
Resolution: Alarm cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 16873 **Date Opened:** 8/8/11 **Date Completed:** 8/8/11

Summary: Eielson - Security Forces Console site control path 1006.2 down, bouncing.

Resolution: 8/8/2011 11:18 AM Alaskan Standard Time - adeveau Cause: Microwave fade.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 16874 **Date Opened:** 8/8/11 **Date Completed:** 8/9/11

Summary: FRA - Fire OP01 dispatch application malfunction.

Resolution: 8/9/2011 8:05 AM Alaskan Standard Time - jkpannone CAUSE:Interference
RESOLUTION:Alarm cleared on its own

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 16976 **Date Opened:** 8/11/11 **Date Completed:** 8/11/11

Summary: Whittier - ETS requests to turn site off to complete router work.

Resolution: 8/11/2011 4:27 PM Alaskan Standard Time - adeveau Cause: State router work.
Resolution: Completed router and circuit work.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 16991 **Date Opened:** 8/15/11 **Date Completed:** 8/15/11

Summary: Tudor Road Master Site - AMB link 1.21.1, CEEB3 bouncing.

Resolution: 8/15/2011 9:22 AM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Alarm cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 16992 **Date Opened:** 8/15/11 **Date Completed:** 8/15/11

Summary: Pillar Mtn - Repeater site channel unknown on Channel 3.

Resolution: 8/15/2011 9:15 AM Alaskan Standard Time - adeveau Duplicate work order. Refer to case 4703.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 17048 **Date Opened:** 8/17/11 **Date Completed:** 8/18/11

Summary: Women's Bay - Site bouncing.

Resolution: 8/18/2011 1:08 PM Alaskan Standard Time - adeveau Cause: Weather interference with the microwave.
Resolution: Weather cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 17049 **Date Opened:** 8/17/11 **Date Completed:** 8/18/11

Summary: Pillar Mtn - Site bouncing.

Resolution: 8/18/2011 1:08 PM Alaskan Standard Time - adeveau Cause: Weather interference with the microwave.
Resolution: Weather cleared.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17050 **Date Opened:** 8/17/11 **Date Completed:** 8/17/11

Summary: Ft Greely - Tower light out.

Resolution: 8/17/2011 2:54 PM Alaskan Standard Time - adeveau Cause: Tower light out.
Resolution: Determined that the tower is owned by USARAK.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17077 **Date Opened:** 8/19/11 **Date Completed:** 8/19/11

Summary: Paxson - Site bouncing.

Resolution: 8/19/2011 1:12 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 17078 **Date Opened:** 8/19/11 **Date Completed:** 8/19/11

Summary: FGA - Console OP 2 unknown.

Resolution: 8/19/2011 8:35 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17100 **Date Opened:** 8/22/11 **Date Completed:** 8/22/11

Summary: Tudor Road Master Site - Multiple sites; agent unknown, all zones.

Resolution: 8/22/2011 8:06 AM Alaskan Standard Time - adeveau CAUSE: Telco.
RESOLUTION: Telco repaired.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17127 **Date Opened:** 8/23/11 **Date Completed:** 8/24/11

Summary: Tudor Road Master Site - Agent unknown, all zones.

Resolution: 8/24/2011 1:13 PM Alaskan Standard Time - adeveau Cause: GCI Sonet Node failure.
Resolution: State reran the T1 around the router.

Department: System Wide **Priority** 1-Major System Failure

Service Request #: 17218 **Date Opened:** 8/29/11 **Date Completed:** 8/28/11

Summary: Tudor Road Master Site - ZM Proxy Agent, Agent unknown, All zones. 27.1/2/4.1.233.101.

Resolution: 8/29/2011 8:35 AM Alaskan Standard Time - jkpannone CAUSE: Telco
RESOLUTION: Telco resolved

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 17223 **Date Opened:** 8/29/11 **Date Completed:** 8/31/11

Summary: Pillar Mtn - Channel 1 unknown.

Resolution: 8/30/2011 4:14 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: AML-COP-DPS-Palmer PD **Priority** 3-Intermittent System Failure

Service Request #: 17228 **Date Opened:** 8/29/11 **Date Completed:** 8/29/11

Summary: Palmer PD - Requesting technical assistance with their logging equipment.

Resolution: 8/29/2011 1:11 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Referred to their service provider, ProComm.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 17251 **Date Opened:** 8/30/11 **Date Completed:** 8/30/11

Summary: Eielson - LMR OP01 unknown.

Resolution: 8/30/2011 8:41 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 17255 **Date Opened:** 8/30/11 **Date Completed:** 8/30/11

Summary: FGA - Console AIS Client failed to communicate with Logger/CLS.

Resolution: 8/30/2011 3:04 PM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 17355 **Date Opened:** 9/1/11 **Date Completed:** 9/2/11

Summary: FWA - Console site control path_1011.2 down 3 x in 30 minutes.

Resolution: 9/2/2011 8:18 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DPS **Priority** 1-Major System Failure

Service Request #: 17367 **Date Opened:** 9/7/11 **Date Completed:** 9/7/11

Summary: AST - Soldotna Dispatch lost all their radios.

Resolution: 9/7/2011 2:46 PM Alaskan Standard Time - adeveau This case was a direct result of the State replacing a failed RF unit and correcting some cabling. There was an date error in the message sent out by John Lynn. The outage occurred this morning and the work was completed by 7 am. Refer to case 17362.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17380 **Date Opened:** 9/8/11 **Date Completed:** 9/9/11

Summary: Girdwood - Site is bouncing.

Resolution: 9/9/2011 8:44 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 17381 **Date Opened:** 9/8/11 **Date Completed:** 9/8/11

Summary: Heney Range - Site is bouncing.

Resolution: 9/8/2011 10:45 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17414 **Date Opened:** 9/9/11 **Date Completed:** 9/15/11

Summary: Tudor Road Master Site - Multiple sites (Glennallen) bouncing 5 times in 60 minutes.

Resolution: 9/14/2011 3:49 PM Alaskan Standard Time - adeveau Cause: Bad DAC cards.
Resolution: State completed a software rollback and replaced the DAC cards.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 17416 **Date Opened:** 9/12/11 **Date Completed:** 9/10/11

Summary: FRA - PMO site control path 1007.1 and 1007.2 down; OP01 unknown.

Resolution: 9/12/2011 8:45 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17470 **Date Opened:** 9/14/11 **Date Completed:** 9/16/11

Summary: Hurricane - Site bouncing; Honolulu Inter-Zone control path 4.1 and 4.2 bouncing.

Resolution: 9/16/2011 2:54 PM Alaskan Standard Time - adeveau State stabilized the link.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 17495 **Date Opened:** 9/15/11 **Date Completed:** 9/15/11

Summary: ETS - Microwave maintenance from Tolsona to Valdez and Cordova will cause multiple outage.

Resolution: 9/15/2011 1:48 PM Alaskan Standard Time - adeveau Firmware roll back completed.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 17507 **Date Opened:** 9/19/11 **Date Completed:** 9/19/11

Summary: FWA - AIS Client failed to communicate with the CLS.

Resolution: 9/19/2011 10:32 AM Alaskan Standard Time - jkpannone Cause: Possible power issue.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17508 **Date Opened:** 9/19/11 **Date Completed:** 9/19/11

Summary: Birch Hill Master Site - Zone Controller 1 enabled active, zone controller rolled.

Resolution: 9/19/2011 10:30 AM Alaskan Standard Time - jkpannone Cause: Possible power issue
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17509 **Date Opened:** 9/19/11 **Date Completed:** 9/18/11

Summary: Heney Range - Site is bouncing.

Resolution: 9/19/2011 9:31 AM Alaskan Standard Time - jkpannone Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 17510 **Date Opened:** 9/19/11 **Date Completed:** 9/19/11

Summary: Eielson - AIS 01 client failed to communicate with CLS and Logger.

Resolution: 9/19/2011 9:43 AM Alaskan Standard Time - jkpannone Cause: Possible power issue.
Resolution: AIS 01 has re-enabled itself.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 17513 **Date Opened:** 9/19/11 **Date Completed:** 12/8/11

Summary: ETS - Upgrading Microwave software that will cause multi-site outages & Valdez Console.

Resolution: 12/20/2011 1:35 PM Alaskan Standard Time - adeveau Software upgrade completed on Dec. 8, 2011.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 17514 **Date Opened:** 9/19/11 **Date Completed:** 9/20/11

Summary: Eielson - AIS 01 Client 10.2.6.61 failed to communicate with CLS.

Resolution: 9/20/2011 8:44 AM Alaskan Standard Time - adeveau Cause: Transport issue
Resolution: Transport issue cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17525 **Date Opened:** 9/20/11 **Date Completed:** 9/19/11

Summary: Willow Mtn - Site control path 60.2 connection down.

Resolution: 9/20/2011 8:24 AM Alaskan Standard Time - adeveau CAUSE: Related to case #22831996 - SOA Microwave related.
RESOLUTION: Related to case #22831996

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 17548 **Date Opened:** 9/22/11 **Date Completed:** 9/23/11

Summary: Willow Mtn - ETS T1 testing.

Resolution: 9/23/2011 8:34 AM Alaskan Standard Time - adeveau Cause: State testing on site.
Resolution: Testing completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 17582 **Date Opened:** 9/23/11 **Date Completed:** 9/23/11

Summary: Haines - Channel 3 unreachable.

Resolution: 9/23/2011 8:10 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17583 **Date Opened:** 9/23/11 **Date Completed:** 9/23/11

Summary: Girdwood - 3 illegal carriers in 30 minutes.

Resolution: 9/23/2011 8:55 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 17588 **Date Opened:** 9/23/11 **Date Completed:** 9/23/11

Summary: Girdwood - State requested testing on site; requires site off.

Resolution: 9/23/2011 12:36 PM Alaskan Standard Time - adeveau Cause: State-requested testing.
Resolution: Testing completed.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 17743 **Date Opened:** 9/26/11 **Date Completed:** 9/28/11

Summary: Haines - Base radio 71.3 unknown.

Resolution: 9/28/2011 9:46 AM Alaskan Standard Time - adeveau Cause: Interference
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 17744 **Date Opened:** 9/26/11 **Date Completed:** 9/28/11

Summary: Haines - Base radio 71.2 unknown (1 of 3 Channels).

Resolution: 9/28/2011 9:43 AM Alaskan Standard Time - adeveau Cause: Interference.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 17745 **Date Opened:** 9/26/11 **Date Completed:** 10/14/11

Summary: Heney Range - Site bouncing due to ongoing microwave work.

Resolution: 10/14/2011 8:35 AM Alaskan Standard Time - adeveau Cause: SOA microwave work.
Resolution: Microwave work completed.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 17780 **Date Opened:** 9/27/11 **Date Completed:** 9/27/11

Summary: R1 North - Channel 7 illegal carrier.

Resolution: 9/27/2011 2:23 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Interference cleared on its own.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 17830 **Date Opened:** 9/27/11 **Date Completed:** 9/27/11

Summary: Heney Range - Unscheduled outage for repeater work at Ellamar site.

Resolution: 9/27/2011 2:21 PM Alaskan Standard Time - adeveau Microwave work completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17831 **Date Opened:** 9/27/11 **Date Completed:** 9/27/11

Summary: FRA - EOC Console is down.

Resolution: 9/27/2011 1:08 PM Alaskan Standard Time - jkpannone Cause: Fiber interruption
Resolution: Reset modem.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 18056 **Date Opened:** 10/3/11 **Date Completed:** 10/7/11

Summary: Girdwood - Site unknown 3 x in 30 minutes.

Resolution: 10/7/2011 9:52 AM Alaskan Standard Time - adeveau Cause: Interference at the site.
Resolution: Customer raised their receive antenna and worked with outside vendor to remedy the outside interference cause by their transmitters.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 18059 **Date Opened:** 10/3/11 **Date Completed:** 10/3/11

Summary: Donnelly Dome - Control path 6.1 and 6.2 bouncing.

Resolution: 10/3/2011 8:44 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 18069 **Date Opened:** 10/3/11 **Date Completed:** 10/2/11

Summary: Black Rapids - Site control path 4.1 and 4.2 bouncing.

Resolution: 10/3/2011 8:55 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 18070 **Date Opened:** 10/3/11 **Date Completed:** 10/3/11

Summary: Moose Pass - Site unknown 3 times in 30 minutes.

Resolution: 10/3/2011 8:59 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 18082 **Date Opened:** 10/4/11 **Date Completed:** 10/6/11

Summary: Elmendorf - MOC LR01 power supply alarm reported.

Resolution: 10/6/2011 1:28 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 18105 **Date Opened:** 10/5/11 **Date Completed:** 10/5/11

Summary: Tudor Road Master Site - Multiple sites bounced 3 x in 30 minutes.

Resolution: 10/5/2011 9:36 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 18125 **Date Opened:** 10/6/11 **Date Completed:** 10/6/11

Summary: Blueberry Hill - Site unknown 3 x in 30 minutes.

Resolution: 10/6/2011 4:32 PM Alaskan Standard Time - adeveau Cause: Microwave interference.
Resolution: Issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 18424 **Date Opened:** 10/11/11 **Date Completed:** 10/9/11

Summary: Elmendorf - Security Forces Op 01 unknown.

Resolution: 10/11/2011 8:22 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 18425 **Date Opened:** 10/11/11 **Date Completed:** 10/9/11

Summary: Tudor Road Master Site - Three sites unknown; Lena Point, Auke Lake and Saddle Mtn.

Resolution: 10/11/2011 8:30 AM Alaskan Standard Time - adeveau Cause: State was working at the site.
Resolution: Problem cleared when work was completed.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 18602 **Date Opened:** 10/13/11 **Date Completed:** 10/13/11

Summary: FWA - Console site control path down and Op2 GPIOM unknown.

Resolution: 10/13/2011 9:59 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 18626 **Date Opened:** 10/14/11 **Date Completed:** 10/14/11

Summary: Tudor Road Master Site - CEB 3 and Amblink 1.21.1 unknown.

Resolution: 10/14/2011 8:21 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 18663 **Date Opened:** 10/17/11 **Date Completed:** 10/15/11

Summary: Heney Range - Site control paths 51.1 and 51.2 bouncing.

Resolution: 10/17/2011 8:09 AM Alaskan Standard Time - adeveau Cause: T1 bounced.
Resolution: T1 restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 18665 **Date Opened:** 10/17/11 **Date Completed:** 10/17/11

Summary: Tudor Road Master Site - Multiple sites unknown > 5 minutes.

Resolution: 10/17/2011 8:27 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 18666 **Date Opened:** 10/17/11 **Date Completed:** 10/17/11

Summary: Eielson - Security Forces AIS client failed to communicate with logger.

Resolution: 10/17/2011 1:26 PM Alaskan Standard Time - adeveau Cause: Commercial power issue.
Resolution: Civil engineers finished their work and the power restored.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 18756 **Date Opened:** 10/19/11 **Date Completed:** 10/19/11

Summary: FWA - AIS failed to communicate with CLS and Logger.

Resolution: 10/19/2011 1:09 PM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: Power restored.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 18757 **Date Opened:** 10/19/11 **Date Completed:** 10/19/11

Summary: FWA - Console control path 1011.1 and 1011.2 down (bouncing).

Resolution: 10/19/2011 1:09 PM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 18758 **Date Opened:** 10/19/11 **Date Completed:** 10/19/11

Summary: Birch Hill Master Site - ZC1 enabled active; ZC operational health 2.1 in alarm.

Resolution: 10/19/2011 1:09 PM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 18815 **Date Opened:** 10/20/11 **Date Completed:** 10/20/11

Summary: Birch Hill Master Site - PBX call control malfunction.

Resolution: 10/20/2011 8:35 AM Alaskan Standard Time - adeveau Duplicate case of 22869283.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 18818 **Date Opened:** 10/20/11 **Date Completed:** 10/20/11

Summary: Skagway - Site not wide trunking.

Resolution: 10/20/2011 8:53 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 18819 **Date Opened:** 10/20/11 **Date Completed:** 10/21/11

Summary: Haines - Site not wide trunking.

Resolution: 10/21/2011 3:28 PM Alaskan Standard Time - adeveau Cause: AP&T doing circuit work at the site caused the outage.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 18917 **Date Opened:** 10/24/11 **Date Completed:** 10/26/11

Summary: TSAIA - Site intermittently unknown.

Resolution: 10/26/2011 9:16 AM Alaskan Standard Time - adeveau Cause: Bad power amp.
Resolution: State switched radios to a new power amp.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 18929 **Date Opened:** 10/24/11 **Date Completed:** 10/25/11

Summary: Skagway - Site not wide trunking.

Resolution: 10/25/2011 8:14 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 18930 **Date Opened:** 10/24/11 **Date Completed:** 10/25/11

Summary: Haines - Site not wide trunking.

Resolution: 10/25/2011 8:14 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 18958 **Date Opened:** 10/25/11 **Date Completed:** 10/25/11

Summary: Heney Range - Site bounced 3 x in 30 minutes.

Resolution: 10/25/2011 9:47 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 18962 **Date Opened:** 10/25/11 **Date Completed:** 10/26/11

Summary: Girdwood - Site unknown 3 x in 30 minutes.

Resolution: 10/26/2011 9:48 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 18963 **Date Opened:** 10/25/11 **Date Completed:** 10/26/11

Summary: Tudor Road Master Site - Interzone links bouncing 3 x in 30 minutes Zones 1 and 2.

Resolution: 10/25/2011 6:48 PM Alaskan Standard Time - jkpannone State completed microwave work.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 18970 **Date Opened:** 10/25/11 **Date Completed:** 11/2/11

Summary: Tudor Road Master Site - Amb Link 1.7.1 configuration alarm > 5 minutes.

Resolution: 11/2/2011 11:26 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: CSM unmanaged the alarms. Alarms are no longer being monitored.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 18974 **Date Opened:** 10/26/11 **Date Completed:** 10/27/11

Summary: Alcantra - Channel 1 PA temperature hardware failure 3 x in 30 minutes.

Resolution: 10/27/2011 9:04 AM Alaskan Standard Time - adeveau Cause: Faulty motor on the air conditioning unit.
Resolution: State contracted vendor to have AC motor replaced.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 19021 **Date Opened:** 10/27/11 **Date Completed:** 10/27/11

Summary: R1 North - AIS 01C2 client failed to communicate with CLS.

Resolution: 10/27/2011 8:52 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: No trouble found.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19177 **Date Opened:** 11/2/11 **Date Completed:** 11/3/11

Summary: High Mtn - Site unknown.

Resolution: 11/2/2011 4:15 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19178 **Date Opened:** 11/2/11 **Date Completed:** 11/3/11

Summary: Elmendorf - Security Forces logging recorder for SF, Fire and MOC communication error.

Resolution: 11/3/2011 8:00 AM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19182 **Date Opened:** 11/3/11 **Date Completed:** 11/3/11

Summary: Tudor Road Master Site - Multiple Sites unknown.

Resolution: 11/3/2011 3:55 PM Alaskan Standard Time - adeveau Cause: Power failure.
Resoultion: Power restored.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 19188 **Date Opened:** 11/3/11 **Date Completed:** 11/21/11

Summary: FWA - Console site control paths 1 and 2 intermittently down.

Resolution: 11/21/2011 2:02 PM Alaskan Standard Time - adeveau Cause: Construction on site caused power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19271 **Date Opened:** 11/8/11 **Date Completed:** 11/8/11

Summary: Pillar Mtn - and Women's Bay, not wide trunking 3 x in 30 minutes.

Resolution: 11/8/2011 10:35 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19377 **Date Opened:** 11/14/11 **Date Completed:** 11/13/11

Summary: Auke Lake - Site control paths 1 and 2 intermittently bouncing.

Resolution: 11/14/2011 8:46 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Alarm cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19400 **Date Opened:** 11/14/11 **Date Completed:** 11/15/11

Summary: Skagway - Site unknown.

Resolution: 11/15/2011 2:33 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19401 **Date Opened:** 11/14/11 **Date Completed:** 11/15/11

Summary: Haines - Site unknown.

Resolution: 11/15/2011 2:32 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 19447 **Date Opened:** 11/16/11 **Date Completed:** 11/21/11

Summary: Tsina - Repeater Site Controller Fan hardware malfunction; chronic bounces.

Resolution: 11/21/2011 10:54 AM Alaskan Standard Time - adeveau Cause: Inclement weather.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19457 **Date Opened:** 11/16/11 **Date Completed:** 11/27/11

Summary: Tudor Road Master Site - 17 sites down on the Kenai Peninsula.

Resolution: 11/28/2011 8:23 AM Alaskan Standard Time - adeveau State repaired generator.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19461 **Date Opened:** 11/17/11 **Date Completed:** 11/17/11

Summary: Pillar Mtn - Site unknown.

Resolution: 11/17/2011 10:53 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 19462 **Date Opened:** 11/17/11 **Date Completed:** 11/18/11

Summary: Eielson - Security Forces AIS Client failed to communicate with logger and multiple AIS alarms.

Resolution: 11/18/2011 11:04 AM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19463 **Date Opened:** 11/17/11 **Date Completed:** 11/17/11

Summary: Tudor Road Master Site - AmbLink 1.11.1 and 1.27.1 in configuration CEB 8 unknown 3 in 30.

Resolution: 11/17/2011 11:00 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19464 **Date Opened:** 11/17/11 **Date Completed:** 11/17/11

Summary: Tsina - Site not wide trunking.

Resolution: 11/17/2011 8:19 AM Alaskan Standard Time - adeveau Case opened in error. Site is not down. Case 22897226 is opened for (RptrSCrFan) hardware malfunction.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19465 **Date Opened:** 11/17/11 **Date Completed:** 11/17/11

Summary: Women's Bay - Site not wide trunking.

Resolution: 11/17/2011 10:55 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 19466 **Date Opened:** 11/17/11 **Date Completed:** 11/17/11

Summary: Elmendorf - Security Forces console site links down and Op01 unknown.

Resolution: 11/17/2011 1:16 PM Alaskan Standard Time - adeveau Cause: Gas leak; power shut off.
Resolution: Power restored.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 19470 **Date Opened:** 11/17/11 **Date Completed:** 11/24/11

Summary: FWA - AIS Op01 indeterminate.

Resolution: 11/24/2011 6:09 PM Alaskan Standard Time - jkpannone There is no OP01 at this site. Alarm cleared.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 19471 **Date Opened:** 11/18/11 **Date Completed:** 11/18/11

Summary: Eielson - Security Forces console site control path 1006.2 down 3 x in 30 minutes.

Resolution: 11/17/2011 4:14 PM Alaskan Standard Time - adeveau Cause: Commercial power problem.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 19473 **Date Opened:** 11/18/11 **Date Completed:** 11/21/11

Summary: Saddle Mtn - Repeater Site Controller Fan 3.1.1 critical malfunction; bouncing.

Resolution: 11/21/2011 10:54 AM Alaskan Standard Time - adeveau Cause: Inclement weather.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19478 **Date Opened:** 11/18/11 **Date Completed:** 11/19/11

Summary: Pillar Mtn - Site not wide trunking.

Resolution: 11/18/2011 3:05 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19479 **Date Opened:** 11/18/11 **Date Completed:** 11/19/11

Summary: Women's Bay - Site not wide trunking.

Resolution: 11/18/2011 3:05 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19495 **Date Opened:** 11/22/11 **Date Completed:** 11/23/11

Summary: Women's Bay - Site is not wide trunking.

Resolution: 11/24/2011 6:00 PM Alaskan Standard Time - jkpannone Cause: Bad weather causing the issue.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19497 **Date Opened:** 11/22/11 **Date Completed:** 11/24/11

Summary: Pillar Mtn - Site not wide trunking.

Resolution: 11/24/2011 6:02 PM Alaskan Standard Time - jkpannone Cause: Bad weather causing the issue.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19504 **Date Opened:** 11/23/11 **Date Completed:** 11/23/11

Summary: Haines - Site unknown; not wide trunking > 5 minutes.

Resolution: 11/24/2011 5:54 PM Alaskan Standard Time - jkpannone Cause: AT&T Circuit issue.
Resolution: Circuit repaired.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19505 **Date Opened:** 11/23/11 **Date Completed:** 11/23/11

Summary: Skagway - Site unknown; not wide trunking > 5 minutes.

Resolution: 11/24/2011 5:50 PM Alaskan Standard Time - jkpannone Cause: AT&T Circuit issue.
Resolution: Circuit repaired.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19522 **Date Opened:** 11/29/11 **Date Completed:** 11/30/11

Summary: Women's Bay - and Pillar Mountain not wide trunking 3 x in 30 minutes.

Resolution: 11/30/2011 1:42 PM Alaskan Standard Time - adeveau Cause: Unknown; possibly weather related.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19539 **Date Opened:** 11/30/11 **Date Completed:** 11/30/11

Summary: Tudor Road Master Site - Proxy Agent for Zone 1 and 2 down.

Resolution: 11/30/2011 8:14 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19566 **Date Opened:** 12/1/11 **Date Completed:** 12/20/11

Summary: Haines - Site unknown; not wide trunking >5 minutes.

Resolution: 12/19/2011 3:40 PM Alaskan Standard Time - adeveau Cause: Microwave dishes out of alignment and water in the transmission lines.
Resolution: Microwave dishes aligned and nitrogen gas put in the transmission lines to dry them out.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19567 **Date Opened:** 12/1/11 **Date Completed:** 12/3/11

Summary: Auke Lake - Site unknown.

Resolution: 12/2/2011 3:54 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19568 **Date Opened:** 12/1/11 **Date Completed:** 12/2/11

Summary: Lena Point - Site unknown.

Resolution: 12/2/2011 2:56 PM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19696 **Date Opened:** 12/4/11 **Date Completed:** 12/7/11

Summary: Tudor Road Master Site - Multiple sites; chronic bouncing, unknown; no interzone trunking.

Resolution: 12/6/2011 3:18 PM Alaskan Standard Time - adeveau Cause: Weather-related microwave issues.
Resolution: State rerouted their circuits.

Department: AML-Valdez PD **Priority** 1-Major System Failure

Service Request #: 19697 **Date Opened:** 12/5/11 **Date Completed:** 12/7/11

Summary: Valdez PD - Radio system is down with red Xs on the screen at dispatch.

Resolution: 12/6/2011 3:18 PM Alaskan Standard Time - adeveau Cause: Weather-related microwave issues.
Resolution: State rerouted their circuits.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 19698 **Date Opened:** 12/5/11 **Date Completed:** 12/5/11

Summary: FGA - Console AIS client failed to communicate with the CLS.

Resolution: 12/5/2011 8:30 AM Alaskan Standard Time - adeveau Cause: Weather-related power issue.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19699 **Date Opened:** 12/5/11 **Date Completed:** 12/7/11

Summary: Women's Bay - Site unknown.

Resolution: 12/6/2011 3:19 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19700 **Date Opened:** 12/5/11 **Date Completed:** 12/7/11

Summary: Pillar Mtn - Site unknown.

Resolution: 12/6/2011 3:19 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: AML-Wasilla PD-MATCOM **Priority** 1-Major System Failure

Service Request #: 19701 **Date Opened:** 12/5/11 **Date Completed:** 12/6/11

Summary: MATCOM - Intermittent radio issues over the weekend.

Resolution: 12/7/2011 11:47 AM Alaskan Standard Time - adeveau The State re-routed some circuits on Monday that cleared up the issue. All sites are back on line.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 19714 **Date Opened:** 12/6/11 **Date Completed:** 12/6/11

Summary: Eielson - Op 01 unknown.

Resolution: 12/6/2011 8:17 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 19720 **Date Opened:** 12/6/11 **Date Completed:** 12/7/11

Summary: Goose Creek - Inquiry regarding connectivity to the site.

Resolution: 12/7/2011 11:26 AM Alaskan Standard Time - adeveau State repaired the dish at Site Summit. Site back on line.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19733 **Date Opened:** 12/7/11 **Date Completed:** 1/17/12

Summary: Women's Bay - Site intermittently unknown.

Resolution: 1/17/2012 9:49 AM Alaskan Standard Time - adeveau Cause: Microwave issue. Resolution: Fiber cut completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19734 **Date Opened:** 12/7/11 **Date Completed:** 1/17/12

Summary: Pillar Mtn - Site intermittently unknown.

Resolution: 1/17/2012 9:51 AM Alaskan Standard Time - adeveau Cause: Microwave issue. Resolution: Fiber cutover completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19791 **Date Opened:** 12/8/11 **Date Completed:** 12/8/11

Summary: Tudor Road Master Site - Zone 1 Multiple sites unknown.

Resolution: 12/8/2011 8:20 AM Alaskan Standard Time - adeveau Cause: Microwave upgrade Resolution: Microwave upgrade completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19797 **Date Opened:** 12/8/11 **Date Completed:** 12/14/11

Summary: Tsina - Turning site off due to generator failure in an effort to conserve battery power.

Resolution: 12/13/2011 4:31 PM Alaskan Standard Time - adeveau Cause: Generator failure. Resolution: Generator repaired; site turned back on.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19817 **Date Opened:** 12/9/11 **Date Completed:** 12/14/11

Summary: High Mtn - Site is offline.

Resolution: 12/14/2011 9:22 AM Alaskan Standard Time - adeveau Cause: Power issue. Resolution: State technicians reset the breaker.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19819 **Date Opened:** 12/12/11 **Date Completed:** 12/13/11

Summary: Moose Pass - Site control Path 24.1 went down 3 times in 30 minutes.

Resolution: 12/12/2011 5:03 PM Alaskan Standard Time - jkpannone Cause: Weather
Resolution: Issue cleared on it's own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19820 **Date Opened:** 12/12/11 **Date Completed:** 12/12/11

Summary: Tudor Road Master Site - Palmer CEB 8, AMB Link 1.11.1 and AMB Link 1.27.1 Bouncing.

Resolution: 12/12/2011 9:05 AM Alaskan Standard Time - jkpannone Resolution: Alarm cleared on it's own.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 19821 **Date Opened:** 12/12/11 **Date Completed:** 12/13/11

Summary: FRA - PMO Console OP 01 unknown.

Resolution: 12/13/2011 8:13 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Console reset.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 19840 **Date Opened:** 12/13/11 **Date Completed:** 12/26/11

Summary: Wolcott - Site has power issues that are causing the batteries not to charge. Mulit Outage.

Resolution: 12/27/2011 8:24 AM Alaskan Standard Time - adeveau Cause: Defective rectifier.
Resolution: State replaced defective rectifier.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 19841 **Date Opened:** 12/13/11 **Date Completed:** 12/20/11

Summary: Hope, Silvertip & Rabbit Creek - Due to Commercial power issues sites are running on generator.

Resolution: 12/20/2011 1:06 PM Alaskan Standard Time - jkpannone Tracked under Work Order 20075.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19843 **Date Opened:** 12/13/11 **Date Completed:** 12/14/11

Summary: Tudor Road Master Site - CEB 3, RF Sites Valdez, Tsina, Divide and Heney Range unknown > 5 minutes.

Resolution: 12/14/2011 8:21 AM Alaskan Standard Time - adeveau Cause: Microwave and power issues.
Resolution: State resolved microwave and power issues.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 19920 **Date Opened:** 12/14/11 **Date Completed:** 12/14/11

Summary: R1 North - Receiving Rectifier alarm in Moscad.

Resolution: 12/14/2011 9:02 AM Alaskan Standard Time - adeveau Alarms cleared on it's own. Appears to be due to power hits at the site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19922 **Date Opened:** 12/14/11 **Date Completed:** 12/15/11

Summary: Skagway - Site unknown.

Resolution: 12/15/2011 10:05 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 20056 **Date Opened:** 12/16/11 **Date Completed:** 12/16/11

Summary: Tudor Road Master Site - AMB LINK_1.21.1 & CEB3 VALDEZ PD - UNKNOWN, 3x30

Resolution: 12/16/2011 2:47 PM Alaskan Standard Time - jkpannone Cause: Power/Generator issues.
Resolution: Generator repair completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 20060 **Date Opened:** 12/19/11 **Date Completed:** 12/17/11

Summary: Elmendorf - Security Forces Op01 unknown.

Resolution: 12/19/2011 10:41 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored and console rebooted.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 20061 **Date Opened:** 12/19/11 **Date Completed:** 12/19/11

Summary: Heney Range - Not in wide trunking.

Resolution: 12/19/2011 10:50 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20062 **Date Opened:** 12/19/11 **Date Completed:** 12/19/11

Summary: Tudor Road Master Site - Multiple sites not wide trunking; bouncing.

Resolution: 12/19/2011 11:57 AM Alaskan Standard Time - adeveau Cause: Inclement weather.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 20063 **Date Opened:** 12/19/11 **Date Completed:** 12/19/11

Summary: Eielson - Security Forces AIS Client failed to communicate with CLS/Logger.

Resolution: 12/19/2011 12:57 PM Alaskan Standard Time - adeveau Cause: Commercial power failure.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20075 **Date Opened:** 12/19/11 **Date Completed:** 12/20/11

Summary: Hope - Generator out of fuel. Site down and Girdwood in site trunking.

Resolution: 12/20/2011 12:47 PM Alaskan Standard Time - adeveau Cause: Generator out of fuel.
Resolution: State refueled generator.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20129 **Date Opened:** 12/21/11 **Date Completed:** 12/21/11

Summary: Wolcott - Site lost power; Wolcott, Seward and Moose Pass not wide trunking.

Resolution: 12/21/2011 8:36 AM Alaskan Standard Time - adeveau Cause: Power loss.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 20138 **Date Opened:** 12/21/11 **Date Completed:** 1/31/12

Summary: Heney Range - Site unknown; intermittent bouncing.

Resolution: 1/31/2012 10:43 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: State realigned and secured their microwave dishes but still have work to do at the site.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20156 **Date Opened:** 12/23/11 **Date Completed:** 12/29/11

Summary: Tudor Road Master Site - Amb Link 1.21.1 in configuration; CEB 3 Valdez PD unknown.

Resolution: 12/29/2011 8:09 AM Alaskan Standard Time - adeveau CAUSE: Microwave circuit issue.
RESOLUTION: State rerouted the microwave circuit.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20159 **Date Opened:** 12/27/11 **Date Completed:** 12/30/11

Summary: Birch Hill Master Site - Multiple sites unknown.

Resolution: 12/30/2011 8:22 AM Alaskan Standard Time - adeveau Cause: Faulty hardware.
Resolution: State replaced MUX cards and tested full operations of the A & B controllers of all three CAC MUXES.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20160 **Date Opened:** 12/27/11 **Date Completed:** 12/23/11

Summary: Tudor Road Master Site - Wolcott, Seward and Moose Pass sites unknown; not wide trunking.

Resolution: 12/27/2011 8:42 AM Alaskan Standard Time - adeveau Cause: This case is a duplicate of 22923479 where the State is on site repairing rectifiers.
Resolution: Refer to case 22923479.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20171 **Date Opened:** 12/28/11 **Date Completed:** 12/28/11

Summary: Birch Hill Master Site - ZC operational health 1.1 stable; voltage threshold violation.

Resolution: 12/28/2011 3:48 PM Alaskan Standard Time - adeveau CAUSE: No trouble found.
RESOLUTION: Technician verified that voltage levels were normal.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 20273 **Date Opened:** 12/30/11 **Date Completed:** 12/30/11

Summary: Ft Greely - Channel 1 illegal carrier.

Resolution: 12/30/2011 8:21 AM Alaskan Standard Time - adeveau Cause: Illegal carrier.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20277 **Date Opened:** 12/30/11 **Date Completed:** 12/30/11

Summary: Hope - Generator out of fuel; batteries depleted. Girdwood affected.

Resolution: 12/30/2011 3:10 PM Alaskan Standard Time - adeveau Cause: Site generator ran out of fuel; batteries depleted.
Resolution: State refueled generator.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 20540 **Date Opened:** 1/3/12 **Date Completed:** 12/31/11

Summary: FRA - PMO Op01 GPIOM 2-1 unconfigured.

Resolution: 1/3/2012 8:22 AM Alaskan Standard Time - adeveau CAUSE: Computer turned off.
RESOLUTION: Customer turned computer on.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 20548 **Date Opened:** 1/3/12 **Date Completed:** 1/10/12

Summary: Eielson - Red Flag Op01 unknown.

Resolution: 1/10/2012 12:43 PM Alaskan Standard Time - adeveau Cause: Flood damage required customer to remove computer.
Resolution: Customer reconnected their computer.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 20602 **Date Opened:** 1/5/12 **Date Completed:** 1/5/12

Summary: Elmendorf - NICE replacing the UPS.

Resolution: 1/5/2012 8:31 AM Alaskan Standard Time - adeveau Cause: Bad UPS.
Resolution: Replaced the UPS.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 20641 **Date Opened:** 1/7/12 **Date Completed:** 1/7/12

Summary: Eielson - Alt WOC Op01 unknown.

Resolution: 1/6/2012 4:31 PM Alaskan Standard Time - adeveau CAUSE: Unknown
RESOLUTION: Alarm cleared by itself.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 20773 **Date Opened:** 1/9/12 **Date Completed:** 1/9/12

Summary: Saddle Mtn - Site unknown 3 x in 30 minutes.

Resolution: 1/9/2012 9:59 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 20774 **Date Opened:** 1/9/12 **Date Completed:** 1/8/12

Summary: Valdez - Site unknown.

Resolution: 1/9/2012 8:38 AM Alaskan Standard Time - adeveau Cause: Breaker at DOT camp needed to be reset.
Resolution: Reset the breaker at DOT camp.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 20775 **Date Opened:** 1/9/12 **Date Completed:** 1/8/12

Summary: Ernestine - Site unknown.

Resolution: 1/9/2012 8:49 AM Alaskan Standard Time - adeveau CAUSE: Breaker at DOT camp needed to be reset.
RESOLUTION: Reset the breaker at DOT camp.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 20776 **Date Opened:** 1/9/12 **Date Completed:** 1/8/12

Summary: Divide - Site unknown.

Resolution: 1/9/2012 8:58 AM Alaskan Standard Time - adeveau Cause: Breaker at DOT camp needed to be reset.
Resolution: Reset the breaker at DOT camp.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20777 **Date Opened:** 1/9/12 **Date Completed:** 1/8/12

Summary: Tsina - Site unknown.

Resolution: 1/9/2012 9:03 AM Alaskan Standard Time - adeveau Cause: Breaker at DOT camp needed to be reset. Resolution: Reset the breaker at DOT camp.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 20787 **Date Opened:** 1/10/12 **Date Completed:** 1/10/12

Summary: Beaver Creek - Site unknown 3 x in 30 minutes.

Resolution: 1/10/2012 8:50 AM Alaskan Standard Time - adeveau Cause: Intermittent power issue. Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20791 **Date Opened:** 1/10/12 **Date Completed:** 1/13/12

Summary: Birch Hill Master Site - Packet data router is not working.

Resolution: 1/13/2012 9:09 AM Alaskan Standard Time - adeveau Cause: Faulty hardware following power failure. Resolution: Restarted application after power failure.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20792 **Date Opened:** 1/10/12 **Date Completed:** 1/11/12

Summary: Birch Hill VHF - Site unknown.

Resolution: 1/11/2012 8:06 AM Alaskan Standard Time - adeveau Cause: Transport issue. Resolution: Problem cleared on its own.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 20807 **Date Opened:** 1/11/12 **Date Completed:** 1/11/12

Summary: FWA - Console A - Both console site links bouncing.

Resolution: 1/11/2012 8:11 AM Alaskan Standard Time - adeveau Cause: Transport issue. Resolution: Problem cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 20820 **Date Opened:** 1/11/12 **Date Completed:** 1/11/12

Summary: Eielson - Security Forces AIS failed to communicate with CLS.

Resolution: 1/11/2012 8:28 AM Alaskan Standard Time - adeveau Cause: Unknown. Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20845 **Date Opened:** 1/12/12 **Date Completed:** 1/12/12

Summary: Independent Ridge - Site unknown 3 x in 30 minutes.

Resolution: 1/12/2012 8:03 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 20872 **Date Opened:** 1/17/12 **Date Completed:** 1/24/12

Summary: Saddle Mtn - Repeater Site Control Fan 3.1.1 and 3.2.1 Critical Malfunction, Bouncing.

Resolution: 1/24/2012 8:27 AM Alaskan Standard Time - adeveau Cause: Possible weather issue.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 20873 **Date Opened:** 1/17/12 **Date Completed:** 1/24/12

Summary: Ernestine - Repeater Site Control Fan 49.2.1 hardware failure, bouncing.

Resolution: 1/24/2012 8:28 AM Alaskan Standard Time - adeveau Cause: Possible weather issue.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 20875 **Date Opened:** 1/17/12 **Date Completed:** 1/17/12

Summary: Tsina - Repeater Site Controller Fan 59.2.1/2 hardware failure, bouncing.

Resolution: 1/17/2012 9:46 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20876 **Date Opened:** 1/17/12 **Date Completed:** 1/17/12

Summary: Birch Hill Master Site - Multiple Sites down.

Resolution: 1/17/2012 11:18 AM Alaskan Standard Time - adeveau CAUSE: Microwave lost power.
RESOLUTION: Restored power to the microwave system.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 20881 **Date Opened:** 1/17/12 **Date Completed:** 1/17/12

Summary: Ernestine - Repeater Site Control Fan 49.1.1 hardware failure, bouncing.

Resolution: 1/17/2012 10:44 AM Alaskan Standard Time - jkpannone Duplicate - refer to WO 20873, Case 22953553.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 20883 **Date Opened:** 1/17/12 **Date Completed:** 1/17/12

Summary: Elmendorf - Security Forces GPIOM 13-1 critical malfunction/module fault > 5 minutes.

Resolution: 1/17/2012 3:32 PM Alaskan Standard Time - adeveau CAUSE: GPIOM 13-1 critical malfunction/module fault > 5 minutes.
RESOLUTION: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20890 **Date Opened:** 1/18/12 **Date Completed:** 1/24/12

Summary: Tsina - Chronic repeater site controller fan 59.1.1 and 59.2.1 hardware failure.

Resolution: 1/24/2012 8:29 AM Alaskan Standard Time - adeveau Cause: Possible weather issue.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 20900 **Date Opened:** 1/18/12 **Date Completed:** 1/19/12

Summary: ETS - Women's Bay and Pillar Mountain cable re-routing from Master Site.

Resolution: 1/18/2012 3:53 PM Alaskan Standard Time - adeveau Cable re-routing completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20912 **Date Opened:** 1/19/12 **Date Completed:** 5/15/12

Summary: Independent Ridge - Site not wide trunking > 5 minutes.

Resolution: 1/30/2012 2:19 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Interference testing completed. Interference determined to be external from the ALMR site.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 20917 **Date Opened:** 1/20/12 **Date Completed:** 1/20/12

Summary: Birch Hill Master Site - Z002S006Op02 unknown; unreachable from manager.

Resolution: 1/20/2012 9:02 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 21117 **Date Opened:** 1/24/12 **Date Completed:** 1/24/12

Summary: Elmendorf - MOC OP02 dispatch platform unknown.

Resolution: 1/24/2012 11:46 AM Alaskan Standard Time - adeveau Cause: Case opened under wrong site ID.
Resolution: New case will be created under correct site ID.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21126 **Date Opened:** 1/25/12 **Date Completed:** 1/25/12

Summary: Auke Lake - Not wide trunking; bouncing.

Resolution: 1/25/2012 2:41 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 21161 **Date Opened:** 1/27/12 **Date Completed:** 1/30/12

Summary: Eielson - Security Forces console site control path 1006.1 and 1006.2 bouncing > 3 x 30 minutes.

Resolution: 1/30/2012 2:33 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 21212 **Date Opened:** 1/31/12 **Date Completed:** 2/9/12

Summary: Tudor Road Master Site - Multiple sites not wide trunking.

Resolution: 2/9/2012 9:12 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 21215 **Date Opened:** 1/31/12 **Date Completed:** 2/2/12

Summary: Harding Lake - Transfer switch failure.

Resolution: 1/31/2012 8:11 AM Alaskan Standard Time - adeveau Technician switched the site back to commercial power before the batteries died. The State replaced the transfer switch 3/30/12.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 21256 **Date Opened:** 2/1/12 **Date Completed:** 2/1/12

Summary: Elmendorf - MOC GPIOM 4-1 is unknown.

Resolution: 1/31/2012 5:41 PM Alaskan Standard Time - jkpannone Resolution: Commercial power restored.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 21321 **Date Opened:** 2/2/12 **Date Completed:** 2/2/12

Summary: ETS - Hope and Girdwood circuit re-routing.

Resolution: 2/2/2012 10:21 AM Alaskan Standard Time - adeveau Resolution: State completed re-routing circuits.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21323 **Date Opened:** 2/2/12 **Date Completed:** 2/8/12

Summary: Silvertip - and Summit Lake loss of power; multiple sites down.

Resolution: 2/8/2012 11:31 AM Alaskan Standard Time - adeveau Silvertip and Summit Lake are back on commercial power.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21334 **Date Opened:** 2/3/12 **Date Completed:** 2/8/12

Summary: Auke Lake - Site control paths 5.1 and5.2 bouncing.

Resolution: 2/8/2012 8:44 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 21335 **Date Opened:** 2/3/12 **Date Completed:** 2/3/12

Summary: Elmendorf - MOC Logging recorder communication failure.

Resolution: 2/3/2012 9:59 AM Alaskan Standard Time - adeveau Cause: Contractor doing generator maintenance.
Resolution: Generator maintenance completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21336 **Date Opened:** 2/3/12 **Date Completed:** 2/6/12

Summary: Haines - Site unknown 3 times in 30 minutes.

Resolution: 2/6/2012 11:36 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21358 **Date Opened:** 2/6/12 **Date Completed:** 3/13/12

Summary: Women's Bay - and Pillar Mountain sites unknown > 5 minutes.

Resolution: 3/13/2012 9:25 AM Alaskan Standard Time - adeveau Contractor replaced the microwave and waveguide at Pillar Mountain.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21378 **Date Opened:** 2/6/12 **Date Completed:** 2/6/12

Summary: Tudor Road Master Site - Multiple sites down.

Resolution: 2/6/2012 2:20 PM Alaskan Standard Time - adeveau Cause: Bad connection.
Resolution: The State technicians found a bad connection and reseated it.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 21402 **Date Opened:** 2/7/12 **Date Completed:** 2/7/12

Summary: Elmendorf - Fire console dispatch application critical malfunction and GPIOM 6-1.

Resolution: 2/7/2012 3:04 PM Alaskan Standard Time - adeveau Cause: Commercial power outage.
Resolution: Commercial power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 21405 **Date Opened:** 2/7/12 **Date Completed:** 2/7/12

Summary: Tudor Road Master Site - Amb Link 1.27.1 unknown.

Resolution: 2/7/2012 2:54 PM Alaskan Standard Time - adeveau CAUSE: Unknown.
RESOLUTION: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 21406 **Date Opened:** 2/8/12 **Date Completed:** 2/10/12

Summary: Sunny Hay - Site on battery power; generator failure.

Resolution: 2/10/2012 1:36 PM Alaskan Standard Time - adeveau The electric company technicians were able to get to the site and refuel and restore generator power that should last 3-5 days.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21422 **Date Opened:** 2/8/12 **Date Completed:** 2/9/12

Summary: Lena Point - Zone Controller Rptr Site Control Path 45.1 configuring connection down.

Resolution: 2/9/2012 9:14 AM Alaskan Standard Time - adeveau
Cause: State technician working at the site caused alarms.
Resolution: Technician completed working at the site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21423 **Date Opened:** 2/9/12 **Date Completed:** 2/10/12

Summary: Heney Range - Weather related microwave issue.

Resolution: 2/10/2012 8:30 AM Alaskan Standard Time - adeveau Cause: Weather related issue.
Resolution: Issue cleared on its own.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 21429 **Date Opened:** 2/9/12 **Date Completed:** 2/9/12

Summary: FGA - Logging Recorder 01 failed to write speech data 10.2.15.70.

Resolution: 2/9/2012 12:37 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Logger re-initialized on its own.

Department: DOD-USAF-673RD WING-ALC(**Priority** 1-Major System Failure

Service Request #: 21565 **Date Opened:** 2/13/12 **Date Completed:** 2/15/12

Summary: ALCOM - Genesis quick collecting data in all three zones.

Resolution: 2/14/2012 4:48 PM Alaskan Standard Time - jkpannone SkyView causing the issue. Interim resolution is not to open the application until Genesis fixes the issue.

Department: AML-COF-Dispatch/EOC **Priority** 2-Significant System Failure

Service Request #: 21570 **Date Opened:** 2/14/12 **Date Completed:** 2/14/12

Summary: Fairbanks Dispatch/EOC - System kicked user off application now they can't log on system.

Resolution: 2/13/2012 5:27 PM Alaskan Standard Time - jkpannone Customer will contact contracted vendor to assist if they can't get the console working.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 21594 **Date Opened:** 2/15/12 **Date Completed:** 2/15/12

Summary: Nikiski - ETS requested to take down Channels 2 and 4.

Resolution: 2/15/2012 11:11 AM Alaskan Standard Time - adeveau Cause: Channel testing.
Resolution: Channel testing completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21628 **Date Opened:** 2/17/12 **Date Completed:** 2/18/12

Summary: Tudor Road Master Site - Women's Bay and Pillar Mountain sites bouncing.

Resolution: 2/17/2012 3:14 PM Alaskan Standard Time - jkpannone CAUSE: Weather related microwave issue.
RESOLUTION: Issue cleared on it's own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 21632 **Date Opened:** 2/17/12 **Date Completed:** 2/17/12

Summary: Birch Hill Master Site - CEB3 Eielson and AmbLink 2.5.1 unknown 3 x in 30 minutes.

Resolution: 2/16/2012 4:15 PM Alaskan Standard Time - adeveau Issue not monitored. Case closure.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21661 **Date Opened:** 2/21/12 **Date Completed:** 2/20/12

Summary: Women's Bay - Channels 1-4 Rptr site base radio and controller down > 5 minutes.

Resolution: 2/21/2012 8:42 AM Alaskan Standard Time - adeveau Cause: Possible link distortion.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21662 **Date Opened:** 2/21/12 **Date Completed:** 2/20/12

Summary: Pillar Mtn - Channels 1-4 Rptr site base radio and controller down > 5 minutes.

Resolution: 2/21/2012 8:44 AM Alaskan Standard Time - adeveau Cause: Possible link distortion.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21663 **Date Opened:** 2/21/12 **Date Completed:** 3/2/12

Summary: High Mtn - and Sunny Hay sites unknown.

Resolution: 3/1/2012 4:00 PM Alaskan Standard Time - adeveau Cause: Weather and power related issues.
Resolution: Snow was removed from the microwave dish at High Mountain. Generator at Sunny Hay was refueled and back on line.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 21674 **Date Opened:** 2/22/12 **Date Completed:** 2/22/12

Summary: Birch Hill Master Site - Amb Link 2.11.1, 2.27.1 and AST Fbks CEB 8 unknown.

Resolution: 2/22/2012 8:47 AM Alaskan Standard Time - jkpannone Cause: Contractor took power down.
Resolution: Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 21679 **Date Opened:** 2/22/12 **Date Completed:** 2/22/12

Summary: Eielson - Command Post console site control path down > 5 minutes.

Resolution: 2/22/2012 12:25 PM Alaskan Standard Time - adeveau Cause: No trouble found.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21705 **Date Opened:** 2/24/12 **Date Completed:** 3/13/12

Summary: Women's Bay - Site bouncing >3 times in 30 minutes.

Resolution: 3/13/2012 9:21 AM Alaskan Standard Time - adeveau Contractors replaced the microwave dish and waveguide at Pillar Mountain yesterday.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 21706 **Date Opened:** 2/24/12 **Date Completed:** 2/24/12

Summary: Birch Hill Master Site - CEB 3 Eielson and AMB Link 2.5.1 unknown.

Resolution: 2/24/2012 7:59 AM Alaskan Standard Time - jkpannone Eielson no longer has a CEB. This should not be monitored by Motorola.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 21711 **Date Opened:** 2/24/12 **Date Completed:** 2/24/12

Summary: Sunny Hay - Channel repeater base radio unknown.

Resolution: 2/24/2012 10:49 AM Alaskan Standard Time - jkpannone Duplicate case. Being tracked under 22990135, WO 21663.

Department: DOD-USAF-673RD WING-ALC(**Priority** 2-Significant System Failure

Service Request #: 21715 **Date Opened:** 2/25/12 **Date Completed:** 3/16/12

Summary: ALCOM - Genesis is reporting site up when it is down.

Resolution: 3/19/2012 12:50 PM Alaskan Standard Time - jkpannone System reporting accurately. Issue cleared it's self.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 21744 **Date Opened:** 2/28/12 **Date Completed:** 2/28/12

Summary: FWA - Console 1011 Op1 dispatch platform unknown.

Resolution: 2/28/2012 2:38 PM Alaskan Standard Time - adeveau Cause: No trouble found.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 21750 **Date Opened:** 2/28/12 **Date Completed:** 2/28/12

Summary: Eielson - Security Forces AIS failed to communicate with logger and CLS 10.2.6.61.

Resolution: 2/28/2012 2:34 PM Alaskan Standard Time - adeveau Cause: No trouble found.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 21885 **Date Opened:** 3/5/12 **Date Completed:** 3/5/12

Summary: Girdwood - Channel 15.4 major failure; illegal carrier.

Resolution: 3/5/2012 8:15 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21950 **Date Opened:** 3/6/12 **Date Completed:** 4/7/15

Summary: Sunny Hay - Site not wide trunking > 5 minutes; generator out of fuel.

Resolution: 4/7/2015 1:19 PM Alaskan Standard Time - drice

300 gallon fuel tank in place. ETS electricians correcting the commercial power to site 13-24 April 2015.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 21955 **Date Opened:** 3/6/12 **Date Completed:** 3/7/12

Summary: Ester Dome - Site bounced 3 times in 30 minutes.

Resolution: 3/6/2012 3:29 PM Alaskan Standard Time - adeveau Cause: Microwave work.
Resolution: Microwave work completed.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 21965 **Date Opened:** 3/7/12 **Date Completed:** 3/7/12

Summary: FWA - Range Control MotoBridge Router located at Birch Hill is down.

Resolution: 3/6/2012 4:15 PM Alaskan Standard Time - jkpannone Cause: Microwave Link
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21966 **Date Opened:** 3/7/12 **Date Completed:** 3/19/12

Summary: High Mtn - Site unknown; not wide trunking > 5 minutes.

Resolution: 3/19/2012 11:12 AM Alaskan Standard Time - jkpannone Cause: Breaker switch
Resolution: Breaker switch swapped out.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 21968 **Date Opened:** 3/7/12 **Date Completed:** 3/7/12

Summary: Elmendorf - AIS Client failed to communicate with the CLS.

Resolution: 3/7/2012 1:21 PM Alaskan Standard Time - adeveau Cause: Possibly caused by anti-virus uploads.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 21971 **Date Opened:** 3/7/12 **Date Completed:** 3/7/12

Summary: Girdwood - Site bouncing 3 x in 5 minutes.

Resolution: 3/7/2012 9:43 AM Alaskan Standard Time - adeveau Cause: Illegal carrier.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 21980 **Date Opened:** 3/8/12 **Date Completed:** 3/8/12

Summary: FWA - Range Control lost wide area coverage.

Resolution: 3/8/2012 1:07 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22013 **Date Opened:** 3/9/12 **Date Completed:** 3/10/12

Summary: FRA - Fire OP01 is unknown.

Resolution: 3/9/2012 3:22 PM Alaskan Standard Time - adeveau Cause: Power interruption
Resolution: Power interruption cleared; technician rebooted the OP and did a file clean-up.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 22017 **Date Opened:** 3/12/12 **Date Completed:** 3/11/12

Summary: Elmendorf - Fire Console dispatch application critical malfunction OP02 and GPIOM 6-1 3 x30

Resolution: 3/12/2012 8:35 AM Alaskan Standard Time - adeveau Cause: Power out, customer running generator tests.
Resolution: Power restored, test completed.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 22028 **Date Opened:** 3/13/12 **Date Completed:** 3/13/12

Summary: FRA - Fire Op01 is unknown.

Resolution: 3/13/2012 8:39 AM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22029 **Date Opened:** 3/13/12 **Date Completed:** 3/13/12

Summary: Birch Hill Master Site - No Inter-Zone trunking in Zones 1 and 2 and associated alarms.

Resolution: 3/13/2012 9:54 AM Alaskan Standard Time - adeveau Cause: Power failure at Harding Lake.
Resolution: Power was restored at Harding Lake.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22030 **Date Opened:** 3/13/12 **Date Completed:** 3/13/12

Summary: Independent Ridge - Site not wide trunking > 5 minutes.

Resolution: 3/13/2012 9:53 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Rebooted the router remotely.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22044 **Date Opened:** 3/13/12 **Date Completed:** 3/14/12

Summary: Tudor Road Master Site - No Inter-Zone trunking; IZ paths bouncing.

Resolution: 3/13/2012 2:13 PM Alaskan Standard Time - adeveau Cause: State microwave work.
Resolution: Microwave work completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 22143 **Date Opened:** 3/14/12 **Date Completed:** 3/15/12

Summary: Elmendorf - Fire both console site control paths down 1012.1 and 1012.2.

Resolution: 3/15/2012 8:30 AM Alaskan Standard Time - jkpannone Cause: Agency doing re-wiring on site.
Resolution: Re-wiring completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22228 **Date Opened:** 3/19/12 **Date Completed:** 3/16/12

Summary: Wolcott - ETS taking site off line to replace rectifier.

Resolution: 3/19/2012 10:12 AM Alaskan Standard Time - jkpannone Resolution: Replaced rectifier.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 22229 **Date Opened:** 3/19/12 **Date Completed:** 3/19/12

Summary: Eielson - Security Forces AIS client failed to communicate with logger.

Resolution: 3/19/2012 9:55 AM Alaskan Standard Time - jkpannone Cause: Site path bounced for unknown reasons.
Resolution: Issue cleared itself.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22246 **Date Opened:** 3/20/12 **Date Completed:** 3/20/12

Summary: Harding Lake - Possible transfer panel failure; rptr site controller fan chronic bouncing.

Resolution: 3/20/2012 11:41 AM Alaskan Standard Time - adeveau Cause: AC power failure.
Resolution: AC power restored and transfer switch replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22263 **Date Opened:** 3/21/12 **Date Completed:** 3/22/12

Summary: Tudor Road Master Site - Zone 1 and 2 Inter Zone Trunking; IZ control paths bouncing.

Resolution: 3/22/2012 8:07 AM Alaskan Standard Time - adeveau Cause: State doing circuit work.
Resolution: Circuit work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22265 **Date Opened:** 3/21/12 **Date Completed:** 3/22/12

Summary: Harding Lake - Repeater site control path down.

Resolution: 3/21/2012 4:38 PM Alaskan Standard Time - adeveau Cause: State doing circuit work.
Resolution: State completed circuit work.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22276 **Date Opened:** 3/22/12 **Date Completed:** 3/22/12

Summary: FRA - PMO console site links bouncing 3 times 30 minutes.

Resolution: 3/22/2012 2:55 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 22284 **Date Opened:** 3/23/12 **Date Completed:** 3/23/12

Summary: FGA - Site console control path chronic bouncing.

Resolution: 3/23/2012 8:21 AM Alaskan Standard Time - adeveau Cause: State circuit work.
Resolution: State completed circuit work.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22285 **Date Opened:** 3/23/12 **Date Completed:** 3/28/12

Summary: Canyon Creek - Site unknown; ETS circuit work causing multiple sites to bounce.

Resolution: 3/28/2012 4:25 PM Alaskan Standard Time - jkpannone SOA completed Microwave cut overs.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22288 **Date Opened:** 3/23/12 **Date Completed:** 3/26/12

Summary: Birch Hill Master Site - IvdRng site link 2.1.1.2 and Rptr site manager link 3.2.1 down.

Resolution: 3/26/2012 12:48 PM Alaskan Standard Time - adeveau Cause: State microwave cutover.
Resolution: State microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22330 **Date Opened:** 3/26/12 **Date Completed:** 3/26/12

Summary: Trims - Site unknown.

Resolution: 3/26/2012 1:25 PM Alaskan Standard Time - adeveau
Cause: State microwave cutover.
Resolution: State completed the microwave cutover.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22331 **Date Opened:** 3/26/12 **Date Completed:** 3/25/12

Summary: Paxson - Site not wide trunking; unknown.

Resolution: 3/26/2012 8:44 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22354 **Date Opened:** 3/29/12 **Date Completed:** 3/30/12

Summary: Heney Range - Site unknown.

Resolution: 3/30/2012 12:53 PM Alaskan Standard Time - adeveau Cause: Loss of commercial power; generator failure.
Resolution: The State technicians repaired the generator. Site is still without commercial power.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 22357 **Date Opened:** 3/29/12 **Date Completed:** 3/30/12

Summary: Portage - SOA swapping out the rectifier; site will go down for 5 minutes.

Resolution: 3/29/2012 5:46 PM Alaskan Standard Time - jkpannone Replaced the Rectifier and relocated the Combiner Rack.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22434 **Date Opened:** 4/2/12 **Date Completed:** 4/1/12

Summary: Tudor Road Master Site - Multiple sites not wide trunking.

Resolution: 4/2/2012 8:16 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 22460 **Date Opened:** 4/3/12 **Date Completed:** 4/3/12

Summary: Heney Range - Site on battery power.

Resolution: 4/3/2012 1:20 PM Alaskan Standard Time - adeveau Site back on generator power.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 22497 **Date Opened:** 4/5/12 **Date Completed:** 4/5/12

Summary: Elmendorf - RCC console control paths down longer than 5 minutes.

Resolution: 4/5/2012 7:54 AM Alaskan Standard Time - adeveau Cause: Unstable link.
Resolution: Microwave link restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22553 **Date Opened:** 4/6/12 **Date Completed:** 4/6/12

Summary: Portage - SOA working to get power supply back up.

Resolution: 4/9/2012 8:35 AM Alaskan Standard Time - jkpannone Replaced Rectifier.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22554 **Date Opened:** 4/9/12 **Date Completed:** 4/7/12

Summary: Chulitna - Channel 1 Power Amp Failure, Temperature.

Resolution: 4/9/2012 8:52 AM Alaskan Standard Time - jkpannone Cause: Air Conditioner Compressor froze up.
Resolution: Air Conditioning repair man fixed the compressor.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 22663 **Date Opened:** 4/10/12 **Date Completed:** 4/10/12

Summary: FRA - Fire console site control path 1 and 2 link down.

Resolution: 4/10/2012 3:57 PM Alaskan Standard Time - adeveau Cause: Contractors on site conducting maintenance.
Resolution: Maintenance completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22716 **Date Opened:** 4/11/12 **Date Completed:** 4/11/12

Summary: Cathedral Rapids - ETS taking site off line to fix the waveguide; multiple site outage.

Resolution: 4/11/2012 10:56 AM Alaskan Standard Time - adeveau Waveguide repaired.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22743 **Date Opened:** 4/12/12 **Date Completed:** 4/23/12

Summary: Tudor Road Master Site - Multiple sites unknown; not wide trunking.

Resolution: 4/23/2012 9:16 AM Alaskan Standard Time - adeveau Cause: Faulty DACS card.
Resolution: DACS card replaced.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 22783 **Date Opened:** 4/16/12 **Date Completed:** 4/17/12

Summary: USARAK - Donnelly Training Area issue with Motobridge equipment.

Resolution: 4/17/2012 1:21 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: No trouble found. Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22838 **Date Opened:** 4/20/12 **Date Completed:** 4/23/12

Summary: Heney Range - Generator failure; batteries depleted.

Resolution: 4/23/2012 9:15 AM Alaskan Standard Time - adeveau Power restored by running a power cable from the AP&T shelter to the state shelter. The generator was also fixed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22852 **Date Opened:** 4/20/12 **Date Completed:** 4/20/12

Summary: High Mtn - Channel 2 unknown.

Resolution: 4/20/2012 3:42 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22856 **Date Opened:** 4/20/12 **Date Completed:** 4/20/12

Summary: High Mtn - Site is unknown. Refer to case 22852.

Resolution: 4/20/2012 2:54 PM Alaskan Standard Time - adeveau Duplicate case. Refer to 22852 -

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22857 **Date Opened:** 4/20/12 **Date Completed:** 4/20/12

Summary: Sunny Hay - Site not wide trunking.

Resolution: 4/20/2012 3:42 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-673RD WING-ALC(**Priority** 1-Major System Failure

Service Request #: 22858 **Date Opened:** 4/23/12 **Date Completed:** 4/26/12

Summary: ALCOM - Console site control path 1023.2 undetermined.

Resolution: 4/26/2012 11:19 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Verified that the site is not monitored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22859 **Date Opened:** 4/23/12 **Date Completed:** 4/23/12

Summary: Whittier - Repeater site manager link 3.39.1 down; no connection > 5 minutes.

Resolution: 4/23/2012 9:51 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22954 **Date Opened:** 4/26/12 **Date Completed:** 4/26/12

Summary: Women's Bay - and Pillar Mountain sites bounced 3 x in 30 minutes at the same time.

Resolution: 4/26/2012 8:27 AM Alaskan Standard Time - adeveau Cause: Possible transport issue.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22986 **Date Opened:** 4/30/12 **Date Completed:** 4/30/12

Summary: Dimond Courthouse - Site unknown > 5 minutes.

Resolution: 4/30/2012 9:46 AM Alaskan Standard Time - adeveau Cause: Possible microwave issue.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 23120 **Date Opened:** 5/3/12 **Date Completed:** 5/3/12

Summary: Bailey Hill - ETS taking Palmer DOT site down for unscheduled maintenance.

Resolution: 5/3/2012 3:08 PM Alaskan Standard Time - adeveau Cause: State working at the Palmer DOT site; took the site down which took Bailey Hill off line.
Resolution: State completed site work.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23139 **Date Opened:** 5/7/12 **Date Completed:** 5/7/12

Summary: Sunny Hay - Site controller 61.1 unknown > 5 minutes.

Resolution: 5/7/2012 2:45 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23140 **Date Opened:** 5/7/12 **Date Completed:** 5/7/12

Summary: High Mtn - Site unknown > 5 minutes.

Resolution: 5/7/2012 2:44 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 23181 **Date Opened:** 5/8/12 **Date Completed:** 5/9/12

Summary: Elmendorf - Fire Console problems with reloading keys.

Resolution: 5/9/2012 8:33 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Reloaded software on Op 1; rewired 48-volt supply for fiber multiplexor.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 23199 **Date Opened:** 5/9/12 **Date Completed:** 5/18/12

Summary: FWA - Range Cpntrol unable to contact radio at Birch Hill.

Resolution: 5/18/2012 9:49 AM Alaskan Standard Time - adeveau Cause: Customer found a problem with the fiber link.
Resolution: Fiber link fixed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 23209 **Date Opened:** 5/10/12 **Date Completed:** 5/10/12

Summary: Elmendorf - RCC site control paths down for dispatch sites 4 and 12.

Resolution: 5/10/2012 9:58 AM Alaskan Standard Time - adeveau Cause: Bad power supply on the fiber box.
Resolution: Replaced power supply on the fiber box.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23210 **Date Opened:** 5/10/12 **Date Completed:** 5/10/12

Summary: Atwood 800 - Site off; site link down.

Resolution: 5/10/2012 10:41 AM Alaskan Standard Time - adeveau Site not monitored; turned off per System Manager at 2 pm 5/9/12.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 23223 **Date Opened:** 5/11/12 **Date Completed:** 5/14/12

Summary: Elmendorf - AIS troubleshooting the fiber network.

Resolution: 5/14/2012 9:16 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Edited map and updated fiber ring.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23232 **Date Opened:** 5/14/12 **Date Completed:** 5/14/12

Summary: High Mtn - Site unknown > 5 minutes.

Resolution: 5/14/2012 9:43 AM Alaskan Standard Time - adeveau Cause: Possible site controller issue.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23233 **Date Opened:** 5/14/12 **Date Completed:** 5/14/12

Summary: Sunny Hay - Not in wide trunking.

Resolution: 5/14/2012 9:45 AM Alaskan Standard Time - adeveau Duplicate case; refer to 22256 - 23022914.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23396 **Date Opened:** 5/15/12 **Date Completed:** 5/16/12

Summary: Dot Lake - Not wide trunking.

Resolution: 5/16/2012 9:03 AM Alaskan Standard Time - adeveau Cause: Microwave cutover.
Resolution: Microwave cutover completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23397 **Date Opened:** 5/15/12 **Date Completed:** 5/16/12

Summary: Black Rapids - Not wide trunking; bouncing.

Resolution: 5/16/2012 9:11 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23399 **Date Opened:** 5/15/12 **Date Completed:** 5/17/12

Summary: Donnelly Dome - Not wide trunking; bouncing.

Resolution: 5/16/2012 9:15 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23401 **Date Opened:** 5/15/12 **Date Completed:** 5/16/12

Summary: Birch Hill Master Site - Multiple sites not wide trunking; Tok, Cathedral Rapids, Beaver Creek.

Resolution: 5/16/2012 8:55 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Microwave issue resolved.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23403 **Date Opened:** 5/16/12 **Date Completed:** 5/16/12

Summary: Chulitna - Site bouncing.

Resolution: 5/16/2012 9:22 AM Alaskan Standard Time - adeveau Cause: Air conditioner failure.
Resolution: Air conditioner repaired.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 23404 **Date Opened:** 5/16/12 **Date Completed:** 5/16/12

Summary: High Mtn - Repeater site base radio 44.3 initialization reset > 5 minutes.

Resolution: 5/16/2012 3:18 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23411 **Date Opened:** 5/17/12 **Date Completed:** 5/18/12

Summary: Chulitna - Channel 1 repeater site Br Pwr Amp major malfunction PA temperature failure.

Resolution: 5/18/2012 9:09 AM Alaskan Standard Time - adeveau Cause: Air conditioning issue.
Resolution: Outside temperature cooled, door open, fan on, HVAC crew called.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23412 **Date Opened:** 5/17/12 **Date Completed:** 5/17/12

Summary: Chulitna - Site not wide trunking.

Resolution: 5/17/2012 3:23 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23419 **Date Opened:** 5/18/12 **Date Completed:** 5/18/12

Summary: Heney Range - Site bouncing > 3 times in 30 minutes.

Resolution: 5/18/2012 9:51 AM Alaskan Standard Time - adeveau Cause: Microwave fade.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23497 **Date Opened:** 5/21/12 **Date Completed:** 5/19/12

Summary: Birch Hill Master Site - UCS 01 enabled.

Resolution: 5/21/2012 8:20 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 23499 **Date Opened:** 5/21/12 **Date Completed:** 5/19/12

Summary: FGA - Console AIS client failed to communication with CLS.

Resolution: 5/21/2012 9:53 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23500 **Date Opened:** 5/21/12 **Date Completed:** 5/21/12

Summary: Ester Dome - Site control path 14.1 and 14.2 bouncing.

Resolution: 5/21/2012 10:04 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 23501 **Date Opened:** 5/21/12 **Date Completed:** 5/21/12

Summary: Eielson - Security Forces AIS failed to communicate with CLS.

Resolution: 5/21/2012 10:15 AM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: Commercial power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 23504 **Date Opened:** 5/21/12 **Date Completed:** 5/22/12

Summary: Eielson - Red Flag Op 01 unconfigured.

Resolution: 5/22/2012 3:31 PM Alaskan Standard Time - adeveau Cause: Unconfigured; unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 23510 **Date Opened:** 5/22/12 **Date Completed:** 5/23/12

Summary: Lena Point - ETS site off requested between 3 pm and 6 pm for one hour.

Resolution: 5/24/2012 7:50 AM Alaskan Standard Time - adeveau
State relocated a SATS microwave link at Saddle Mountain from an old building to a new building; this link feeds Lena Point.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 23513 **Date Opened:** 5/22/12 **Date Completed:** 5/22/12

Summary: Blueberry Hill - Site bouncing due to MOA work.

Resolution: 5/25/2012 3:29 PM Alaskan Standard Time - jkpannone Cause: MOA working on microwave.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23625 **Date Opened:** 5/25/12 **Date Completed:** 5/25/12

Summary: Saddle Mtn - ETS taking site off line for up to 24hrs for maintenance today.

Resolution: 5/25/2012 8:26 AM Alaskan Standard Time - jkpannone Cause: Microwave work on site.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23626 **Date Opened:** 5/25/12 **Date Completed:** 5/25/12

Summary: Tudor Road Master Site - Multiple Sites Unknown/Not Wide Trunking.

Resolution: 5/24/2012 5:21 PM Alaskan Standard Time - jkpannone Cause: ETS Testing circuits.
Resolution: Links restored.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23627 **Date Opened:** 5/25/12 **Date Completed:** 5/25/12

Summary: Lena Point - Site not wide trunking.

Resolution: 5/24/2012 5:26 PM Alaskan Standard Time - jkpannone Cause: Technician testing circuit.
Resolution: Testing completed.

Department: AML-MOA **Priority** 4-Scheduled Maintenance

Service Request #: 23676 **Date Opened:** 5/29/12 **Date Completed:** 6/6/12

Summary: MOA - Need to reset the Genesis Data Collection Server in Zone 4 as it stopped collecting data.

Resolution: 6/6/2012 3:38 PM Alaskan Standard Time - jkpannone Cause: Unknown
Resolution: Remotely restarted reader.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 23692 **Date Opened:** 5/29/12 **Date Completed:** 5/29/12

Summary: Blueberry Hill - Site in site trunking. MOA microwave circuit work.

Resolution: 5/29/2012 4:02 PM Alaskan Standard Time - adeveau Cause: MOA circuit work.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23714 **Date Opened:** 5/30/12 **Date Completed:** 5/30/12

Summary: Money Knob - Site is bouncing.

Resolution: 5/30/2012 3:26 PM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Microwave issue resolved.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23725 **Date Opened:** 5/31/12 **Date Completed:** 5/31/12

Summary: Money Knob - Site unknown; bouncing.

Resolution: 5/31/2012 3:29 PM Alaskan Standard Time - adeveau Cause: Microwave and T1 issue.
Resolution: Microwave and T1 issue resolved.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23729 **Date Opened:** 6/1/12 **Date Completed:** 6/1/12

Summary: Ester Dome - Site not wide trunking.

Resolution: 6/1/2012 7:42 AM Alaskan Standard Time - adeveau Cause: T1 bounced.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 23752 **Date Opened:** 6/4/12 **Date Completed:** 6/4/12

Summary: Eielson - Security Forces console site control path 1006.2 down.

Resolution: 6/4/2012 9:15 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23753 **Date Opened:** 6/4/12 **Date Completed:** 6/4/12

Summary: Money Knob - Site not in wide trunking > 5 minutes.

Resolution: 6/4/2012 9:26 AM Alaskan Standard Time - adeveau Cause: SOA working on the channel bank.
Resolution: Channel bank work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23754 **Date Opened:** 6/4/12 **Date Completed:** 6/4/12

Summary: Heney Range - Site unknown > 5 minutes.

Resolution: 6/4/2012 2:44 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23755 **Date Opened:** 6/4/12 **Date Completed:** 6/4/12

Summary: Birch Hill Master Site - Multiple sites unknown.

Resolution: 6/4/2012 8:40 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23756 **Date Opened:** 6/4/12 **Date Completed:** 6/4/12

Summary: Cathedral Rapids - Site control path 11.2 down.

Resolution: 6/5/2012 8:01 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 23807 **Date Opened:** 6/4/12 **Date Completed:** 6/4/12

Summary: ETS - Circuit work Tok to Beaver Creek.

Resolution: 6/5/2012 8:43 AM Alaskan Standard Time - adeveau Circuit work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23811 **Date Opened:** 6/5/12 **Date Completed:** 6/7/12

Summary: Ester Dome - Site control path bouncing.

Resolution: 6/7/2012 1:41 PM Alaskan Standard Time - adeveau Cause: Microwave circuit issue.
Resolution: Circuit issue has cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 23812 **Date Opened:** 6/5/12 **Date Completed:** 6/5/12

Summary: Eielson - Security Forces AIS client 10.2.6.61 failed to communicate with Logger, CLS and AIS LR0.

Resolution: 6/5/2012 12:55 PM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 23813 **Date Opened:** 6/5/12 **Date Completed:** 6/12/12

Summary: Eielson - Alt Fire multiple dispatch application secure voice/card console site cntrl paths

Resolution: 6/12/2012 9:54 AM Alaskan Standard Time - adeveau Cause: Severe weather caused power failure.
Resolution: Power restored; consoles reset.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 23814 **Date Opened:** 6/5/12 **Date Completed:** 6/5/12

Summary: Eielson - LMR Op1 dispatch application unconfigured.

Resolution: 6/5/2012 12:58 PM Alaskan Standard Time - adeveau Cause: Duplicate case of 23105060.
Resolution: See case 23105060.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 23840 **Date Opened:** 6/6/12 **Date Completed:** 6/6/12

Summary: ALCOM - Need to reset the Genesis Data Collection Server in Zone 2 as it stopped collecting data.

Resolution: 6/6/2012 3:41 PM Alaskan Standard Time - jkpannone Cause: Unknown
Resolution: Remotely restarted reader.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23846 **Date Opened:** 6/7/12 **Date Completed:** 6/6/12

Summary: Sunny Hay - Site bouncing.

Resolution: 6/6/2012 1:10 PM Alaskan Standard Time - adeveau Cause: Bad connection on DSX panel.
Resolution: Bad connection fixed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 23847 **Date Opened:** 6/7/12 **Date Completed:** 6/8/12

Summary: Elmendorf - JBER consoles are down.

Resolution: 6/7/2012 4:41 PM Alaskan Standard Time - adeveau Cause: Power outage at Security Forces.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23850 **Date Opened:** 6/7/12 **Date Completed:** 6/8/12

Summary: Blueberry Hill - Site bouncing.

Resolution: 6/7/2012 1:25 PM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23853 **Date Opened:** 6/7/12 **Date Completed:** 6/8/12

Summary: Chulitna - Site off, user requested.

Resolution: 6/7/2012 4:41 PM Alaskan Standard Time - adeveau Cause: Overheating due to failed air conditioning unit.
Resolution: State sent a contractor to fix the air conditioning unit.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23863 **Date Opened:** 6/8/12 **Date Completed:** 6/8/12

Summary: Skagway - Not wide trunking.

Resolution: 6/8/2012 8:25 AM Alaskan Standard Time - adeveau Cause: T1 testing.
Resolution: T1 testing completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23864 **Date Opened:** 6/8/12 **Date Completed:** 6/8/12

Summary: Haines - Site not wide trunking.

Resolution: 6/8/2012 8:32 AM Alaskan Standard Time - adeveau Cause: T1 testing.
Resolution: T1 testing completed.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 23866 **Date Opened:** 6/8/12 **Date Completed:** 6/8/12

Summary: R1 North - Channel 7 unknown.

Resolution: 6/8/2012 2:43 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23868 **Date Opened:** 6/8/12 **Date Completed:** 6/8/12

Summary: Haines - Site not wide trunking 3 times in 30 minutes.

Resolution: 6/8/2012 2:43 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23974 **Date Opened:** 6/11/12 **Date Completed:** 6/10/12

Summary: Haines - Site unknown > 5 minutes.

Resolution: 6/11/2012 8:01 AM Alaskan Standard Time - adeveau Cause: Customer tech applied a circuit tester to the site which interfered with the circuit.
Resolution: Customer tech removed tester.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 23975 **Date Opened:** 6/11/12 **Date Completed:** 6/10/12

Summary: Sunny Hay - Repeater site control path 61.1 and 61.2 bounced 3 times in 30 minutes.

Resolution: 6/11/2012 8:16 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 23982 **Date Opened:** 6/11/12 **Date Completed:** 6/12/12

Summary: Alcantra - ETS Circuit work from Alcantra to R1 North and Valdez. Outage expected.

Resolution: 6/11/2012 4:40 PM Alaskan Standard Time - adeveau Circuit work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23988 **Date Opened:** 6/12/12 **Date Completed:** 6/12/12

Summary: Tudor Road Master Site - Multiple console site control paths bounced 3 x 30 minutes; 1007, 8, 13

Resolution: 6/12/2012 8:15 AM Alaskan Standard Time - adeveau Cause: State working on their circuits.
Resolution: Circuit work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 24214 **Date Opened:** 6/18/12 **Date Completed:** 6/18/12

Summary: Eielson - Security Forces AIS failed to communicate with CLS Logger.

Resolution: 6/19/2012 8:01 AM Alaskan Standard Time - adeveau Cause: Customer testing back-up generator.
Resolution: Generator testing completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24215 **Date Opened:** 6/18/12 **Date Completed:** 6/18/12

Summary: Tudor Road Master Site - CEB 9 AMB links 1.12.1 and 1.28.1 down.

Resolution: 6/18/2012 9:37 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 24216 **Date Opened:** 6/18/12 **Date Completed:** 6/18/12

Summary: Eielson - Security Forces Op2 down.

Resolution: 6/19/2012 7:56 AM Alaskan Standard Time - adeveau Cause: Customer testing back up generator.
Resolution: Testing completed.

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 24219 **Date Opened:** 6/18/12 **Date Completed:** 6/22/12

Summary: Ft Greely - Range Control needs assistance trouble shooting transmit issue with Motobridge.

Resolution: 6/21/2012 4:25 PM Alaskan Standard Time - adeveau Replaced consolette.

Department: AML-Wasilla PD-MATCOM **Priority** 3-Intermittent System Failure

Service Request #: 24221 **Date Opened:** 6/18/12 **Date Completed:** 9/10/12

Summary: MATCOM - SOA T'1s causing crackling noises on logging recorders and console ops.

Resolution: 9/10/2012 11:18 AM Alaskan Standard Time - adeveau
T1s were replaced and the A-side of the microwave was aligned.

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 24226 **Date Opened:** 6/19/12 **Date Completed:** 6/20/12

Summary: FGA - NICE Missing calls were added to the NICE_CLS database.

Resolution: 6/19/2012 2:44 PM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24227 **Date Opened:** 6/19/12 **Date Completed:** 6/19/12

Summary: Women's Bay - Repeater site controller 46.2 unreachable from manager > 5 minutes.

Resolution: 6/19/2012 8:19 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 24279 **Date Opened:** 6/20/12 **Date Completed:** 6/20/12

Summary: Tahneta Pass - Site unknown.

Resolution: 6/20/2012 4:10 PM Alaskan Standard Time - adeveau The State swapped out the channel bank.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 24312 **Date Opened:** 6/20/12 **Date Completed:** 6/21/12

Summary: Birch Hill Master Site - Multiple sites unknown.

Resolution: 6/20/2012 4:27 PM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 24317 **Date Opened:** 6/21/12 **Date Completed:** 6/21/12

Summary: Tahneta Pass - ETS technicians replacing channel bank cards.

Resolution: 6/21/2012 10:38 AM Alaskan Standard Time - adeveau State replaced the channel bank cards.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24320 **Date Opened:** 6/21/12 **Date Completed:** 6/22/12

Summary: Tudor Road Master Site - Women's Bay and Pillar Mountain sites unknown > 5 minutes.

Resolution: 6/22/2012 9:22 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 24321 **Date Opened:** 6/21/12 **Date Completed:** 6/21/12

Summary: Saddle Mtn - ETS tech flipped breaker; site trunking.

Resolution: 6/21/2012 12:55 PM Alaskan Standard Time - adeveau Cause: SOA technicians accidentally turned the breaker switch off.
Resolution: Breaker switch turned back on.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24348 **Date Opened:** 6/25/12 **Date Completed:** 6/25/12

Summary: Heney Range - Site not wide trunking 3 tines in 30 minutes

Resolution: 6/25/2012 12:27 PM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Microwave issue resolved.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 24349 **Date Opened:** 6/25/12 **Date Completed:** 6/26/12

Summary: Reindeer Hills - Channels 1-3 Rptr site brsc.

Resolution: 6/25/2012 9:24 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24350 **Date Opened:** 6/25/12 **Date Completed:** 4/7/15

Summary: Sunny Hay - Site is overheating; air conditioning shut off.

Resolution: 4/7/2015 1:20 PM Alaskan Standard Time - drice

300 gallon fuel tank in place. ETS electricians correcting the commercial power to site 13-24 April 2015.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24359 **Date Opened:** 6/26/12 **Date Completed:** 6/27/12

Summary: Haines - Site controller 71.1 and Channels 2 and 3 unknown.

Resolution: 6/27/2012 9:05 AM Alaskan Standard Time - adeveau Cause: State working on microwaves. Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24373 **Date Opened:** 6/27/12 **Date Completed:** 6/28/12

Summary: Haines - Site not wide trunking 3 times in 30 minutes.

Resolution: 6/28/2012 2:20 PM Alaskan Standard Time - adeveau Cause: State working on microwave. Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24374 **Date Opened:** 6/27/12 **Date Completed:** 6/28/12

Summary: Skagway - Site not wide trunking 3 times in 30 minutes.

Resolution: 6/28/2012 2:20 PM Alaskan Standard Time - adeveau Cause: State working on microwave. Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 24376 **Date Opened:** 6/27/12 **Date Completed:** 6/27/12

Summary: ETS - Moving microwave dish shot between DNR and Palmer PD.

Resolution: 6/27/2012 10:32 AM Alaskan Standard Time - adeveau Outage not necessary; trees removed from dish area and issue resolved.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24385 **Date Opened:** 6/27/12 **Date Completed:** 6/27/12

Summary: Seldovia - Site in failsoft; no control channel.

Resolution: 6/27/2012 3:37 PM Alaskan Standard Time - adeveau Cause: Undetermined. Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24399 **Date Opened:** 6/28/12 **Date Completed:** 6/28/12

Summary: Summit Lake - Site unknown > 5 minutes.

Resolution: 6/28/2012 8:34 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24400 **Date Opened:** 6/28/12 **Date Completed:** 6/28/12

Summary: Silvertip - Site unknown > 5 minutes.

Resolution: 6/28/2012 8:35 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 24405 **Date Opened:** 6/28/12 **Date Completed:** 6/28/12

Summary: Elmendorf - Security Forces console site control path 1013.1 and 2 down; no activity rcd > 5 min.

Resolution: 6/28/2012 2:43 PM Alaskan Standard Time - adeveau Cause: AC power failure.
Resolution: Power restored.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 24406 **Date Opened:** 6/28/12 **Date Completed:** 6/29/12

Summary: Elmendorf - RCC site control path 1004.1 and 2 down; no activity received.

Resolution: 6/29/2012 8:25 AM Alaskan Standard Time - adeveau Cause: Fiber multiplexor outage.
Resolution: Reset fiber multiplexor following power outage.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 24407 **Date Opened:** 6/28/12 **Date Completed:** 6/28/12

Summary: Elmendorf - MOC communication failure and Op01 unknown.

Resolution: 6/28/2012 2:47 PM Alaskan Standard Time - adeveau Cause: AC power failure.
Resolution: Power restored.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 24415 **Date Opened:** 6/29/12 **Date Completed:** 6/29/12

Summary: Elmendorf - Fire console OP01 and OP02 unknown.

Resolution: 6/29/2012 8:15 AM Alaskan Standard Time - adeveau Cause: Due to reboot from case 23133943 following AC power failure.
Resolution: Reset fiber multiplexor.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 24416 **Date Opened:** 6/29/12 **Date Completed:** 6/29/12

Summary: Elmendorf - MOC LR01 communication failure.

Resolution: 6/29/2012 1:23 PM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Commercial power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24620 **Date Opened:** 7/2/12 **Date Completed:** 7/2/12

Summary: Tudor Road Master Site - Multiple sites Auke Lake, Lena Point, Saddle Mtn. not wide trunking.

Resolution: 7/2/2012 1:49 PM Alaskan Standard Time - adeveau Cause: Loose connection on microwave power supply at the State office building.
Resolution: Loose connection fixed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24621 **Date Opened:** 7/2/12 **Date Completed:** 7/4/12

Summary: Tudor Road Master Site - Haines and Skagway not wide trunking; bouncing.

Resolution: 7/2/2012 3:33 PM Alaskan Standard Time - adeveau Cause: SOA Circuit issue.
Resolution: Circuit fixed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 24625 **Date Opened:** 7/3/12 **Date Completed:** 7/3/12

Summary: Eielson - Alt WOC console site control path 1008.1 and .2 bounced 3 x in 30 minutes.

Resolution: 7/3/2012 8:20 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 24628 **Date Opened:** 7/3/12 **Date Completed:** 7/5/12

Summary: Money Knob - Occasional bouncing; alarms on the router and CRC errors.

Resolution: 7/5/2012 2:19 PM Alaskan Standard Time - adeveau The channel bank was removed and the T1 has been run directly to the router.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24632 **Date Opened:** 7/3/12 **Date Completed:** 7/4/12

Summary: Tudor Road Master Site - Pillar Mountain and Women's Bay bouncing.

Resolution: 7/5/2012 8:19 AM Alaskan Standard Time - adeveau Cause: ACS circuit down.
Resolution: ACS repaired circuit.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24678 **Date Opened:** 7/9/12 **Date Completed:** 7/7/12

Summary: Haines - Site unknown.

Resolution: 7/9/2012 8:12 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24679 **Date Opened:** 7/9/12 **Date Completed:** 7/7/12

Summary: Skagway - Site unknown.

Resolution: 7/9/2012 8:21 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 24680 **Date Opened:** 7/9/12 **Date Completed:** 7/8/12

Summary: Eielson - Alt WOC site control path 1008.1 and .2 down 3 x in 30 minutes.

Resolution: 7/9/2012 8:35 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24681 **Date Opened:** 7/9/12 **Date Completed:** 7/9/12

Summary: Money Knob - Site controller 17.2 unknown.

Resolution: 7/9/2012 1:30 PM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24713 **Date Opened:** 7/11/12 **Date Completed:** 7/11/12

Summary: Blueberry Hill - Site unknown > 5 minutes.

Resolution: 7/11/2012 11:12 AM Alaskan Standard Time - adeveau MOA replaced their receiver.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 24719 **Date Opened:** 7/12/12 **Date Completed:** 7/13/12

Summary: Reindeer Hills - Site unknown.

Resolution: 7/13/2012 7:41 AM Alaskan Standard Time - jkpannone Resolution: Generator repaired.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24745 **Date Opened:** 7/16/12 **Date Completed:** 7/16/12

Summary: Moose Pass - Site controller 24.1 and 24.2 unknown > 5 minutes.

Resolution: 7/16/2012 8:23 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 24746 **Date Opened:** 7/16/12 **Date Completed:** 7/16/12

Summary: Eielson - Security Forces OP02 unknown.

Resolution: 7/17/2012 8:25 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24770 **Date Opened:** 7/18/12 **Date Completed:** 7/18/12

Summary: Seward - Site control path 33.2 connection down 3 times in 30 minutes.

Resolution: 7/18/2012 8:40 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 24771 **Date Opened:** 7/18/12 **Date Completed:** 7/18/12

Summary: Black Rapids - Repeater site base radio 3 unknown.

Resolution: 7/18/2012 3:30 PM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 24772 **Date Opened:** 7/18/12 **Date Completed:** 7/27/12

Summary: Black Rapids - Site control paths 1 and 2 down; site not wide trunking and bouncing.

Resolution: 7/26/2012 4:12 PM Alaskan Standard Time - adeveau Customer repaired microwave.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 24773 **Date Opened:** 7/18/12 **Date Completed:** 7/26/12

Summary: Donnelly Dome - Site control paths 1 and 2 down; site not wide trunking, bouncing.

Resolution: 7/26/2012 4:10 PM Alaskan Standard Time - adeveau Customer fixed their microwave.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24776 **Date Opened:** 7/18/12 **Date Completed:** 7/19/12

Summary: Heney Range - Site not wide trunking.

Resolution: 7/19/2012 8:50 AM Alaskan Standard Time - adeveau Cause: Microwave issue.
Resolution: State replaced microwave dish.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24809 **Date Opened:** 7/19/12 **Date Completed:** 7/20/12

Summary: Tudor Road Master Site - Haines and Skagway sites unknown.

Resolution: 7/20/2012 1:35 PM Alaskan Standard Time - adeveau Cause: Commercial circuit issue.
Resolution: Commercial circuit restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 24820 **Date Opened:** 7/23/12 **Date Completed:** 7/21/12

Summary: Paxson - Site unknown 3 times in 30 minutes.

Resolution: 7/23/2012 8:44 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24844 **Date Opened:** 7/24/12 **Date Completed:** 7/24/12

Summary: Blueberry Hill - Site controllers and base stations unknown.

Resolution: 7/24/2012 3:10 PM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 24846 **Date Opened:** 7/25/12 **Date Completed:** 7/25/12

Summary: Anchor River - Wlimore alarms on DC/AC inverter.

Resolution: 7/25/2012 1:50 PM Alaskan Standard Time - adeveau Breaker switch reset.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 24901 **Date Opened:** 7/27/12 **Date Completed:** 7/27/12

Summary: FRA - Fire console site control path 1 and 2 link down 3 x in 30 minutes.

Resolution: 7/27/2012 8:28 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 24907 **Date Opened:** 7/27/12 **Date Completed:** 7/27/12

Summary: Tudor Road Master Site - ETS moving the ESS circuit.

Resolution: 7/27/2012 3:54 PM Alaskan Standard Time - adeveau ESS circuit moved.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24910 **Date Opened:** 7/30/12 **Date Completed:** 8/2/12

Summary: Tolsona- Site bouncing 3 times 30 minutes.

Resolution: 8/10/2012 10:34 AM Alaskan Standard Time - jkpannone Cause: Unknown
Resolution: Issue cleared on it's own.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 24925 **Date Opened:** 7/31/12 **Date Completed:** 8/6/12

Summary: Saddle Mtn - SOA DS1 cutover; outage expected 8/4 or 8/5 between 10am-2pm.

Resolution: 8/6/2012 10:07 AM Alaskan Standard Time - adeveau Cause: State DS1 microwave cutover.
Resolution: Microwave cutover completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25032 **Date Opened:** 8/1/12 **Date Completed:** 8/2/12

Summary: Tolsona - Not wide trunking.

Resolution: 8/2/2012 1:12 PM Alaskan Standard Time - adeveau No trouble was found.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 25033 **Date Opened:** 8/1/12 **Date Completed:** 8/3/12

Summary: Sawmill - Channel 1 is not loading NTP definitions.

Resolution: 8/3/2012 8:12 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: No trouble found.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25063 **Date Opened:** 8/6/12 **Date Completed:** 8/6/12

Summary: Lena Point - Site not wide trunking > 5 minutes.

Resolution: 8/6/2012 8:48 AM Alaskan Standard Time - adeveau
Cause: Microwave DS1 cutover.
Resolution: Microwave cutover completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 25103 **Date Opened:** 8/7/12 **Date Completed:** 9/10/12

Summary: Ernestine - Valdez PD reported static on their radios; possibly caused by ETS repeater issue.

Resolution: 9/10/2012 7:46 AM Alaskan Standard Time - adeveau Circuit breaker reset.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 25149 **Date Opened:** 8/9/12 **Date Completed:** 8/9/12

Summary: Birch Hill Master Site - ETS circuit grooming south of Delta Junction to Al-Can Highway.

Resolution: 8/9/2012 12:59 PM Alaskan Standard Time - adeveau Circuit grooming completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25154 **Date Opened:** 8/10/12 **Date Completed:** 8/10/12

Summary: Nikiski - Site Controller 2 Malfunction.

Resolution: 8/10/2012 9:39 AM Alaskan Standard Time - adeveau Cause: State working at the site and caused a brief power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25161 **Date Opened:** 8/10/12 **Date Completed:** 8/11/12

Summary: Tudor Road Master Site - Multiple Site Outages Glennallen to Valdez; due to SOA work at Alcantra.

Resolution: 8/13/2012 8:58 AM Alaskan Standard Time - adeveau Cause: Technician inadvertently knocked wires off.
Resolved. Wires reconnected.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25164 **Date Opened:** 8/13/12 **Date Completed:** 8/12/12

Summary: Beaver Creek - Site not wide trunking 3 x in 30 minutes.

Resolution: 8/13/2012 9:46 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25165 **Date Opened:** 8/13/12 **Date Completed:** 8/13/12

Summary: Saddle Mtn - Site controller 3.2 unknown.

Resolution: 8/13/2012 10:01 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25166 **Date Opened:** 8/13/12 **Date Completed:** 8/13/12

Summary: Tudor Road Master Site - IZ control path 2.1 and 2.2 bouncing.

Resolution: 8/13/2012 4:30 PM Alaskan Standard Time - adeveau Cause: Generator failure at the Paxson site.
Resolution: Power restored; interzone control path stable.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25167 **Date Opened:** 8/13/12 **Date Completed:** 8/13/12

Summary: Paxson - Site bouncing; not wide trunking.

Resolution: 8/13/2012 4:21 PM Alaskan Standard Time - adeveau Generator power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25172 **Date Opened:** 8/14/12 **Date Completed:** 8/14/12

Summary: Diamond Ridge - Site unknown; not wide trunking.

Resolution: 8/14/2012 2:37 PM Alaskan Standard Time - adeveau Transfer switch bypassed.

Department: SOA-DPS **Priority** 1-Major System Failure

Service Request #: 25177 **Date Opened:** 8/15/12 **Date Completed:** 8/17/12

Summary: AST - Tok Dispatch cannot log into the Centracom; dispatch console inoperable.

Resolution: 8/17/2012 3:30 PM Alaskan Standard Time - adeveau Information provided to the customer.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 25303 **Date Opened:** 8/15/12 **Date Completed:** 8/16/12

Summary: Diamond Ridge - ETS techs on site working on the transfer switch.

Resolution: 8/16/2012 8:54 AM Alaskan Standard Time - adeveau Cause: State working on the transfer switch.
Resolution: Work completed on the transfer switch.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 25306 **Date Opened:** 8/16/12 **Date Completed:** 8/16/12

Summary: Eielson - Alt WOC console site control path 1008.1 and 1008.2 down.

Resolution: 8/16/2012 9:11 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: The issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 25326 **Date Opened:** 8/20/12 **Date Completed:** 8/20/12

Summary: Eielson - Security Forces all ops unknown.

Resolution: 8/20/2012 9:25 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 25369 **Date Opened:** 8/21/12 **Date Completed:** 8/22/12

Summary: Diamond Ridge- IVD RNG site link down.

Resolution: 8/21/2012 4:08 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 25400 **Date Opened:** 8/22/12 **Date Completed:** 8/23/12

Summary: Skill Hill - Soldotna Dispatch intermittent outages on their consoles due to bad RGU card.

Resolution: 8/23/2012 3:59 PM Alaskan Standard Time - adeveau State swapped out bad RGU cards at Ski Hill.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25734 **Date Opened:** 8/27/12 **Date Completed:** 8/27/12

Summary: Tudor Road Master Site - Multiple sites bouncing.

Resolution: 8/27/2012 7:59 AM Alaskan Standard Time - adeveau Cause: Microwave transmitter issue at Kasilof.
Resolution: State repaired their microwave transmitter.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25740 **Date Opened:** 8/27/12 **Date Completed:** 8/30/12

Summary: Beaver Creek - Microwave work from Aug 27-30; outages will occur.

Resolution: 8/31/2012 2:40 PM Alaskan Standard Time - adeveau ETS completed the microwave and radio replacement work.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25744 **Date Opened:** 8/28/12 **Date Completed:** 8/28/12

Summary: Tudor Road Master Site - Multiple sites bouncing.

Resolution: 8/28/2012 8:18 AM Alaskan Standard Time - adeveau Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25748 **Date Opened:** 8/29/12 **Date Completed:** 8/29/12

Summary: Honolulu - Site controller 18.1 unknown.

Resolution: 8/29/2012 8:21 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 25879 **Date Opened:** 9/4/12 **Date Completed:** 9/1/12

Summary: Ski Hill - Channel 1 unknown.

Resolution: 9/4/2012 8:06 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25880 **Date Opened:** 9/4/12 **Date Completed:** 9/4/12

Summary: Auke Lake - Site unknown.

Resolution: 9/4/2012 3:23 PM Alaskan Standard Time - adeveau Cause: Bad circuitry.
Resolution: State rerouted some circuits at Saddle Mountain and stabilized the site.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 25881 **Date Opened:** 9/4/12 **Date Completed:** 9/4/12

Summary: Eielson - Alt WOC site control path 1008.2 went down 3 x in 30 minutes.

Resolution: 9/4/2012 10:07 AM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25885 **Date Opened:** 9/4/12 **Date Completed:** 9/4/12

Summary: Women's Bay - Chronic bouncing.

Resolution: 9/4/2012 3:12 PM Alaskan Standard Time - adeveau Cause: T1 issue.
Resolution: T1 issue resolved.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25886 **Date Opened:** 9/4/12 **Date Completed:** 9/4/12

Summary: Pillar Mtn - Chronic bouncing.

Resolution: 9/4/2012 3:12 PM Alaskan Standard Time - adeveau Cause: T1 issue.
Resolution: T1 issue resolved.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 25888 **Date Opened:** 9/5/12 **Date Completed:** 9/8/12

Summary: FRA - Fire GPIOM 3-1 Unconfigured reset.

Resolution: 9/7/2012 5:19 PM Alaskan Standard Time - jkpannone Customer launched the application.

Department: DOD-USARAK-FRA **Priority** 4-Scheduled Maintenance

Service Request #: 25889 **Date Opened:** 9/5/12 **Date Completed:** 9/6/12

Summary: FRA - PMO Console OP01 unknown.

Resolution: 9/6/2012 8:51 AM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: Commercial power was restored.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 25890 **Date Opened:** 9/5/12 **Date Completed:** 9/6/12

Summary: Elmendorf - MOC OP01 unknown.

Resolution: 9/6/2012 8:56 AM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: Commercial power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25891 **Date Opened:** 9/5/12 **Date Completed:** 9/5/12

Summary: Women's Bay - Site unknown.

Resolution: 9/5/2012 8:58 AM Alaskan Standard Time - jkpannone ACS Circuit issues fixed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25892 **Date Opened:** 9/5/12 **Date Completed:** 9/5/12

Summary: Pillar Mtn - Site unknown.

Resolution: 9/5/2012 9:16 AM Alaskan Standard Time - jkpannone ACS circuit issue fixed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 25893 **Date Opened:** 9/5/12 **Date Completed:** 9/6/12

Summary: Elmendorf - RCC OP01 unknown.

Resolution: 9/6/2012 9:58 AM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: Commercial power restored.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 25894 **Date Opened:** 9/5/12 **Date Completed:** 9/6/12

Summary: Elmendorf - Fire Console Op01, 02 and 03 unknown.

Resolution: 9/6/2012 8:42 AM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: Commercial power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25895 **Date Opened:** 9/5/12 **Date Completed:** 9/5/12

Summary: Tudor Road Master Site - Multiple Sites not wide trunking, control path down.

Resolution: 9/5/2012 10:03 AM Alaskan Standard Time - jkpannone GCI fiber fixed.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 25906 **Date Opened:** 9/6/12 **Date Completed:** 9/6/12

Summary: Kenai - 23.3 Rpt site base radio unreachable from manager; unknown.

Resolution: 9/6/2012 9:42 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 25922 **Date Opened:** 9/7/12 **Date Completed:** 9/7/12

Summary: Elmendorf - Fire Console GPIOM 5-1 unconfigured.

Resolution: 9/7/2012 3:32 PM Alaskan Standard Time - adeveau Cause; Undetermined; possible reboot.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 25923 **Date Opened:** 9/7/12 **Date Completed:** 9/8/12

Summary: Quarry Hill - Controller 2 unreachable for over 5 minutes.

Resolution: 9/7/2012 4:53 PM Alaskan Standard Time - jkpannone Issued cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25924 **Date Opened:** 9/7/12 **Date Completed:** 9/8/12

Summary: Yanert - Controller 2 unreachable.

Resolution: 9/7/2012 4:55 PM Alaskan Standard Time - jkpannone Issue cleared on it's own.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 25980 **Date Opened:** 9/11/12 **Date Completed:** 9/11/12

Summary: FGA - Console AIS01 unknown > 5 minutes.

Resolution: 9/11/2012 8:16 AM Alaskan Standard Time - adeveau Cause: Undetermined. Possible power failure.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 25981 **Date Opened:** 9/11/12 **Date Completed:** 9/11/12

Summary: Eielson - Red Flag Z002S005OP01 (1 of 1) unknown; unreachable from manager > 5 minutes.

Resolution: 9/11/2012 9:51 AM Alaskan Standard Time - adeveau CAUSE: Power outage.
RESOLUTION: Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 25982 **Date Opened:** 9/11/12 **Date Completed:** 9/11/12

Summary: Eielson - Security Forces Z002S006AIS01C2 and Z002S006OP02 unknown; unreachable.

Resolution: 9/11/2012 8:33 AM Alaskan Standard Time - adeveau CAUSE: Power outage.
RESOLUTION: Power restored; rebooted UPS.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 25983 **Date Opened:** 9/11/12 **Date Completed:** 9/11/12

Summary: Eielson - LMR Z002S010OP01 (1 of 1) unknown; unreachable from manager > 5 minutes.

Resolution: 9/11/2012 10:55 AM Alaskan Standard Time - adeveau CAUSE: Power outage.
RESOLUTION: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26161 **Date Opened:** 9/12/12 **Date Completed:** 9/12/12

Summary: Tudor Road Master Site - Multiple site control paths bouncing 3, 5, 45, 61, 62.

Resolution: 9/12/2012 8:06 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 26168 **Date Opened:** 9/12/12 **Date Completed:** 9/12/12

Summary: FGA - Console Op 01 unknown.

Resolution: 9/12/2012 2:05 PM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26169 **Date Opened:** 9/12/12 **Date Completed:** 9/13/12

Summary: Eielson - Red Flag Op1 unknown.

Resolution: 9/13/2012 8:50 AM Alaskan Standard Time - adeveau Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26170 **Date Opened:** 9/12/12 **Date Completed:** 9/13/12

Summary: Eielson - Security Forces Op2 is unknown.

Resolution: 9/13/2012 8:21 AM Alaskan Standard Time - adeveau Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26171 **Date Opened:** 9/12/12 **Date Completed:** 9/13/12

Summary: Eielson - Command Post Op1 is unknown.

Resolution: 9/13/2012 8:46 AM Alaskan Standard Time - adeveau Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26172 **Date Opened:** 9/12/12 **Date Completed:** 9/14/12

Summary: Eielson - Alt Fire Ops 1 and 2 are unknown.

Resolution: 9/14/2012 12:14 PM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Console restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26173 **Date Opened:** 9/12/12 **Date Completed:** 9/13/12

Summary: Eielson- LMR Op1 is unknown.

Resolution: 9/13/2012 8:43 AM Alaskan Standard Time - adeveau Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26174 **Date Opened:** 9/12/12 **Date Completed:** 9/14/12

Summary: Eielson - Alt WOC Op1 is unknown.

Resolution: 9/14/2012 12:12 PM Alaskan Standard Time - adeveau Cause: Power outage.
Resolution: Consoles restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26201 **Date Opened:** 9/12/12 **Date Completed:** 9/13/12

Summary: Paxson - Channel 2 repeater site base radio unknown.

Resolution: 9/13/2012 8:26 AM Alaskan Standard Time - adeveau Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26209 **Date Opened:** 9/13/12 **Date Completed:** 9/13/12

Summary: Nenana - Repeater site controller 2 is unknown.

Resolution: 9/13/2012 8:14 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 26243 **Date Opened:** 9/13/12 **Date Completed:** 9/13/12

Summary: Site Summit - Base radio 35.1 unknown > 5 minutes.

Resolution: 9/13/2012 3:20 PM Alaskan Standard Time - adeveau Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 26249 **Date Opened:** 9/17/12 **Date Completed:** 9/16/12

Summary: Eielson - Security Forces GPIOM 4-1 unconfigured; reset > 5 minutes.

Resolution: 9/17/2012 8:39 AM Alaskan Standard Time - adeveau Cause: Interference.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26250 **Date Opened:** 9/17/12 **Date Completed:** 9/17/12

Summary: Sunny Hay - Site bouncing.

Resolution: 9/17/2012 2:32 PM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26252 **Date Opened:** 9/17/12 **Date Completed:** 9/19/12

Summary: Auke Lake - Site bouncing 3 times in 30 minutes.

Resolution: 9/19/2012 9:09 AM Alaskan Standard Time - adeveau Re-tuned the microwave dish.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26254 **Date Opened:** 9/17/12 **Date Completed:** 10/2/12

Summary: Heney Range - Site unreachable; microwave issue.

Resolution: 10/2/2012 3:30 PM Alaskan Standard Time - adeveau Equipment stabilized and microwaves realigned.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 26295 **Date Opened:** 9/18/12 **Date Completed:** 9/18/12

Summary: FGA - Console OP01 unknown.

Resolution: 9/18/2012 9:26 AM Alaskan Standard Time - adeveau Cause: Console issue.
Resolution: Issue cleared on its own.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 26296 **Date Opened:** 9/18/12 **Date Completed:** 9/18/12

Summary: FWA - Console OP02 unknown for 5 minutes.

Resolution: 9/18/2012 9:27 AM Alaskan Standard Time - adeveau
Cause: Console issue.
Resolution: Issue cleared on its own.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 26297 **Date Opened:** 9/18/12 **Date Completed:** 9/18/12

Summary: FWA - AIS 01 C2 unknown.

Resolution: 9/18/2012 1:35 PM Alaskan Standard Time - adeveau Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26298 **Date Opened:** 9/18/12 **Date Completed:** 9/18/12

Summary: Eielson - Security Forces OP03 unknown.

Resolution: 9/18/2012 1:37 PM Alaskan Standard Time - adeveau Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26302 **Date Opened:** 9/18/12 **Date Completed:** 9/20/12

Summary: Sunny Hay - Site not wide trunking 3 x in 30 minutes.

Resolution: 9/20/2012 10:47 AM Alaskan Standard Time - AKWireless
Cause: Heavy winds causing microwaves to bounce at Site Summit.
Resolution: Winds calmed and alarms cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26308 **Date Opened:** 9/19/12 **Date Completed:** 9/20/12

Summary: Tudor Road Master Site - Interzone control paths bouncing between Zones 1 and 2.

Resolution: 9/20/2012 11:02 AM Alaskan Standard Time - AKWireless
Cause: Microwave bouncing due to high winds.
Resolution: Winds calmed and alarms cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26310 **Date Opened:** 9/19/12 **Date Completed:** 9/19/12

Summary: Silvertip - and Summit Lake sites bouncing; unknown.

Resolution: 9/19/2012 1:02 PM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26312 **Date Opened:** 9/19/12 **Date Completed:** 9/20/12

Summary: Diamond Ridge - Site unknown.

Resolution: 9/20/2012 8:52 AM Alaskan Standard Time - jkpannone Cause: Site Summit Microwave bouncing due to weather causing interzone line issues.
Resolution: Reset both site controllers.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 26319 **Date Opened:** 9/21/12 **Date Completed:** 10/1/12

Summary: Ester Dome - Noise issues.

Resolution: 10/1/2012 8:37 AM Alaskan Standard Time - adeveau FAA cameras that have been causing the noise issues have been turned off until the issue can be resolved.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26325 **Date Opened:** 9/24/12 **Date Completed:** 9/21/12

Summary: Eielson - Alt WOC console site control path 1008.2 down 3 x in 30 minutes.

Resolution: 9/24/2012 8:34 AM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 26342 **Date Opened:** 9/25/12 **Date Completed:** 9/25/12

Summary: Eielson - Security Forces OP02 unreachable from Manager > 5 min.

Resolution: 9/26/2012 10:55 AM Alaskan Standard Time - adeveau Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 26345 **Date Opened:** 9/25/12 **Date Completed:** 9/26/12

Summary: Beaver Creek - Site bouncing.

Resolution: 9/25/2012 4:18 PM Alaskan Standard Time - AKWireless This was a microwave fade. Issue resolved.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 26346 **Date Opened:** 9/25/12 **Date Completed:** 9/26/12

Summary: Cathedral Rapids - Site bouncing.

Resolution: 9/25/2012 4:16 PM Alaskan Standard Time - AKWireless This was a microwave fade. Issue resolved.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26347 **Date Opened:** 9/25/12 **Date Completed:** 9/26/12

Summary: Tok - Site bouncing.

Resolution: 9/25/2012 4:20 PM Alaskan Standard Time - AKWireless This was a microwave fade. Issue resolved.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 26456 **Date Opened:** 10/1/12 **Date Completed:** 10/2/12

Summary: Site Summit - State aligning microwave dish. No outage anticipated.

Resolution: 10/2/2012 11:04 AM Alaskan Standard Time - adeveau
Microwave dished aligned.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 26544 **Date Opened:** 10/1/12 **Date Completed:** 10/1/12

Summary: Ft Greely - Channel 1 malfunctioning due to illegal carrier.

Resolution: 10/1/2012 2:51 PM Alaskan Standard Time - adeveau
Cause: Interference.
Resolution: Issue cleared on its own.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 26546 **Date Opened:** 10/1/12 **Date Completed:** 10/2/12

Summary: FRA - Fire OP01 unknown.

Resolution: 10/2/2012 1:27 PM Alaskan Standard Time - adeveau
Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 26568 **Date Opened:** 10/4/12 **Date Completed:** 10/4/12

Summary: Portage - Site not wide trunking; control path down.

Resolution: 10/4/2012 4:00 PM Alaskan Standard Time - AKWireless
Cause: AK Rail Road doing electrical work.
Resolution: Electrical work completed.

Department: SOA-DPS **Priority** 2-Significant System Failure

Service Request #: 26573 **Date Opened:** 10/9/12 **Date Completed:** 10/9/12

Summary: AST - Ketchikan Dispatch loss of communications with local PD, FD, Rescue and EMS.

Resolution: 10/9/2012 2:01 PM Alaskan Standard Time - AKWireless
Cause: Unknown
Resolution: Issues are with their Conventional channels. Work turned over to ETS.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26584 **Date Opened:** 10/9/12 **Date Completed:** 10/10/12

Summary: Eielson - Security Forces GPIOM 4-1 OP01 unconfigured reset.

Resolution: 10/9/2012 1:00 PM Alaskan Standard Time - adeveau
Cause: Commercial power issue.
Resolution: Commercial power restored.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 26596 **Date Opened:** 10/10/12 **Date Completed:** 10/11/12

Summary: Nikiski - Site on generator power due to fallen tree on the power line.

Resolution: 11/9/2012 9:05 AM Alaskan Standard Time - jkpannone
Cause: ETS cutting trees which fell on the power lines.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 26723 **Date Opened:** 10/17/12 **Date Completed:** 10/19/12

Summary: Valdez - ETS circuit work between Valdez and Heney Range. Intermittent outages expected.

Resolution: 10/18/2012 8:02 AM Alaskan Standard Time - adeveau
Cause: ETS doing circuit work between Valdez and Heney Range.
Resolution: Circuit work completed.

Department: AML-Valdez FD **Priority** 2-Significant System Failure

Service Request #: 26724 **Date Opened:** 10/17/12 **Date Completed:** 10/17/12

Summary: Valdez FD - Failed communication between EMS vehicle and Hospital channel.

Resolution: 10/17/2012 3:12 PM Alaskan Standard Time - AKWireless
Cause: Customer using improper code plug settings.
Resolution: Proper settings used.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 26757 **Date Opened:** 10/19/12 **Date Completed:** 10/19/12

Summary: Pillar Mtn - Channel 4 unknown > 5 minutes.

Resolution: 10/19/2012 10:08 AM Alaskan Standard Time - adeveau
Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26763 **Date Opened:** 10/22/12 **Date Completed:** 10/22/12

Summary: Eielson - Security Forces console OP02 unknown.

Resolution: 10/22/2012 11:24 AM Alaskan Standard Time - adeveau
Cause: Unknown
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 26837 **Date Opened:** 10/24/12 **Date Completed:** 10/24/12

Summary: Kenai - Base radio Channel 2 unknown.

Resolution: 10/24/2012 9:19 AM Alaskan Standard Time - adeveau
Cause: Unknown
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26847 **Date Opened:** 10/25/12 **Date Completed:** 10/26/12

Summary: Summit Lake - Site controller 38.1 unknown.

Resolution: 10/26/2012 8:11 AM Alaskan Standard Time - adeveau
Cause: Chugach Electric aligning their dish
Resolution: Alignment completed.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 26848 **Date Opened:** 10/26/12 **Date Completed:** 10/26/12

Summary: FWA - Console control path bouncing.

Resolution: 10/26/2012 10:06 AM Alaskan Standard Time - adeveau
Cause: Unknown
Resolution: Issue cleared on its own.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 26849 **Date Opened:** 10/26/12 **Date Completed:** 10/26/12

Summary: FRA - Fire GPIOM 3-1 unconfigured.

Resolution: 10/26/2012 8:24 AM Alaskan Standard Time - adeveau
Cause: Unknown
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 26850 **Date Opened:** 10/26/12 **Date Completed:** 10/26/12

Summary: Hope - Repeater site channel 1 malfunction; unknown.

Resolution: 10/26/2012 10:09 AM Alaskan Standard Time - adeveau
Cause: Unknown
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26857 **Date Opened:** 10/26/12 **Date Completed:** 10/26/12

Summary: Hope - Site control path 19.2 down 3 times in 30 minutes.

Resolution: 10/26/2012 3:34 PM Alaskan Standard Time - adeveau
Cause: Unknown
Resolution: Issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 26860 **Date Opened:** 10/29/12 **Date Completed:** 10/29/12

Summary: Elmendorf - RCC OP01 unknown.

Resolution: 10/29/2012 8:13 AM Alaskan Standard Time - adeveau
Cause: Unknown
Resolution: Issue cleared on its own.

Department: DOD-USAF-13th SWS **Priority** 1-Major System Failure

Service Request #: 26877 **Date Opened:** 10/30/12 **Date Completed:** 10/31/12

Summary: Clear - Site not wide trukning 3 x in 30 minutes.

Resolution: 10/30/2012 4:17 PM Alaskan Standard Time - adeveau
Cause: Unknown
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26890 **Date Opened:** 10/31/12 **Date Completed:** 10/31/12

Summary: Glennallen - Site unknown > 5 minutes.

Resolution: 10/31/2012 1:23 PM Alaskan Standard Time - adeveau
Cause: Unknwon
Resolution: Issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 26980 **Date Opened:** 11/2/12 **Date Completed:** 11/2/12

Summary: Elmendorf - Fire console GPIOM 7-1 unknown > 5 minutes.

Resolution: 11/5/2012 8:13 AM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Position reset.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26981 **Date Opened:** 11/2/12 **Date Completed:** 11/2/12

Summary: Tudor Road Master Site - Multiple site outages in Southeast; GCI circuit issue.

Resolution: 11/2/2012 10:55 AM Alaskan Standard Time - adeveau
Cause: GGI failed DS3 card.
Resolution: Switched to backup.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26989 **Date Opened:** 11/2/12 **Date Completed:** 11/2/12

Summary: Ernestine - Controller 49.2 initialization; no reason.

Resolution: 11/2/2012 4:26 PM Alaskan Standard Time - adeveau
Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27002 **Date Opened:** 11/5/12 **Date Completed:** 11/5/12

Summary: Tahneta Pass - ZCRPTR site control path 57.1 and 57.2 bouncing 3 times in 30 minutes.

Resolution: 11/5/2012 11:23 AM Alaskan Standard Time - adeveau
Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 27010 **Date Opened:** 11/5/12 **Date Completed:** 11/6/12

Summary: Tudor Road Master Site - ETS working on microwave circuits.

Resolution: 11/5/2012 3:21 PM Alaskan Standard Time - adeveau

Cause: SOA working on Microwave circuits.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27026 **Date Opened:** 11/6/12 **Date Completed:** 11/7/12

Summary: Tahneta Pass - Site not wide trunking > 5 minutes.

Resolution: 11/6/2012 3:26 PM Alaskan Standard Time - adeveau
Cause: SOA working on microwave.
Resolution: Loop back to connect directly to the microwave.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 27027 **Date Opened:** 11/6/12 **Date Completed:** 11/6/12

Summary: Eielson - Alt Fire OP01 GPIOM unconfigured.

Resolution: 11/6/2012 2:30 PM Alaskan Standard Time - adeveau
Cause: Power outage.
Resolution: Power restored and customer able to launch application.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 27073 **Date Opened:** 11/8/12 **Date Completed:** 11/9/12

Summary: Ft Greely - Repeater site controller fan 7.1.1 and 7.2.1 chronic alarm.

Resolution: 11/8/2012 3:02 PM Alaskan Standard Time - adeveau
Cause: Room too cold.
Resolution: Customer closed the window at the site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27075 **Date Opened:** 11/9/12 **Date Completed:** 11/10/12

Summary: Tudor Road Master Site - AMB Link 1.8.1 unknown.

Resolution: 11/12/2012 8:57 PM Alaskan Standard Time - jkpannone
Cause: Moving links
Resolution: ETS moved Link 1.9.1 and 1.8.1.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27076 **Date Opened:** 11/9/12 **Date Completed:** 11/10/12

Summary: Lena Point - Channel 1 base radio unknown.

Resolution: 11/9/2012 4:52 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27077 **Date Opened:** 11/9/12 **Date Completed:** 11/10/12

Summary: Tsina - Channel 1 base radio unknown.

Resolution: 11/9/2012 4:52 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27078 **Date Opened:** 11/9/12 **Date Completed:** 11/11/12

Summary: Seward - Site unknown.

Resolution: 11/9/2012 1:39 PM Alaskan Standard Time - AKWireless
Cause: Unknown
Resolution: Issue cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27079 **Date Opened:** 11/9/12 **Date Completed:** 11/9/12

Summary: Diamond Ridge - Site Controller 2 unknown.

Resolution: 11/9/2012 4:54 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27080 **Date Opened:** 11/9/12 **Date Completed:** 11/10/12

Summary: Divide - Channel 1 base radio unknown.

Resolution: 11/9/2012 4:54 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27081 **Date Opened:** 11/9/12 **Date Completed:** 11/10/12

Summary: High Mtn - Channel 3 base radio unknown.

Resolution: 11/9/2012 4:55 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27082 **Date Opened:** 11/9/12 **Date Completed:** 11/10/12

Summary: Haines - Site Controller 2 unknown.

Resolution: 11/9/2012 4:55 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27083 **Date Opened:** 11/9/12 **Date Completed:** 11/10/12

Summary: Atwood VHF - Channel 7 base radio unknown.

Resolution: 11/9/2012 4:55 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27084 **Date Opened:** 11/9/12 **Date Completed:** 11/10/12

Summary: Trims - Site controller 2 unknown.

Resolution: 11/9/2012 4:55 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27087 **Date Opened:** 11/9/12 **Date Completed:** 11/10/12

Summary: Nikiski - Channel 3 base radio unknown.

Resolution: 11/9/2012 4:55 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27088 **Date Opened:** 11/9/12 **Date Completed:** 11/10/12

Summary: Dot Lake - Channel 1 base radio unknown.

Resolution: 11/9/2012 4:56 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27091 **Date Opened:** 11/9/12 **Date Completed:** 11/9/12

Summary: Tudor Road Master Site - Multiple Sites bouncing.

Resolution: 11/9/2012 1:31 PM Alaskan Standard Time - jkpannone
Cause: ETS Technician patched into a T-1 in error.
Resolution: Patch removed.

Department: DOD-USARAK-FGA **Priority** 3-Intermittent System Failure

Service Request #: 27093 **Date Opened:** 11/10/12 **Date Completed:** 11/10/12

Summary: FGA - Console Op 2 keeps resetting.

Resolution: 11/9/2012 4:45 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Rebooted the GPIOM and Console.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27094 **Date Opened:** 11/10/12 **Date Completed:** 11/10/12

Summary: Alcantra - Repeater site controller 7.1 & 7.2 unknown.

Resolution: 11/9/2012 4:49 PM Alaskan Standard Time - jkpannone
Cause: ETS moving microwave circuits.
Resolution: Pulled and reseated patch cord.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27095 **Date Opened:** 11/10/12 **Date Completed:** 11/10/12

Summary: Tahneta Pass - Site bounced.

Resolution: 11/9/2012 4:49 PM Alaskan Standard Time - jkpannone
Cause: ETS moving microwave circuits.
Resolution: Completed circuit move.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27096 **Date Opened:** 11/10/12 **Date Completed:** 11/10/12

Summary: Sawmill - Site bounced.

Resolution: 11/9/2012 4:49 PM Alaskan Standard Time - jkpannone
Cause: ETS moving microwave circuits.
Resolution: Completed circuit move.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27097 **Date Opened:** 11/13/12 **Date Completed:** 11/10/12

Summary: Lion's Head - Repeater site controller 54.1 and 54.2 unknown.

Resolution: 11/13/2012 9:50 AM Alaskan Standard Time - adeveau
Cause: SOA moving microwave circuits.
Resolution: Move completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27099 **Date Opened:** 11/13/12 **Date Completed:** 11/11/12

Summary: Tudor Road Master Site - Multiple site control path bounced 3 times in 30 minutes.

Resolution: 11/13/2012 11:21 AM Alaskan Standard Time - adeveau
Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 27100 **Date Opened:** 11/13/12 **Date Completed:** 11/13/12

Summary: Elmendorf - RCC BRS Eielson MB0142114 console down; red Xs.

Resolution: 11/13/2012 11:42 AM Alaskan Standard Time - adeveau
Cause: Local radio had a bad power supply and took the circuit out.
Resolution: Restored power to Motobridge, RTU, Router and local base station.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 27131 **Date Opened:** 11/14/12 **Date Completed:** 11/15/12

Summary: FRA - PMO OP01 unknown > 5 minutes.

Resolution: 11/14/2012 4:31 PM Alaskan Standard Time - adeveau
Cause: Power outage.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 27132 **Date Opened:** 11/14/12 **Date Completed:** 11/16/12

Summary: FRA - Fire OP01 GPIOM unconfigured reset.

Resolution: 11/15/2012 8:49 AM Alaskan Standard Time - adeveau
Cause: Application issue.
Resolution: Restarted the application.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27136 **Date Opened:** 11/14/12 **Date Completed:** 11/15/12

Summary: Tolsona - Power outage due to commercial power loss.

Resolution: 11/15/2012 9:11 AM Alaskan Standard Time - adeveau
Cause: Commercial power failure.
Resolution: Commercial power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27158 **Date Opened:** 11/16/12 **Date Completed:** 11/16/12

Summary: Byers Creek - Site bounced 3 x in 30 minutes.

Resolution: 11/16/2012 8:42 AM Alaskan Standard Time - adeveau
Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 27159 **Date Opened:** 11/16/12 **Date Completed:** 11/16/12

Summary: Eielson - Security Forces OP02 and GPIOM 5-1 critical malfunction.

Resolution: 11/16/2012 11:52 AM Alaskan Standard Time - adeveau
Cause: Commercial power failure.
Resolution: Commercial power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 27160 **Date Opened:** 11/16/12 **Date Completed:** 11/17/12

Summary: Eielson - Alt Fire OP01 and OP02 unknown.

Resolution: 11/19/2012 8:26 AM Alaskan Standard Time - adeveau
Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27162 **Date Opened:** 11/16/12 **Date Completed:** 11/16/12

Summary: Alcantra - ETS circuit work caused multiple site outages.

Resolution: 11/16/2012 1:25 PM Alaskan Standard Time - adeveau
Cause: ETS doing circuit work.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27163 **Date Opened:** 11/16/12 **Date Completed:** 11/16/12

Summary: Bailey Hill - ETS circuit work caused multiple site outages.

Resolution: 11/16/2012 1:25 PM Alaskan Standard Time - adeveau
Cause: ETS doing circuit work.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27164 **Date Opened:** 11/16/12 **Date Completed:** 11/16/12

Summary: Lion's Head - ETS circuit work caused multiple site outages.

Resolution: 11/16/2012 1:25 PM Alaskan Standard Time - adeveau
Cause: ETS doing circuit work.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27165 **Date Opened:** 11/16/12 **Date Completed:** 11/16/12

Summary: Cottonwood Creek - ETS circuit work caused multiple site outages.

Resolution: 11/16/2012 1:25 PM Alaskan Standard Time - adeveau
Cause: ETS doing circuit work.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27166 **Date Opened:** 11/16/12 **Date Completed:** 11/16/12

Summary: Sawmill - ETS circuit work caused multiple site outages.

Resolution: 11/16/2012 1:25 PM Alaskan Standard Time - adeveau
Cause: ETS doing circuit work.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27167 **Date Opened:** 11/16/12 **Date Completed:** 11/16/12

Summary: Tahneta Pass - ETS circuit work caused multiple site outages.

Resolution: 11/16/2012 1:25 PM Alaskan Standard Time - adeveau
Cause: ETS doing circuit work.
Resolution: Circuit work completed.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 27168 **Date Opened:** 11/16/12 **Date Completed:** 11/19/12

Summary: FRA - Fire console site line 1008.1 down; bouncing.

Resolution: 11/19/2012 8:36 AM Alaskan Standard Time - adeveau
Cause: ETS working on T1.
Resolution: T1 work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27175 **Date Opened:** 11/19/12 **Date Completed:** 11/19/12

Summary: Tsina - Site controllers 1 and 2 in alarm.

Resolution: 11/19/2012 1:25 PM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 27176 **Date Opened:** 11/19/12 **Date Completed:** 11/19/12

Summary: Eielson - Security Forces console site control path 2 bounced 3 x in 30 minutes.

Resolution: 11/19/2012 11:34 AM Alaskan Standard Time - adeveau
Cause: Commercial power outage.
Resolution: Commercial power restored.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 27235 **Date Opened:** 11/19/12 **Date Completed:** 11/19/12

Summary: Tudor Road Master Site - Multiple alarms from MCC7500 and NICE sites.

Resolution: 11/19/2012 2:22 PM Alaskan Standard Time - adeveau
Cause: Fiber multiplexor issue.
Resolution: Reset the fiber multiplexor at Elmendorf.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27236 **Date Opened:** 11/19/12 **Date Completed:** 11/20/12

Summary: Cathedral Rapids - Site unknown > 5 minutes.

Resolution: 11/19/2012 4:15 PM Alaskan Standard Time - adeveau
Cause: Bad DS3 card between Harding Lake and Canyon Creek.
Resolution: Circuits rerouted.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27237 **Date Opened:** 11/19/12 **Date Completed:** 11/20/12

Summary: Tok - Site unknown > 5 minutes.

Resolution: 11/19/2012 4:15 PM Alaskan Standard Time - adeveau
Cause: Bad DS3 card between Harding Lake and Canyon Creek.
Resolution: Circuits rerouted.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27238 **Date Opened:** 11/19/12 **Date Completed:** 11/20/12

Summary: Dot Lake - Site unknown > 5 minutes.

Resolution: 11/19/2012 4:15 PM Alaskan Standard Time - adeveau
Cause: Bad DS3 card between Harding Lake and Canyon Creek.
Resolution: Circuits rerouted.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27239 **Date Opened:** 11/19/12 **Date Completed:** 11/20/12

Summary: Beaver Creek - Site control path 2 connection down > 5 minutes.

Resolution: 11/19/2012 4:15 PM Alaskan Standard Time - adeveau
Cause: Bad DS3 card between Harding Lake and Canyon Creek.
Resolution: Circuits rerouted.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 27241 **Date Opened:** 11/20/12 **Date Completed:** 11/20/12

Summary: FWA - GPIOM 10-1, console site control path 1011.2; convt site mgr link 32011.1.1.

Resolution: 11/20/2012 8:18 AM Alaskan Standard Time - adeveau
Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 27304 **Date Opened:** 11/23/12 **Date Completed:** 11/23/12

Summary: FWA - GPIOM 10-1 bouncing and OP01 enabled; user requested.

Resolution: 11/23/2012 8:04 AM Alaskan Standard Time - adeveau
Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 27306 **Date Opened:** 11/26/12 **Date Completed:** 11/25/12

Summary: FRA - PMO both site control paths down and Operator position 1.

Resolution: 11/25/2012 5:44 PM Alaskan Standard Time - jkpannone
Cause: Scheduled electrical work.
Resolution: Electrical work completed.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 27307 **Date Opened:** 11/26/12 **Date Completed:** 11/27/12

Summary: FRA - Fire GPIOM 301 unconfigured.

Resolution: 11/27/2012 8:05 AM Alaskan Standard Time - adeveau
Cause: Customer electrical work.
Resolution: Electrical work completed; console restarted.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 27308 **Date Opened:** 11/26/12 **Date Completed:** 11/25/12

Summary: Elmendorf - RCC console links bouncing.

Resolution: 11/25/2012 5:52 PM Alaskan Standard Time - jkpannone
Cause: Scheduled electrical work on site.
Resolution: Electrical work completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 27309 **Date Opened:** 11/26/12 **Date Completed:** 11/26/12

Summary: Elmendorf - Security Forces console site control path 1013.2 down, 1 is bouncing.

Resolution: 11/25/2012 5:58 PM Alaskan Standard Time - jkpannone
Cause: Scheduled electrical work on site.
Resolution: Electrical work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27312 **Date Opened:** 11/26/12 **Date Completed:** 11/27/12

Summary: Money Knob - Site is bouncing.

Resolution: 11/26/2012 3:50 PM Alaskan Standard Time - adeveau
Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27314 **Date Opened:** 11/27/12 **Date Completed:** 11/27/12

Summary: Portage - Channel 3 hardware malfunction.

Resolution: 11/27/2012 8:14 AM Alaskan Standard Time - adeveau
Cause: Railroad working at the site; inadvertently turned off Channel 3.
Resolution: Channel 3 re-enabled.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27366 **Date Opened:** 11/29/12 **Date Completed:** 12/6/12

Summary: Atwood VHF - Channel 6 down for over 30 minutes.

Resolution: 11/29/2012 2:25 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 27368 **Date Opened:** 11/30/12 **Date Completed:** 12/1/12

Summary: Black Rapids - Site control path 4.1 bouncing.

Resolution: 12/3/2012 8:54 AM Alaskan Standard Time - jkpannone
Cause: Bad weather inversion.
Resolution: Weather inversion corrected.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27371 **Date Opened:** 11/30/12 **Date Completed:** 11/30/12

Summary: Tudor Road Master Site - Multiple sites bouncing due to SOA microwave work at Site Summit.

Resolution: 11/30/2012 12:04 PM Alaskan Standard Time - jkpannone
Cause: SOA doing Microwave work.
Resolution: Replaced microwave transmitter module at Site Summit.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27373 **Date Opened:** 11/30/12 **Date Completed:** 11/30/12

Summary: Willow Mtn - In site trunking, control path down.

Resolution: 11/30/2012 11:30 AM Alaskan Standard Time - jkpannone
Cause: SOA doing Microwave Work.
Resolution: Refer to WO 27371, multiple sites bouncing.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27374 **Date Opened:** 11/30/12 **Date Completed:** 11/30/12

Summary: Sawmill - Site unknown 3 x in 30 minutes.

Resolution: 11/30/2012 11:40 AM Alaskan Standard Time - jkpannone
Cause: SOA doing Microwave work.
Resolution: Refer to WO 27371, multiple sites bouncing.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27377 **Date Opened:** 12/1/12 **Date Completed:** 12/2/12

Summary: Tudor Road Master Site - ZSS Statistical Server Cooling Fan 10.1 completely failed.

Resolution: 12/3/2012 8:25 AM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 27450 **Date Opened:** 12/3/12 **Date Completed:** 12/5/12

Summary: Ft Greely - Repeater Site Fan 7.2.1 alarm bouncing 3 times in 30 minutes.

Resolution: 12/5/2012 12:46 PM Alaskan Standard Time - jkpannone
Cause: Environmental control issues.
Resolution: Replaced Site controller 2.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 27462 **Date Opened:** 12/4/12 **Date Completed:** 12/4/12

Summary: Wolcott - Site Controller Fan 1 & 2 intermittently failing due to cold weather.

Resolution: 12/4/2012 12:59 PM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on it's own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 27479 **Date Opened:** 12/6/12 **Date Completed:** 12/6/12

Summary: Black Rapids - Site unknown > 5 minutes.

Resolution: 12/6/2012 9:46 AM Alaskan Standard Time - jkpannone
Cause: Bad Fiber Mux.
Resolution: Mux repaired.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 27480 **Date Opened:** 12/6/12 **Date Completed:** 12/6/12

Summary: Donnelly Dome - Site unknown > 5 minutes.

Resolution: 12/6/2012 9:55 AM Alaskan Standard Time - jkpannone
Cause: Bad Fiber Mux.
Resolution: Repaired Fiber Mus.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 27615 **Date Opened:** 12/11/12 **Date Completed:** 12/12/12

Summary: Eielson - Security Forces Op 1 Dispatch Ap critical malfunction resource fault & GPIOM malfunc.

Resolution: 12/12/2012 8:22 AM Alaskan Standard Time - drice
Cause: Unknown.
Resolution: Problem cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27634 **Date Opened:** 12/12/12 **Date Completed:** 12/12/12

Summary: Diamond Ridge - Not Wide Trunking 3 x 30 Mins.

Resolution: 12/12/2012 9:50 AM Alaskan Standard Time - drice
Cause: Unknown.
Resolution: Cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27635 **Date Opened:** 12/12/12 **Date Completed:** 12/12/12

Summary: Diamond Ridge - Site Bouncing into FAILSOFT Due to Illegal Carriers 3x30 mins.

Resolution: 12/12/2012 9:50 AM Alaskan Standard Time - drice
Cause: Illegal carriers.
Resolution: Cleared on it's own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 27642 **Date Opened:** 12/13/12 **Date Completed:** 12/14/12

Summary: Eielson - Security Forces OP02 GPIOM-5-1 Unconfigured Reset.

Resolution: 12/14/2012 1:52 PM Alaskan Standard Time - drice
Cause: Power outage
Resolution: Member logged into device... system cleared.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 27643 **Date Opened:** 12/13/12 **Date Completed:** 12/17/12

Summary: Eielson - Alt Fire op01 & op02 Unknown.

Resolution: 12/17/2012 12:10 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Customer relaunched application.

Department: DOD-USAF-13th SWS **Priority** 1-Major System Failure

Service Request #: 27647 **Date Opened:** 12/14/12 **Date Completed:** 12/14/12

Summary: Clear - Not Wide Trunking.

Resolution: 12/14/2012 1:13 PM Alaskan Standard Time - drice
Cause: AT&T circuit down.
Resolution: AT&T Technicians corrected circuit issue.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 27648 **Date Opened:** 12/14/12 **Date Completed:** 12/14/12

Summary: R1 North - Channel 7 base radio unknown.

Resolution: 12/14/2012 12:14 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on it's own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 27653 **Date Opened:** 12/17/12 **Date Completed:** 12/17/12

Summary: Tudor Road Master Site - Removed client TSA OP01.

Resolution: 12/17/2012 8:30 AM Alaskan Standard Time - jkpannone
Opened in error. Site not monitored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27654 **Date Opened:** 12/17/12 **Date Completed:** 12/17/12

Summary: Lena Point - Not wide trunking, bouncing.

Resolution: 12/17/2012 8:49 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27669 **Date Opened:** 12/17/12 **Date Completed:** 12/17/12

Summary: Girdwood - Site unknown.

Resolution: 12/17/2012 2:07 PM Alaskan Standard Time - jkpannone
Cause: ETS inadvertently moved a microwave circuit at the Hope site.
Resolution: Circuit moved to correct location.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27670 **Date Opened:** 12/17/12 **Date Completed:** 12/17/12

Summary: Hope - Site unknown.

Resolution: 12/17/2012 2:07 PM Alaskan Standard Time - jkpannone
Cause: ETS inadvertently moved a microwave circuit at the Hope site.
Resolution: Circuit moved to correct location.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27677 **Date Opened:** 12/18/12 **Date Completed:** 12/19/12

Summary: Girdwood - Site unknown 3 times in 30 minutes.

Resolution: 12/18/2012 4:07 PM Alaskan Standard Time - drice
Cause: State working on circuit card.
Resolution: State completed circuit work.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27678 **Date Opened:** 12/18/12 **Date Completed:** 12/19/12

Summary: Hope - Site unknown 3 times in 30 minutes.

Resolution: 12/18/2012 4:06 PM Alaskan Standard Time - drice
Cause: State working on circuit card.
Resolution: State completed circuit work.

Department: DOD-USAF-13th SWS **Priority** 1-Major System Failure

Service Request #: 27683 **Date Opened:** 12/20/12 **Date Completed:** 12/20/12

Summary: Clear - Site Controller 12.1 unknown.

Resolution: 12/20/2012 7:56 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27711 **Date Opened:** 12/26/12 **Date Completed:** 12/27/12

Summary: Tudor Road Master Site - Inter zone control path 2.1 bounced 3 times in 30 minutes.

Resolution: 12/26/2012 4:14 PM Alaskan Standard Time - jkpannone
Cause: Microwave Fades.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 27778 **Date Opened:** 12/31/12 **Date Completed:** 12/31/12

Summary: Eielson - Security Forces Console control path 1005.2 down.

Resolution: 1/1/2013 3:16 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27779 **Date Opened:** 12/31/12 **Date Completed:** 12/31/12

Summary: Tudor Road Master Site - Interzone trunking and multiple sites bouncing.

Resolution: 12/31/2012 9:02 AM Alaskan Standard Time - jkpannone
Cause: Microwave fade.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27885 **Date Opened:** 1/3/13 **Date Completed:** 1/3/13

Summary: Lena Point - Site control path 1 bounced 3 times in 30 minutes.

Resolution: 1/3/2013 10:35 AM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27886 **Date Opened:** 1/3/13 **Date Completed:** 1/4/13

Summary: Diamond Ridge - Channel 1, 2 & 3 bounced 3 times in 30 minutes.

Resolution: 1/4/2013 9:21 AM Alaskan Standard Time - jkpannone
Cause: Homer Electric power issues generating noise which caused interference at the site.
Resolution: Homer Electric power issues resolved.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27897 **Date Opened:** 1/4/13 **Date Completed:** 1/10/13

Summary: Lena Point - Control path 45.1 down, no connection, bouncing.

Resolution: 1/10/2013 8:25 AM Alaskan Standard Time - jkpannone
Cause: Microwave link at Saddle Mtn.
Resolution: Link repaired.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27898 **Date Opened:** 1/4/13 **Date Completed:** 1/8/13

Summary: Tudor Road Master Site - Broken tape drive.

Resolution: 1/8/2013 7:54 AM Alaskan Standard Time - jkpannone
Cause: Failed tape drive.
Resolution: Tape drive replaced.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 27899 **Date Opened:** 1/4/13 **Date Completed:** 1/4/13

Summary: Eielson - LMR OP 01 unknown.

Resolution: 1/4/2013 8:31 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 27900 **Date Opened:** 1/4/13 **Date Completed:** 1/4/13

Summary: Eielson - Red Flag OP 01 unknown.

Resolution: 1/4/2013 8:38 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 27901 **Date Opened:** 1/4/13 **Date Completed:** 1/4/13

Summary: Eielson - Alt Fire Op 01 & OP 02 unknown.

Resolution: 1/4/2013 8:43 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 27904 **Date Opened:** 1/4/13 **Date Completed:** 1/7/13

Summary: Eielson - Alt Fire GPIOM 8-1, OP 01 and OP 02 unknown.

Resolution: 1/7/2013 12:24 PM Alaskan Standard Time - jkpannone
Cause: Application failed after a power outage.
Resolution: Customer restarted application.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 27908 **Date Opened:** 1/4/13 **Date Completed:** 1/7/13

Summary: Eielson - Red Flag GPIOM 3-1 and OP 1 unconfigured.

Resolution: 1/7/2013 12:27 PM Alaskan Standard Time - jkpannone
Cause: Failed due to power outage.
Resolution: Customer reset console.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27912 **Date Opened:** 1/4/13 **Date Completed:** 5/1/13

Summary: Sunny Hay - Request to check the wiring on the generator as won't auto start.

Resolution: 5/1/2013 7:48 AM Alaskan Standard Time - jkpannone
Closed as the SOA said they would take care of this issue.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27956 **Date Opened:** 1/9/13 **Date Completed:** 1/9/13

Summary: Tudor Road Master Site - ZDS disabled and enabled, impact > 5 minutes.

Resolution: 1/9/2013 8:10 AM Alaskan Standard Time - jkpannone
Cause: Occurred during database optimization.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27961 **Date Opened:** 1/9/13 **Date Completed:** 1/10/13

Summary: Saddle Mtn - Site unknown > 5 minutes.

Resolution: 1/10/2013 8:29 AM Alaskan Standard Time - jkpannone
Cause: Microwave.
Resolution: Microwave repaired.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 27967 **Date Opened:** 1/9/13 **Date Completed:** 1/9/13

Summary: High Mtn - Taking link down that connects to Lena Point.

Resolution: 1/9/2013 2:02 PM Alaskan Standard Time - jkpannone
Resolution: Work cancelled due to lack of daylight.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27971 **Date Opened:** 1/10/13 **Date Completed:** 1/10/13

Summary: Summit Lake - Site bounced 3 times in 30 minutes.

Resolution: 1/10/2013 7:59 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27972 **Date Opened:** 1/10/13 **Date Completed:** 1/10/13

Summary: Silvertip - Site bounced 3 times in 30 minutes.

Resolution: 1/10/2013 7:59 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27973 **Date Opened:** 1/10/13 **Date Completed:** 1/10/13

Summary: Wolcott - Site bounced 3 times in 30 minutes.

Resolution: 1/10/2013 7:59 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27974 **Date Opened:** 1/10/13 **Date Completed:** 1/10/13

Summary: Cooper Mtn - Site bounced 3 times in 30 minutes.

Resolution: 1/10/2013 7:59 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27975 **Date Opened:** 1/10/13 **Date Completed:** 1/10/13

Summary: Seward - Site bounced 3 times in 30 minutes.

Resolution: 1/10/2013 7:59 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 28002 **Date Opened:** 1/14/13 **Date Completed:** 1/14/13

Summary: Women's Bay - Channel 2 base radio is unknown.

Resolution: 1/14/2013 9:29 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28004 **Date Opened:** 1/14/13 **Date Completed:** 1/14/13

Summary: Lena Point - Site bouncing.

Resolution: 1/14/2013 10:00 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28005 **Date Opened:** 1/14/13 **Date Completed:** 1/14/13

Summary: Valdez - IVD ring site link down.

Resolution: 1/14/2013 2:25 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28014 **Date Opened:** 1/15/13 **Date Completed:** 1/15/13

Summary: Lena Point - Site Controller 2 unknown.

Resolution: 1/15/2013 8:11 AM Alaskan Standard Time - jkpannone
Cause: SOA Microwave link down.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 28015 **Date Opened:** 1/15/13 **Date Completed:** 1/15/13

Summary: Auke Lake - Channel 1 base radio unknown.

Resolution: 1/15/2013 8:17 AM Alaskan Standard Time - jkpannone
Cause: SOA Microwave link down.
Resolution: Cleared on its own.

Department: AML-City of Seward **Priority** 4-Scheduled Maintenance

Service Request #: 28038 **Date Opened:** 1/15/13 **Date Completed:** 1/15/13

Summary: City of Seward - TR Seward is flashing site trunking on their Motobridge.

Resolution: 1/15/2013 1:26 PM Alaskan Standard Time - jkpannone
Customer referred to the SOA Service Center to open a work order with them.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 28050 **Date Opened:** 1/16/13 **Date Completed:** 1/17/13

Summary: FRA - Fire Console site control path 1008.2 bouncing.

Resolution: 1/16/2013 4:08 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 28070 **Date Opened:** 1/18/13 **Date Completed:** 1/18/13

Summary: Eielson - Security Forces GPIOM 5-1 unconfigured.

Resolution: 1/18/2013 8:17 AM Alaskan Standard Time - jkpannone
Cause: ; Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 28071 **Date Opened:** 1/18/13 **Date Completed:** 1/19/13

Summary: Eielson - Command Post relocating their Dispatch Console.

Resolution: 1/18/2013 9:09 AM Alaskan Standard Time - jkpannone
Cause: Customer relocating their console.
Resolution: Console reconnected.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 28082 **Date Opened:** 1/22/13 **Date Completed:** 1/22/13

Summary: Eielson - Alt WOC Console site control path 1008.2 Bouncing.

Resolution: 1/22/2013 11:21 AM Alaskan Standard Time - drice
Cause: The issue was a power outage.
Resolution: Problem corrected itself

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28083 **Date Opened:** 1/22/13 **Date Completed:** 1/21/13

Summary: Lena Point - Site Bounced 3 times in 30 minutes.

Resolution: 1/22/2013 10:31 AM Alaskan Standard Time - drice
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 28086 **Date Opened:** 1/22/13 **Date Completed:** 1/22/13

Summary: Rabbit Creek - Channel 4 Base Radio Unknown.

Resolution: 1/22/2013 1:45 PM Alaskan Standard Time - drice
Cause: Unknown
Resolution: Cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28098 **Date Opened:** 1/24/13 **Date Completed:** 1/24/13

Summary: Tahneta Pass - Channel 1 unknown.

Resolution: 1/24/2013 3:52 PM Alaskan Standard Time - jkpannone
Cause: SOA moving microwave links.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28099 **Date Opened:** 1/24/13 **Date Completed:** 1/24/13

Summary: Lion's Head - Not wide trunking.

Resolution: 1/24/2013 3:56 PM Alaskan Standard Time - jkpannone
Cause: SOA moving microwave links.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28100 **Date Opened:** 1/24/13 **Date Completed:** 1/24/13

Summary: Sawmill - Not wide trunking.

Resolution: 1/24/2013 3:54 PM Alaskan Standard Time - jkpannone
Cause: SOA moving microwave links.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28101 **Date Opened:** 1/24/13 **Date Completed:** 1/24/13

Summary: Valdez - Not wide trunking.

Resolution: 1/24/2013 3:58 PM Alaskan Standard Time - jkpannone
Cause: SOA moving microwave links.
Resolution: Work completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 28103 **Date Opened:** 1/24/13 **Date Completed:** 1/25/13

Summary: Elmendorf - Security Forces Console Path 1013.2 down.

Resolution: 1/25/2013 8:47 AM Alaskan Standard Time - jkpannone
Cause: Intermittent interference.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 28104 **Date Opened:** 1/24/13 **Date Completed:** 1/25/13

Summary: Elmendorf - RCC Console path 1004.2 down.

Resolution: 1/25/2013 8:45 AM Alaskan Standard Time - jkpannone
Cause: Intermittent interference.
Resolution: Cleared on its own.

Department: DOD-USAF-13th SWS **Priority** 3-Intermittent System Failure

Service Request #: 28107 **Date Opened:** 1/25/13 **Date Completed:** 2/15/13

Summary: Clear - Battery blew up and needs replacing.

Resolution: 2/15/2013 1:59 PM Alaskan Standard Time - jkpannone
Site to be removed so no need to replace batteries.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28123 **Date Opened:** 1/28/13 **Date Completed:** 1/29/13

Summary: Tsina - Controller fan 56.1.1 critical malfunction.

Resolution: 1/28/2013 3:53 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 28133 **Date Opened:** 1/28/13 **Date Completed:** 1/30/13

Summary: Elmendorf - Fire taking Console OP 02 down to do some rewiring.

Resolution: 1/30/2013 2:55 PM Alaskan Standard Time - jkpannone
Cause: Customer doing rewiring work.
Resolution: Rewiring completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28138 **Date Opened:** 1/29/13 **Date Completed:** 1/29/13

Summary: Tsina - Controller Fan critical malfunction, bounced 3 times in 1 minute.

Resolution: 1/29/2013 2:30 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DMVA-DHS&EM **Priority** 1-Major System Failure

Service Request #: 28139 **Date Opened:** 1/29/13 **Date Completed:** 1/28/13

Summary: DHSEM - Dispatch cannot log into the dispatch console.

Resolution: 1/28/2013 4:35 PM Alaskan Standard Time - drice
ETS corrected the circuit issue between here and DHSEM.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 28154 **Date Opened:** 1/29/13 **Date Completed:** 1/29/13

Summary: Elmendorf - Fire and Police consoles down.

Resolution: 1/29/2013 10:48 AM Alaskan Standard Time - jkpannone
Cause: ETS working on Microwave circuits.
Resolution: Circuits rerouted.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28159 **Date Opened:** 1/29/13 **Date Completed:** 1/29/13

Summary: Tudor Road Master Site - AMB Links 1.11.1, 1.9.1 and 1.8.1 bouncing.

Resolution: 1/29/2013 2:33 PM Alaskan Standard Time - jkpannone
Cause: SOA working on microwave circuits at Camp Denali.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28162 **Date Opened:** 1/30/13 **Date Completed:** 1/30/13

Summary: Women's Bay - Bounced 3 times in 30 minutes. Controller 46.2 unknown > 5 minutes.

Resolution: 1/30/2013 11:28 AM Alaskan Standard Time - jkpannone
Cause: ACS doing circuit work.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28163 **Date Opened:** 1/30/13 **Date Completed:** 1/30/13

Summary: Pillar Mtn - Unknown 3 times in 30 minutes.

Resolution: 1/30/2013 11:26 AM Alaskan Standard Time - jkpannone
Cause: ACS doing circuit work.
Resolution: ACS completed circuit work.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 28164 **Date Opened:** 1/30/13 **Date Completed:** 1/30/13

Summary: FGA - Console OP 01 & 02 unknown > 5 minutes.

Resolution: 1/30/2013 11:32 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28165 **Date Opened:** 1/30/13 **Date Completed:** 1/31/13

Summary: Lena Point - Unknown 3 times in 30 minutes.

Resolution: 1/30/2013 3:08 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28173 **Date Opened:** 1/31/13 **Date Completed:** 1/31/13

Summary: Summit Lake - Not wide trunking 3 times in 30 minutes.

Resolution: 1/31/2013 2:53 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28174 **Date Opened:** 1/31/13 **Date Completed:** 1/31/13

Summary: Silvertip - Not wide trunking 3 times in 30 minutes.

Resolution: 1/31/2013 2:54 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28175 **Date Opened:** 1/31/13 **Date Completed:** 1/31/13

Summary: Moose Pass - Not wide trunking 3 times in 30 minutes.

Resolution: 1/31/2013 2:56 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28176 **Date Opened:** 1/31/13 **Date Completed:** 1/31/13

Summary: Cooper Mtn - Control path 13.1/3.2 down, no connection.

Resolution: 1/31/2013 3:02 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28177 **Date Opened:** 1/31/13 **Date Completed:** 1/31/13

Summary: Wolcott - Control path 41.1 down, no connection.

Resolution: 1/31/2013 3:05 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28178 **Date Opened:** 1/31/13 **Date Completed:** 1/31/13

Summary: Seward - Control path 33.1 down, no connection.

Resolution: 2/8/2013 1:09 PM Alaskan Standard Time - jkpannone
Cause: Weather related.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 28507 **Date Opened:** 2/1/13 **Date Completed:** 2/1/13

Summary: Chulitna - Commercial power out and generator won't start. Site running on batteries.

Resolution: 2/1/2013 1:01 PM Alaskan Standard Time - jkpannone
Cause: Loss of commercial power and bad battery on generator.
Resolution: Commercial power restored and generator battery replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28509 **Date Opened:** 2/4/13 **Date Completed:** 2/4/13

Summary: Auke Lake - Site unknown.

Resolution: 2/4/2013 8:46 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28534 **Date Opened:** 2/5/13 **Date Completed:** 2/5/13

Summary: Valdez- Not wide trunking 3 times in 30 minutes.

Resolution: 2/6/2013 8:56 AM Alaskan Standard Time - jkpannone
Cause: SOA Circuit issues.
Resolution: Rerouted circuits.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28535 **Date Opened:** 2/5/13 **Date Completed:** 2/5/13

Summary: Cottonwood Creek - Not wide trunking 3 times in 30 minutes.

Resolution: 2/6/2013 9:16 AM Alaskan Standard Time - jkpannone
Cause: SOA Circuit issues.
Resolution: Rerouted circuits.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28536 **Date Opened:** 2/5/13 **Date Completed:** 2/5/13

Summary: Heney Range - Not wide trunking 3 times in 30 minutes.

Resolution: 2/6/2013 9:17 AM Alaskan Standard Time - jkpannone
Cause: SOA Circuit issues.
Resolution: Rerouted circuits.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28537 **Date Opened:** 2/5/13 **Date Completed:** 2/6/13

Summary: Tudor Road Master Site - AMB Link 1.8.1 & 1.9.1 and CEB3 Valdez bouncing.

Resolution: 2/6/2013 9:21 AM Alaskan Standard Time - jkpannone
Cause: SOA Circuit issues.
Resolution: Rerouted circuits.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28547 **Date Opened:** 2/6/13 **Date Completed:** 2/6/13

Summary: Tudor Road Master Site - AMB Link 1.8.1, 1.9.1 down and Cottonwood site not wide trunking.

Resolution: 2/6/2013 1:30 PM Alaskan Standard Time - jkpannone
Cause: SOA Microwave.
Resolution: Corrected the problem on the 7705 at the Alcantra site then put the sites back on their normal circuits.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28548 **Date Opened:** 2/6/13 **Date Completed:** 2/6/13

Summary: Valdez - Not wide trunking.

Resolution: 2/6/2013 1:30 PM Alaskan Standard Time - jkpannone
Cause: SOA Microwave.
Resolution: Corrected the problem on the 7705 at the Alcantra site then put the sites back on their normal circuits.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28549 **Date Opened:** 2/6/13 **Date Completed:** 2/6/13

Summary: Heney Range - Not wide trunking.

Resolution: 2/6/2013 1:34 PM Alaskan Standard Time - jkpannone
Cause: SOA Microwave.
Resolution: Corrected the problem on the 7705 at the Alcantra site then put the sites back on their normal circuits.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 28550 **Date Opened:** 2/6/13 **Date Completed:** 2/6/13

Summary: FWA - Console Site 11 OP 1, GPIOM 14-1 unconfigured, reset.

Resolution: 2/6/2013 10:43 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28552 **Date Opened:** 2/6/13 **Date Completed:** 2/7/13

Summary: Girdwood - Not wide trunking > 5 minutes.

Resolution: 2/6/2013 4:40 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28553 **Date Opened:** 2/6/13 **Date Completed:** 2/7/13

Summary: Hope - Not wide trunking > 5 minutes.

Resolution: 2/6/2013 4:41 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 28561 **Date Opened:** 2/6/13 **Date Completed:** 2/6/13

Summary: Birch Hill Master Site - AMB Link 2.24.1 & Fairbanks PD CEB 5 unknown.

Resolution: 2/6/2013 1:52 PM Alaskan Standard Time - jkpannone
Cause: SOA Technicians knocked a cable loose.
Resolution: Cable reconnected.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28563 **Date Opened:** 2/7/13 **Date Completed:** 2/11/13

Summary: Sunny Hay - Site controller 61.1 unknown.

Resolution: 2/11/2013 9:14 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28564 **Date Opened:** 2/7/13 **Date Completed:** 2/7/13

Summary: Haines - Site controller 7.1 unknown.

Resolution: 2/8/2013 8:14 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28565 **Date Opened:** 2/7/13 **Date Completed:** 2/7/13

Summary: Skagway - Site controller 72.2 unknown.

Resolution: 2/8/2013 8:12 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28568 **Date Opened:** 2/7/13 **Date Completed:** 2/11/13

Summary: High Mtn - Site controller 44.1 and 2 bouncing.

Resolution: 2/11/2013 8:22 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 28571 **Date Opened:** 2/7/13 **Date Completed:** 2/12/13

Summary: Birch Hill Master Site - FPD CEB 4 & 5 and AMB Link 2.7.1 & 2.24.1 Unknown.

Resolution: 2/11/2013 3:46 PM Alaskan Standard Time - jkpannone
Cause: SOA circuit work.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28581 **Date Opened:** 2/8/13 **Date Completed:** 4/17/13

Summary: Skagway - Site controller 72.2 unknown.

Resolution: 4/17/2013 3:25 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28582 **Date Opened:** 2/8/13 **Date Completed:** 4/17/13

Summary: Haines - Site controller 71.1 unknown.

Resolution: 4/17/2013 3:28 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28595 **Date Opened:** 2/11/13 **Date Completed:** 2/10/13

Summary: Glennallen - Site bouncing due to illegal carriers on channels.

Resolution: 2/11/2013 8:11 AM Alaskan Standard Time - jkpannone
Cause: Illegal carriers.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 28596 **Date Opened:** 2/11/13 **Date Completed:** 2/11/13

Summary: Elmendorf - MOC OP 01 unknown.

Resolution: 2/12/2013 7:54 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28605 **Date Opened:** 2/11/13 **Date Completed:** 2/12/13

Summary: Auke Lake - Bounced 3 times in 30 minutes.

Resolution: 3/13/2013 12:27 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 28614 **Date Opened:** 2/12/13 **Date Completed:** 2/12/13

Summary: Eielson - Command Post OP 01 unknown.

Resolution: 2/12/2013 8:01 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28615 **Date Opened:** 2/12/13 **Date Completed:** 2/12/13

Summary: Auke Lake - Site unknown > 5 minutes.

Resolution: 2/12/2013 4:00 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Reset Microwave Radio.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28618 **Date Opened:** 2/12/13 **Date Completed:** 2/13/13

Summary: Portage - Channels 1-4 malfunction 3 times in 30 minutes.

Resolution: 2/13/2013 3:56 PM Alaskan Standard Time - jkpannone
Cause: Alaska Railroad working on grounding issues.
Resolution: Alaska Railroad completed their work.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28621 **Date Opened:** 2/13/13 **Date Completed:** 2/13/13

Summary: Canyon Creek - ETS working on patch cables bouncing these sites.

Resolution: 2/12/2013 3:54 PM Alaskan Standard Time - jkpannone
Cause: ETS cleaning up patch cables.
Resolution: Completed cleaning up patch cables.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 28627 **Date Opened:** 2/13/13 **Date Completed:** 2/14/13

Summary: Donnelly Dome - Channels 1 & 2 down, Site in failsoft.

Resolution: 2/13/2013 4:03 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 28647 **Date Opened:** 2/15/13 **Date Completed:** 2/16/13

Summary: Auke Lake - ETS is resetting their microwave radio.

Resolution: 2/15/2013 5:06 PM Alaskan Standard Time - jkpannone
Cause: SOA resetting their Microwave radio rebooted.
Resolution: Microwave radio rebooted.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28687 **Date Opened:** 2/19/13 **Date Completed:** 2/19/13

Summary: Kasilof - Channel 2 unknown.

Resolution: 2/19/2013 1:44 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 28694 **Date Opened:** 2/20/13 **Date Completed:** 2/20/13

Summary: FWA - AIS console site manage link 1012.1 down, no connection.

Resolution: 2/19/2013 4:06 PM Alaskan Standard Time - jkpannone
Cause: Subnet no longer in use. Technician using subnet to test a console.
Resolution: Contacted Motorola Service Rep to remove this subnet from cases being opened.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 28711 **Date Opened:** 2/20/13 **Date Completed:** 2/20/13

Summary: FRA - Fire OP 01 unknown.

Resolution: 2/21/2013 8:15 AM Alaskan Standard Time - jkpannone
Cause: Case already open in Zone 2. Motorola Service Rep error in opening.
Resolution: Closed invalid case.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 28716 **Date Opened:** 2/21/13 **Date Completed:** 2/22/13

Summary: Auke Lake - ETS doing microwave work that will bounce the site.

Resolution: 2/21/2013 4:05 PM Alaskan Standard Time - jkpannone
Cause: SOA installing new microwave.
Resolution: Microwave work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 28727 **Date Opened:** 2/22/13 **Date Completed:** 2/22/13

Summary: Eielson - Alt WOC OP 01 Unknown.

Resolution: 2/22/2013 11:19 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Only down for 1 minute. Case should not have been opened. Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28729 **Date Opened:** 2/22/13 **Date Completed:** 2/23/13

Summary: Auke Lake - Site unknown.

Resolution: 2/25/2013 8:27 AM Alaskan Standard Time - jkpannone
Cause: SOA working on microwave.
Resolution: Microwave work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 28732 **Date Opened:** 2/25/13 **Date Completed:** 2/25/13

Summary: Eielson - Alt WOC Console site control path 1008.1 & 2 bouncing.

Resolution: 2/25/2013 12:17 PM Alaskan Standard Time - jkpannone
Cause: Power Outage.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28733 **Date Opened:** 2/25/13 **Date Completed:** 2/24/13

Summary: Diamond Ridge - Site bouncing.

Resolution: 2/25/2013 8:43 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28734 **Date Opened:** 2/25/13 **Date Completed:** 2/26/13

Summary: Diamond Ridge - Site failsoft bouncing 3 times in 30 minutes.

Resolution: 2/26/2013 8:56 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 28735 **Date Opened:** 2/25/13 **Date Completed:** 2/26/13

Summary: Eielson - Alt WOC MCC7500 UEM shows battery fault on an OP with no issues.

Resolution: 2/26/2013 9:36 AM Alaskan Standard Time - jkpannone
Cause: Motorola opened in error. Not an ALMR case.
Resolution: Case closed.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 28736 **Date Opened:** 2/25/13 **Date Completed:** 2/26/13

Summary: Eielson - Security Forces OP 06 GPIOM Failure.

Resolution: 2/26/2013 1:53 PM Alaskan Standard Time - jkpannone
Cause: Power outage:
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28760 **Date Opened:** 2/27/13 **Date Completed:** 2/28/13

Summary: Portage - Site unknown.

Resolution: 2/27/2013 4:41 PM Alaskan Standard Time - jkpannone
Cause: Power outage affecting the fiber connectivity to this site.
Resolution: Power restored to commercial fiber connectivity.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28945 **Date Opened:** 3/1/13 **Date Completed:** 3/1/13

Summary: Tudor Road Master Site - AMB Link 1.8.1.1.9.1.1.21.1 & CEB 3 Valdez PD unknown.

Resolution: 3/1/2013 2:27 PM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28946 **Date Opened:** 3/1/13 **Date Completed:** 3/1/13

Summary: Tudor Road Master Site - Multiple sites down including site control path 1008 & 1007.

Resolution: 3/1/2013 2:29 PM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28947 **Date Opened:** 3/1/13 **Date Completed:** 3/1/13

Summary: Bailey Hill - Not in wide trunking.

Resolution: 3/1/2013 2:30 PM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28953 **Date Opened:** 3/4/13 **Date Completed:** 3/4/13

Summary: Moose Pass - Site bouncing.

Resolution: 3/4/2013 12:44 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28962 **Date Opened:** 3/4/13 **Date Completed:** 3/14/13

Summary: Tudor Road Master Site - AMB Links, Valdez PD and multiple sites down.

Resolution: 3/14/2013 8:05 AM Alaskan Standard Time - jkpannone
Cause: Too much data processing at the same time.
Resolution: SOA made configuration changes to the microwave.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28971 **Date Opened:** 3/5/13 **Date Completed:** 3/5/13

Summary: Heney Range - Not wide trunking.

Resolution: 3/5/2013 2:36 PM Alaskan Standard Time - jkpannone
Cause: SOA Microwave.
Resolution: Closed as included in case 23413050.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 28972 **Date Opened:** 3/5/13 **Date Completed:** 3/5/13

Summary: R1 North - Base radio 29.3 malfunction > 5 min.

Resolution: 3/5/2013 2:39 PM Alaskan Standard Time - jkpannone
Cause: SOA Microwave.
Resolution: Closed as included in 23413050.

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 29000 **Date Opened:** 3/8/13 **Date Completed:** 3/11/13

Summary: Clear - Request to check on bad batteries at the site.

Resolution: 3/11/2013 11:03 AM Alaskan Standard Time - jkpannone
Technician ensured there was no battery acid on any other equipment and removed two bad Eltek Rectifiers.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29010 **Date Opened:** 3/8/13 **Date Completed:** 3/11/13

Summary: Girdwood - Base radio malfunctions on channels 4 & 5.

Resolution: 3/11/2013 8:36 AM Alaskan Standard Time - jkpannone
Cause: SOA working on waveguide at Tudor Tower.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 29011 **Date Opened:** 3/11/13 **Date Completed:** 3/8/13

Summary: Valdez - Channel 2 base radio malfunction.

Resolution: 3/11/2013 8:08 AM Alaskan Standard Time - jkpannone
Cause: Microwave link.
Reolution: Closed. Refer to case 23413050.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29012 **Date Opened:** 3/11/13 **Date Completed:** 3/11/13

Summary: Girdwood - Not wide trunking for 10 minutes.

Resolution: 3/11/2013 8:14 AM Alaskan Standard Time - jkpannone
Cause: SOA working on wave guide at Tudor Tower.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29013 **Date Opened:** 3/11/13 **Date Completed:** 3/11/13

Summary: Hope - Not wide trunking for 10 minutes.

Resolution: 3/11/2013 8:17 AM Alaskan Standard Time - jkpannone
Cause: SOA working on waveguide at Tudor Tower.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29018 **Date Opened:** 3/11/13 **Date Completed:** 3/11/13

Summary: Diamond Ridge - Not wide trunking 3 times in 30 minutes.

Resolution: 4/4/2013 10:44 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 29019 **Date Opened:** 3/11/13 **Date Completed:** 3/11/13

Summary: Valdez - Channel 4 base radio unknown.

Resolution: 3/11/2013 11:46 AM Alaskan Standard Time - jkpannone
Cause: Microwave link issue.
Resolution: Related to Case 23413050.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 29038 **Date Opened:** 3/13/13 **Date Completed:** 3/14/13

Summary: FWA - Console GPIOM 10-1, dispatch voice card and application unconfigured.

Resolution: 3/14/2013 1:20 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29072 **Date Opened:** 3/14/13 **Date Completed:** 3/28/13

Summary: Tahneta Pass - Site unknown.

Resolution: 3/14/2013 9:47 AM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave.
Resolution: Combined with multi site outage case 23425045

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29073 **Date Opened:** 3/14/13 **Date Completed:** 3/14/13

Summary: Lion's Head - Site unknown.

Resolution: 3/14/2013 9:59 AM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave.
Resolution: Case closed and combined with multi outage case 23415045.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29074 **Date Opened:** 3/14/13 **Date Completed:** 3/14/13

Summary: Sawmill - Site unknown.

Resolution: 3/14/2013 10:07 AM Alaskan Standard Time - jkpannone
Casue: SOA working on Microwave.
Resolution: Case closed and combined with Multi outage case 23425045.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29075 **Date Opened:** 3/14/13 **Date Completed:** 3/14/13

Summary: Bailey Hill - Site unknown.

Resolution: 3/14/2013 10:11 AM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave.
Resolution: Closed case and combined with multi site outage case 23425045.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29076 **Date Opened:** 3/14/13 **Date Completed:** 3/14/13

Summary: Alcantra - Site unknown.

Resolution: 3/14/2013 10:14 AM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave.
Resolution: Case closed and combined with multi site outage case 23425045.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29077 **Date Opened:** 3/14/13 **Date Completed:** 3/16/13

Summary: Tudor Road Master Site - Multiple site outage.

Resolution: 3/14/2013 10:22 AM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave.
Resolution: Work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 29111 **Date Opened:** 3/15/13 **Date Completed:** 3/18/13

Summary: Eielson - Alt WOC Console site link 1008.2 bouncing.

Resolution: 3/18/2013 12:00 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29117 **Date Opened:** 3/18/13 **Date Completed:** 3/16/13

Summary: Tudor Road Master Site - Multiple sites down.

Resolution: 3/18/2013 8:24 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution; Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29118 **Date Opened:** 3/18/13 **Date Completed:** 3/21/13

Summary: Tudor Road Master Site - Multiple sites down.

Resolution: 3/21/2013 3:12 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: SOA upgraded the software versions on the Constellations between Sterling and Cooper.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 29121 **Date Opened:** 3/18/13 **Date Completed:** 3/20/13

Summary: Eielson - Security Forces OP 02 unknown, unreachable from manager.

Resolution: 3/20/2013 9:17 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 29171 **Date Opened:** 3/20/13 **Date Completed:** 3/20/13

Summary: Birch Hill Master Site - PBX call control, Tome generator, & interconnect audio path down.

Resolution: 3/20/2013 3:45 PM Alaskan Standard Time - jkpannone
Cause: Cable unplugged momentarily to enable Technician to gain access to another piece of equipment.
Resolution: Plugged cable back in.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 29172 **Date Opened:** 3/21/13 **Date Completed:** 3/21/13

Summary: Elmendorf - Security Forces Console site control path 1013.2 down.

Resolution: 3/21/2013 8:14 AM Alaskan Standard Time - jkpannone
Cause: Tree hit power line.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29177 **Date Opened:** 3/21/13 **Date Completed:** 3/21/13

Summary: Tudor Road Master Site - Control path 1.1 & 1,2, configuring, connection down.

Resolution: 3/21/2013 12:46 PM Alaskan Standard Time - jkpannone
Cause: Working on Atwood 800 site.
Resolution: This site is not a monitored site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29184 **Date Opened:** 3/22/13 **Date Completed:** 3/23/13

Summary: Diamond Ridge - Not wide trunking 3 times in 30 minutes.

Resolution: 3/25/2013 8:44 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 29185 **Date Opened:** 3/25/13 **Date Completed:** 3/23/13

Summary: Elmendorf - Security Forces Console site control path 1013.1 and OP 01 down.

Resolution: 3/25/2013 8:29 AM Alaskan Standard Time - jkpannone
Cause: Fiber bouncing.
Resolution: Cleared on its own.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 29186 **Date Opened:** 3/25/13 **Date Completed:** 3/25/13

Summary: FRA - PMO Console OP 01 unknown.

Resolution: 3/26/2013 9:08 AM Alaskan Standard Time - jkpannone
Cause: Commercial power outage.
Resolution: Power restored.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 29187 **Date Opened:** 3/25/13 **Date Completed:** 3/25/13

Summary: FRA - Fire GPIOM 3-1 unconfigured, reset.

Resolution: 3/26/2013 9:02 AM Alaskan Standard Time - jkpannone
Cause: Commercial power outage.
Resolution: Power restored.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 29188 **Date Opened:** 3/25/13 **Date Completed:** 3/23/13

Summary: Elmendorf - RCC Console site control path 1004-2 down 3 times in 30 minutes.

Resolution: 3/25/2013 8:48 AM Alaskan Standard Time - jkpannone
Cause: Fiber bouncing.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29189 **Date Opened:** 3/25/13 **Date Completed:** 3/25/13

Summary: Saddle Mtn - Site manager link 3.1.1 down, no connection.

Resolution: 3/25/2013 10:41 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29190 **Date Opened:** 3/25/13 **Date Completed:** 3/25/13

Summary: Tudor Road Master Site - IVD ring site link down & control path configuring.

Resolution: 3/25/2013 9:01 AM Alaskan Standard Time - jkpannone
Cause: Caused on a site not monitored.
Resolution: Case closed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29191 **Date Opened:** 3/25/13 **Date Completed:** 3/26/13

Summary: Beaver Creek - Site unknown.

Resolution: 3/26/2013 9:43 AM Alaskan Standard Time - jkpannone
Cause: Bad microwave fuse at the Tok site.
Resolution: Replaced microwave fuse at Tok site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29192 **Date Opened:** 3/25/13 **Date Completed:** 3/26/13

Summary: Tok - Site unknown.

Resolution: 3/26/2013 9:40 AM Alaskan Standard Time - jkpannone
Cause: Bad microwave fuse.
Resolution: Fuse replaced.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 29193 **Date Opened:** 3/25/13 **Date Completed:** 3/26/13

Summary: Eielson - Alt WOC console site control path 1008.1 & 2 down, bouncing.

Resolution: 3/26/2013 4:08 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 29194 **Date Opened:** 3/25/13 **Date Completed:** 3/25/13

Summary: Eielson - Security Forces GPIOM 4-1 unconfigured.

Resolution: 3/25/2013 11:54 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29198 **Date Opened:** 3/26/13 **Date Completed:** 3/26/13

Summary: Tudor Road Master Site - Several sites not wide trunking.

Resolution: 3/26/2013 10:18 AM Alaskan Standard Time - jkpannone
Cause: SOA updating Microwave software.
Resolution: Update completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 29211 **Date Opened:** 3/27/13 **Date Completed:** 3/27/13

Summary: Elmendorf - AIS unknown, user requested.

Resolution: 3/27/2013 8:33 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 29218 **Date Opened:** 3/28/13 **Date Completed:** 3/28/13

Summary: FWA - AIS console site manager link 1012.1 down, no connection.

Resolution: 3/28/2013 2:18 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 29228 **Date Opened:** 3/29/13 **Date Completed:** 3/29/13

Summary: Eielson - Command Post OP 01 is unknown.

Resolution: 3/29/2013 12:21 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29264 **Date Opened:** 4/1/13 **Date Completed:** 4/4/13

Summary: Tudor Road Master Site - Multiple sites not wide trunking.

Resolution: 4/4/2013 4:29 PM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave circuits.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29265 **Date Opened:** 4/1/13 **Date Completed:** 4/1/13

Summary: Sunny Hay - Not wide trunking 3 times in 30 minutes.

Resolution: 4/1/2013 1:16 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 29266 **Date Opened:** 4/1/13 **Date Completed:** 4/1/13

Summary: Black Rapids - Site controller 4.2 unknown.

Resolution: 4/1/2013 11:22 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29354 **Date Opened:** 4/2/13 **Date Completed:** 4/3/13

Summary: Women's Bay - Site controller 1 unreachable.

Resolution: 4/3/2013 7:51 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 29356 **Date Opened:** 4/2/13 **Date Completed:** 4/3/13

Summary: Sawmill - Base Radio unknown on channel 2.

Resolution: 4/3/2013 7:47 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 29389 **Date Opened:** 4/3/13 **Date Completed:** 4/3/13

Summary: Ft Greely - Base radio 7.1 Unknown.

Resolution: 4/3/2013 4:25 PM Alaskan Standard Time - jkpannone
Cause:Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29391 **Date Opened:** 4/4/13 **Date Completed:** 4/4/13

Summary: Pillar Mtn - Site unknown 3 times in 30 minutes.

Resolution: 4/4/2013 8:55 AM Alaskan Standard Time - jkpannone
Cause: ACS working on their circuits.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29392 **Date Opened:** 4/4/13 **Date Completed:** 4/4/13

Summary: Women's Bay - Site bounced 3 times in 30 minutes, down longer than 5 minutes.

Resolution: 4/4/2013 8:55 AM Alaskan Standard Time - jkpannone
Cause: ACS working on their circuits.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29395 **Date Opened:** 4/4/13 **Date Completed:** 4/5/13

Summary: Lena Point - Site down.

Resolution: 4/4/2013 4:08 PM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 29417 **Date Opened:** 4/5/13 **Date Completed:** 4/6/13

Summary: Ft Greely - Fault manager lost communication to device.

Resolution: 4/8/2013 7:54 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 29419 **Date Opened:** 4/5/13 **Date Completed:** 4/5/13

Summary: USAF - Repaired the KVL Switch in the PWICS office.

Resolution: 4/5/2013 3:47 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Reconfigured and restarted the switch.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29420 **Date Opened:** 4/8/13 **Date Completed:** 4/8/13

Summary: Ester Dome - Channel 1 malfunctiong due to illegal carrier

Resolution: 4/8/2013 11:22 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29422 **Date Opened:** 4/8/13 **Date Completed:** 4/8/13

Summary: Lena Point - Site controller 45.1 unknown.

Resolution: 4/8/2013 1:50 PM Alaskan Standard Time - jkpannone
Closed and rolled into multi site outage case 23453519.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29423 **Date Opened:** 4/8/13 **Date Completed:** 4/8/13

Summary: Sawmill - Channel 1 base radio unknown.

Resolution: 4/8/2013 2:08 PM Alaskan Standard Time - jkpannone
Closed and merged into multi site outage case 23453519.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 29424 **Date Opened:** 4/8/13 **Date Completed:** 4/8/13

Summary: Saddle Mtn - Channel 1 Unknown.

Resolution: 4/8/2013 2:29 PM Alaskan Standard Time - jkpannone
Closed and combined with multi site outage case 23453519

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29425 **Date Opened:** 4/8/13 **Date Completed:** 4/8/13

Summary: Hope - Base Radio Channel 1 unknown.

Resolution: 4/8/2013 2:32 PM Alaskan Standard Time - jkpannone
Closed and merged with multi site outage case 23453519.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29426 **Date Opened:** 4/8/13 **Date Completed:** 4/8/13

Summary: Cooper Mtn - Channel 2 & 4 unknown.

Resolution: 4/8/2013 2:33 PM Alaskan Standard Time - jkpannone
Closed and merged with multi site outage case 23453519.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29427 **Date Opened:** 4/8/13 **Date Completed:** 4/8/13

Summary: Pillar Mtn - Base Radio Channel 3 unknown.

Resolution: 4/8/2013 2:36 PM Alaskan Standard Time - jkpannone
Closed and merged with multi site outage case 23453519.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29428 **Date Opened:** 4/8/13 **Date Completed:** 4/12/13

Summary: Tudor Road Master Site -Multiple sites reporting unknown.

Resolution: 4/14/2013 9:35 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29433 **Date Opened:** 4/9/13 **Date Completed:** 4/9/13

Summary: Sawmill - Site controller 2 unknown.

Resolution: 4/9/2013 10:10 AM Alaskan Standard Time - jkpannone
Case closed and rolled into multi site outage case 23453519.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29434 **Date Opened:** 4/9/13 **Date Completed:** 4/9/13

Summary: Cooper Mtn - Site controller 1 unknown.

Resolution: 4/9/2013 10:13 AM Alaskan Standard Time - jkpannone
Case closed and rolled into multi site outage case 23453519.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29435 **Date Opened:** 4/9/13 **Date Completed:** 4/9/13

Summary: Kasilof - Site controller 1 unknown.

Resolution: 5/8/2013 8:53 AM Alaskan Standard Time - jkpannone
Case closed and rolled into multi site outage case 23453519.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29436 **Date Opened:** 4/9/13 **Date Completed:** 4/9/13

Summary: Alcantra - Site controller 1 malfunctioning > 5 minutes.

Resolution: 4/9/2013 2:27 PM Alaskan Standard Time - jkpannone
Closed and rolled into multi site outage case 23453519.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29437 **Date Opened:** 4/9/13 **Date Completed:** 4/9/13

Summary: Kenai - Channels 1 & 4 unknown > 5 minutes.

Resolution: 4/9/2013 2:31 PM Alaskan Standard Time - jkpannone
Closed and rolled into multi site outage case 23453519.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 29461 **Date Opened:** 4/10/13 **Date Completed:** 4/11/13

Summary: FRA - OP 01 unconfigured / GPIOM 3.1 unconfigured.

Resolution: 4/11/2013 7:44 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Restarted the application.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29468 **Date Opened:** 4/11/13 **Date Completed:** 4/12/13

Summary: Auke Lake - ETS microwave circuits being cut over.

Resolution: 4/12/2013 8:38 AM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave circuits.
Resolution: Circuits moved.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 29530 **Date Opened:** 4/12/13 **Date Completed:** 4/12/13

Summary: Birch Hill Master Site - ZDS disabling, unknown cause > 5 minutes.

Resolution: 4/12/2013 8:46 AM Alaskan Standard Time - jkpannone
Duplicate Case, refer to WO 29322, Case 23458390.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29531 **Date Opened:** 4/12/13 **Date Completed:** 4/20/13

Summary: Tudor Road Master Site - MGEG minor alarm, possible bad voice card.

Resolution: 4/22/2013 7:49 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Restarted MGEG.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 29643 **Date Opened:** 4/14/13 **Date Completed:** 4/13/13

Summary: Eielson - Alt Fire OP01 unknown.

Resolution: 4/14/2013 9:41 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29644 **Date Opened:** 4/15/13 **Date Completed:** 4/16/13

Summary: Tudor Road Master Site - CEB 3 Valdez, AMB link 1.8.1, 1.21.1 & 1.9 1 unknown.

Resolution: 4/16/2013 8:03 AM Alaskan Standard Time - jkpannone
Cause: SOA Microwave circuit.
Resolution: Circuit repaired.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29645 **Date Opened:** 4/15/13 **Date Completed:** 4/15/13

Summary: Valdez - Not in wide trunking.

Resolution: 4/15/2013 7:47 AM Alaskan Standard Time - jkpannone
Cause: SOA working on circuits.
Resolution: Circuit re-routed.

Department: System Wide **Priority** 1-Major System Failure

Service Request #: 29647 **Date Opened:** 4/15/13 **Date Completed:** 4/15/13

Summary: Tudor Road Master Site - Proxy agent unknown, both zones.

Resolution: 4/15/2013 7:59 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 29648 **Date Opened:** 4/15/13 **Date Completed:** 4/15/13

Summary: Eielson - OP 2 and OP 3 unknown.

Resolution: 4/15/2013 1:18 PM Alaskan Standard Time - jkpannone
Cause: Tripped UPS.
Resolution: Rest the system.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 29691 **Date Opened:** 4/15/13 **Date Completed:** 4/16/13

Summary: Kasilof - Channel 1 alarm > 5 minutes.

Resolution: 4/16/2013 7:56 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 29692 **Date Opened:** 4/15/13 **Date Completed:** 4/16/13

Summary: Saddle Mtn - Channel 5 alarm > 5 minutes.

Resolution: 4/16/2013 7:57 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 29693 **Date Opened:** 4/15/13 **Date Completed:** 4/16/13

Summary: R1 North - Base Radio 29.3 malfunction > 5 minutes.

Resolution: 4/16/2013 7:59 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 29754 **Date Opened:** 4/17/13 **Date Completed:** 4/16/13

Summary: FWA - OP 01 and 02 unknown.

Resolution: 4/17/2013 7:40 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 29755 **Date Opened:** 4/17/13 **Date Completed:** 4/16/13

Summary: Eielson - Security Forces GPIOM 15-1 unconfigured.

Resolution: 4/17/2013 7:45 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Customer re-launched application.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29818 **Date Opened:** 4/18/13 **Date Completed:** 4/18/13

Summary: Cooper Mtn - Site bounced 3 times in 30 minutes.

Resolution: 4/18/2013 8:52 AM Alaskan Standard Time - jkpannone
Cause: SOA changed microwave modem card at the Pipeline site.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29819 **Date Opened:** 4/18/13 **Date Completed:** 4/18/13

Summary: Seward - Site bounced 3 times in 30 minutes.

Resolution: 4/18/2013 8:55 AM Alaskan Standard Time - jkpannone
Cause: SOA changed microwave modem card at the Pipeline site.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29820 **Date Opened:** 4/18/13 **Date Completed:** 4/18/13

Summary: Moose Pass - Site bounced 3 times in 30 minutes.

Resolution: 4/18/2013 9:03 AM Alaskan Standard Time - jkpannone
Cause: SOA changed microwave modem card at the Pipeline site.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29821 **Date Opened:** 4/18/13 **Date Completed:** 4/18/13

Summary: Summit Lake Site bounced 3 times in 30 minutes.

Resolution: 4/18/2013 9:13 AM Alaskan Standard Time - jkpannone
Cause: SOA changed microwave modem card at the Pipeline site.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29822 **Date Opened:** 4/18/13 **Date Completed:** 4/18/13

Summary: Wolcott - Site bounced 3 times in 30 minutes.

Resolution: 4/18/2013 9:15 AM Alaskan Standard Time - jkpannone
Cause: SOA changed microwave modem card at the Pipeline site.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29823 **Date Opened:** 4/18/13 **Date Completed:** 4/18/13

Summary: Silvertip - Site bounced 3 times in 30 minutes.

Resolution: 4/18/2013 9:18 AM Alaskan Standard Time - jkpannone
Cause: SOA changed microwave modem card at the Pipeline site.
Resolution: Work completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 29828 **Date Opened:** 4/18/13 **Date Completed:** 4/18/13

Summary: Elmendorf - MOC console control path 1011.1-.2 down, both links on control interface 1.

Resolution: 4/18/2013 4:16 PM Alaskan Standard Time - jkpannone
Cause: Power hits rebooted router..
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 29829 **Date Opened:** 4/18/13 **Date Completed:** 4/18/13

Summary: Elmendorf - Alt Security Forces console is not working. Getting a no link light on the unit.

Resolution: 4/18/2013 2:26 PM Alaskan Standard Time - jkpannone
No issue. Customer was looking at wrong computer.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 29840 **Date Opened:** 4/19/13 **Date Completed:** 4/23/13

Summary: Eielson - Alt Fire OP01 unknown.

Resolution: 4/22/2013 11:20 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Customer restarted application.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29846 **Date Opened:** 4/22/13 **Date Completed:** 4/25/13

Summary: Lena Point - Site bouncing.

Resolution: 4/25/2013 1:40 PM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 29899 **Date Opened:** 4/25/13 **Date Completed:** 4/25/13

Summary: Ft Greely - Site bouncing.

Resolution: 4/25/2013 1:11 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 29900 **Date Opened:** 4/25/13 **Date Completed:** 4/25/13

Summary: FWA - Console GPIOM 10-1 unconfigured reset.

Resolution: 4/25/2013 11:30 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Relaunched application.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 29905 **Date Opened:** 4/26/13 **Date Completed:** 4/27/13

Summary: Black Rapids - Control path 4.1 down 3 times in 30 minutes.

Resolution: 4/29/2013 7:55 AM Alaskan Standard Time - jkpannone
Cause: Arctic Slope working on microwave.
Resolution: Work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 29906 **Date Opened:** 4/26/13 **Date Completed:** 4/26/13

Summary: Ft Greely - Not wide trunking.

Resolution: 4/26/2013 7:56 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: SOA made timing adjustment to the circuit.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 29907 **Date Opened:** 4/26/13 **Date Completed:** 4/27/13

Summary: Birch Hill Master Site - Multiple Site Outage, SOA working on microwave circuits.

Resolution: 4/29/2013 7:52 AM Alaskan Standard Time - jkpannone
Cause: SOA moving microwave circuits.
Resolution: Work completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 29924 **Date Opened:** 4/29/13 **Date Completed:** 4/29/13

Summary: Birch Hill VHF - Channel 1 illegal carrier.

Resolution: 4/29/2013 8:40 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution; Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 29925 **Date Opened:** 4/29/13 **Date Completed:** 4/29/13

Summary: Ester Dome - Channel 1 illegal carrier > 1 hour.

Resolution: 4/29/2013 8:17 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 29961 **Date Opened:** 4/30/13 **Date Completed:** 4/30/13

Summary: Birch Hill Master Site - ETS circuit work affecting Nenana and Money Knob.

Resolution: 4/30/2013 9:21 AM Alaskan Standard Time - jkpannone
Cause: SOA working on microwave circuits.
Resolution: Work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 30252 **Date Opened:** 5/2/13 **Date Completed:** 5/3/13

Summary: Eielson - Command Post OP 01 unknown.

Resolution: 5/3/2013 3:59 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Restarted computer.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30275 **Date Opened:** 5/3/13 **Date Completed:** 5/3/13

Summary: Lena Point - 45.1 connection down, bouncing.

Resolution: 5/3/2013 9:09 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 30276 **Date Opened:** 5/3/13 **Date Completed:** 5/3/13

Summary: Eielson - Alt Fire OP 01 and 02 unknown.

Resolution: 5/3/2013 1:28 PM Alaskan Standard Time - jkpannone
Cause: Power Outage.
Resolution: Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 30283 **Date Opened:** 5/3/13 **Date Completed:** 5/3/13

Summary: Eielson - Security Forces OP 03 unknown.

Resolution: 5/3/2013 1:26 PM Alaskan Standard Time - jkpannone
Cause: Bad UPS.
Resolution: UPS repaired.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30284 **Date Opened:** 5/3/13 **Date Completed:** 5/3/13

Summary: Yanert - IVD Ring Site Link 2.2.2.24 down, Ring connection lost.

Resolution: 5/3/2013 1:43 PM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave circuit.
Resolution: Circuit fixed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30285 **Date Opened:** 5/3/13 **Date Completed:** 5/3/13

Summary: Garner - IVD Ring site link 2.1.1.15 down, Ring connection lost.

Resolution: 5/3/2013 1:47 PM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave circuit.
Resolution. Circuit fixed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30287 **Date Opened:** 5/6/13 **Date Completed:** 5/6/13

Summary: Sunny Hay - Not in wide trunking 3 times in 30 minutes.

Resolution: 5/6/2013 10:56 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30321 **Date Opened:** 5/8/13 **Date Completed:** 5/20/13

Summary: Sunny Hay - Control path 61.1 and 61.2 connection down 3 times in 30 minutes.

Resolution: 5/20/2013 1:32 PM Alaskan Standard Time - jkpannone
Cause: Microwave out of adjustment at High Mtn.
Resolution: Microwave adjusted.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 30323 **Date Opened:** 5/8/13 **Date Completed:** 5/9/13

Summary: Birch Hill Master Site - Multiple site outage affecting Yanert & Reindeer Hills.

Resolution: 5/9/2013 3:41 PM Alaskan Standard Time - jkpannone
Cause: SOA moving equipment.
Resolution: Move completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 30332 **Date Opened:** 5/9/13 **Date Completed:** 5/9/13

Summary: Reindeer Hills - Control Path 21.1 and 21.2 connection down 3 times in 30 minutes.

Resolution: 5/9/2013 12:35 PM Alaskan Standard Time - jkpannone
Duplicate Case. Refer to WO 30323, Case 23497961.

Department: SOA-DNR-Forestry **Priority** 3-Intermittent System Failure

Service Request #: 30333 **Date Opened:** 5/9/13 **Date Completed:** 5/13/13

Summary: DNR Forestry - Consoles not able to connect to CEB.

Resolution: 5/13/2013 8:45 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30335 **Date Opened:** 5/10/13 **Date Completed:** 5/10/13

Summary: Wolcott - Site control path 1 down 3 times in 30 minutes.

Resolution: 5/10/2013 8:49 AM Alaskan Standard Time - jkpannone
Cause: SOA doing diagnostic testing.
Resolution: Done testing.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 30339 **Date Opened:** 5/10/13 **Date Completed:** 5/11/13

Summary: Eielson - Command Post unknown.

Resolution: 5/13/2013 7:54 AM Alaskan Standard Time - jkpannone
Cause: Generator testing.
Resolution: Testing completed.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 30352 **Date Opened:** 5/13/13 **Date Completed:** 5/13/13

Summary: Eielson - Red Flag Op 1 unknown.

Resolution: 5/13/2013 1:19 PM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Relaunched the applications.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 30360 **Date Opened:** 5/14/13 **Date Completed:** 5/14/13

Summary: Ester Dome - Channel 1 illegal carrier.

Resolution: 5/14/2013 9:54 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 30461 **Date Opened:** 5/15/13 **Date Completed:** 5/16/13

Summary: Birch Hill Master Site - Multiple Site Outage & Interzone links down.

Resolution: 5/16/2013 8:10 AM Alaskan Standard Time - jkpannone
Cause: SOA Microwave issue.
Resolution: Issue resolved.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 30462 **Date Opened:** 5/16/13 **Date Completed:** 5/16/13

Summary: Birch Hill Master Site - Proxy Agent & Trap Forward unknown.

Resolution: 5/16/2013 7:42 AM Alaskan Standard Time - jkpannone
Cause: SOA Microwave issue.
Resolution: Issue corrected.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 30463 **Date Opened:** 5/16/13 **Date Completed:** 5/17/13

Summary: Birch Hill Master Site - UCS unknown.

Resolution: 5/16/2013 7:44 AM Alaskan Standard Time - jkpannone
Cause: SOA Microwave issue.
Resolution: Issue corrected.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30465 **Date Opened:** 5/16/13 **Date Completed:** 5/16/13

Summary: Cathedral Rapids - Site bounced 3 times in 30 minutes.

Resolution: 5/16/2013 10:57 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue, overloaded bandwidth.
Resolution: Bandwidth restrictions set.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30466 **Date Opened:** 5/16/13 **Date Completed:** 5/16/13

Summary: Dot Lake - Site bounced 3 times in 30 minutes.

Resolution: 5/16/2013 10:58 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue, overloaded bandwidth.
Resolution: Bandwidth restrictions set.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30467 **Date Opened:** 5/16/13 **Date Completed:** 5/16/13

Summary: Beaver Creek - Site bounced 3 times in 30 minutes.

Resolution: 5/16/2013 11:00 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue, overloaded bandwidth.
Resolution: Bandwidth restrictions set.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30468 **Date Opened:** 5/16/13 **Date Completed:** 5/16/13

Summary: Tok - Site bounced 3 times in 30 minutes.

Resolution: 5/16/2013 11:01 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue, overloaded bandwidth.
Resolution: Bandwidth restrictions set.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 30469 **Date Opened:** 5/16/13 **Date Completed:** 6/11/13

Summary: Eielson - Alt WOC OP 1 unconfigured, GPIOM unconfigured.

Resolution: 6/11/2013 9:33 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Customer relaunched application.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 30499 **Date Opened:** 5/20/13 **Date Completed:** 5/20/13

Summary: Eielson - Security Forces OP 01 and OP 02 unknown.

Resolution: 5/20/2013 8:45 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 30757 **Date Opened:** 5/23/13 **Date Completed:** 5/23/13

Summary: Birch Hill Master Site - Multiple Sites unknown.

Resolution: 5/23/2013 2:06 PM Alaskan Standard Time - jkpannone
Cause: Arctic Slope upgrading Microwave software.
Resolution: Software upgrade completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 30769 **Date Opened:** 5/24/13 **Date Completed:** 4/20/15

Summary: Ft Greely - Two bad Rectifiers at the site.

Resolution: 4/20/2015 3:07 PM Alaskan Standard Time - drice

Utilized spares that were on hand and sent to Andy to replace.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 30770 **Date Opened:** 5/24/13 **Date Completed:** 5/24/13

Summary: Ft Greely - Site not wide trunking.

Resolution: 5/24/2013 1:24 PM Alaskan Standard Time - jkpannone
Cause: Power Outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30771 **Date Opened:** 5/28/13 **Date Completed:** 5/26/13

Summary: Trims - Site unknown.

Resolution: 5/28/2013 8:03 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 30782 **Date Opened:** 5/28/13 **Date Completed:** 5/28/13

Summary: Elmendorf - Security Forces has lost all communications.

Resolution: 5/28/2013 12:40 PM Alaskan Standard Time - jkpannone
Cause: Bad circuit breaker.
Resolution: Circuit breaker repaired.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30815 **Date Opened:** 5/29/13 **Date Completed:** 5/29/13

Summary: Sawmill - Site controller 2 unknown > 5 minutes.

Resolution: 5/29/2013 7:44 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 30826 **Date Opened:** 5/29/13 **Date Completed:** 5/29/13

Summary: Ft Greely Microwave - Air compressor for Microwave in alarm "over run."

Resolution: 5/30/2013 8:13 AM Alaskan Standard Time - jkpannone
Cause: Loose connection on air compressor.
Resolution: Tightened nut.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 30832 **Date Opened:** 5/31/13 **Date Completed:** 5/31/13

Summary: Elmendorf - KMF unable to re key radios.

Resolution: 5/31/2013 8:10 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Rebooted the cyber multiplexer.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 30922 **Date Opened:** 6/3/13 **Date Completed:** 6/3/13

Summary: FRA - PMO console OP 01 unknown.

Resolution: 6/3/2013 12:06 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 30923 **Date Opened:** 6/3/13 **Date Completed:** 6/6/13

Summary: FRA - Fire OP 01 dispatch application unconfigured.

Resolution: 6/6/2013 7:41 AM Alaskan Standard Time - jkpannone
Cause: Power failure.
Resolution: Power restored and application restarted.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30970 **Date Opened:** 6/4/13 **Date Completed:** 6/4/13

Summary: Tudor Road Master Site - console site 4, 7, 11-14 control paths bouncing.

Resolution: 6/4/2013 3:19 PM Alaskan Standard Time - jkpannone
Cause: Commercial power outage.
Resolution: Power restored to the rectifier.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 30975 **Date Opened:** 6/5/13 **Date Completed:** 6/5/13

Summary: Eielson - Command Post OP 1 down.

Resolution: 6/6/2013 7:51 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31004 **Date Opened:** 6/10/13 **Date Completed:** 6/8/13

Summary: Eielson - Security Forces OP 01 GPIOM 4-1 unconfigured, reset.

Resolution: 6/10/2013 12:35 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 31009 **Date Opened:** 6/11/13 **Date Completed:** 6/11/13

Summary: Anchor River - Channel 3 malfunction.

Resolution: 6/11/2013 2:49 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Recycled power.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31017 **Date Opened:** 6/12/13 **Date Completed:** 6/12/13

Summary: High Mtn - Site bouncing.

Resolution: 6/12/2013 9:26 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31018 **Date Opened:** 6/12/13 **Date Completed:** 6/24/13

Summary: ETS - Microwave work along the Parks Hwy week of June 10-17, 2013.

Resolution: 6/24/2013 9:05 AM Alaskan Standard Time - jkpannone
Cause: SOA working on microwave.
Resolution: Microwave work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31021 **Date Opened:** 6/12/13 **Date Completed:** 6/17/13

Summary: Eielson - LMR OP 01 application malfunction & GPIOM 9-1 unconfigured.

Resolution: 6/17/2013 11:42 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Removed computer from domain and added it back on again.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31025 **Date Opened:** 6/13/13 **Date Completed:** 6/13/13

Summary: Sunny Hay - Site not wide trunking 3 times in 30 minutes.

Resolution: 6/13/2013 3:28 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: AML-COF-Fairbanks PD **Priority** 1-Major System Failure

Service Request #: 31026 **Date Opened:** 6/13/13 **Date Completed:** 6/20/13

Summary: Fairbanks PD - Fire alerting system is not working at FPD.

Resolution: 6/20/2013 8:13 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Customer needs to buy another software license.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 31061 **Date Opened:** 6/14/13 **Date Completed:** 6/14/13

Summary: Birch Hill VHF - Channel 1 illegal carrier > 1 hour.

Resolution: 6/14/2013 8:01 AM Alaskan Standard Time - jkpannone
Cause: Illegal carrier.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31068 **Date Opened:** 6/17/13 **Date Completed:** 6/22/13

Summary: Diamond Ridge - Site Controller 14.1 unknown.

Resolution: 6/24/2013 8:00 AM Alaskan Standard Time - jkpannone
Cause: SOA working on microwave circuits.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31075 **Date Opened:** 6/17/13 **Date Completed:** 6/22/13

Summary: Tudor Road Master Site - Control path 8.1, 8.2, 14.1, 14.2, 22.1, 22.2, 26.1 & 26.2 down for 5 min.

Resolution: 6/24/2013 8:44 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 31077 **Date Opened:** 6/17/13 **Date Completed:** 6/18/13

Summary: Eielson - Security Forces GPIOM 5-1 unconfigured, reset.

Resolution: 6/18/2013 8:38 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31086 **Date Opened:** 6/18/13 **Date Completed:** 6/20/13

Summary: Sunny Hay - Site not wide trunking > 5 minutes.

Resolution: 6/20/2013 8:10 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.
6/18/2013 8:05 AM Alaskan Standard Time - jkpannone

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 31095 **Date Opened:** 6/19/13 **Date Completed:** 6/19/13

Summary: Elmendorf - Security Forces console site manager link 1013.1 and OP 01 down.

Resolution: 6/19/2013 7:54 AM Alaskan Standard Time - jkpannone
Cause: Commercial power outage.
Resolution: Power restored.

Department: DOD-USAF-673RD WING-ALC(**Priority** 1-Major System Failure

Service Request #: 31236 **Date Opened:** 6/20/13 **Date Completed:** 6/20/13

Summary: Tudor Road Master Site - KMF client won't power up.

Resolution: 6/20/2013 2:23 PM Alaskan Standard Time - jkpannone
Cause: Bad power supply.
Resolution: Replaced power supply.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31237 **Date Opened:** 6/20/13 **Date Completed:** 6/21/13

Summary: Yanert - Site unknown.

Resolution: 6/21/2013 7:42 AM Alaskan Standard Time - jkpannone
Cause: SOA working on microwave circuits.
Resolution: Work on circuits completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31239 **Date Opened:** 6/21/13 **Date Completed:** 6/21/13

Summary: Reindeer Hills - Site unknown.

Resolution: 6/21/2013 7:48 AM Alaskan Standard Time - jkpannone
Cause: SOA working on microwave circuits.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31244 **Date Opened:** 6/24/13 **Date Completed:** 6/22/13

Summary: Cooper Mtn - Not wide trunking.

Resolution: 6/24/2013 8:50 AM Alaskan Standard Time - jkpannone
Cause: SOA working on microwave.
Resolution: Microwave work completed.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 31247 **Date Opened:** 6/25/13 **Date Completed:** 6/25/13

Summary: Eielson - Security Forces GPIOM 5-1 unconfigured > 5 minutes.

Resolution: 6/25/2013 9:49 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31262 **Date Opened:** 6/26/13 **Date Completed:** 6/26/13

Summary: Nikiski - Site bounced 3 times in 30 minutes.

Resolution: 6/26/2013 10:43 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31269 **Date Opened:** 6/26/13 **Date Completed:** 6/27/13

Summary: Eielson - LMR GPIOM 9-1 and OP 01 malfunction.

Resolution: 6/27/2013 7:40 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31271 **Date Opened:** 6/26/13 **Date Completed:** 6/27/13

Summary: Seward - Site is bouncing.

Resolution: 6/26/2013 4:27 PM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave dish at Cooper Mtn was causing the Seward site to bounce.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31304 **Date Opened:** 6/28/13 **Date Completed:** 6/28/13

Summary: Moose Pass - Site not wide trunking 3 times in 30 minutes.

Resolution: 6/28/2013 9:51 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 31448 **Date Opened:** 7/1/13 **Date Completed:** 7/2/13

Summary: Elmendorf - MOC Console site control path 1011.1 & 1011.2 down, both links on control interface 1.

Resolution: 7/2/2013 8:16 AM Alaskan Standard Time - jkpannone
Cause: T1 bounced.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 31452 **Date Opened:** 7/2/13 **Date Completed:** 7/2/13

Summary: Birch Hill Master Site - Equipment reporting temperatures above 90 degrees.

Resolution: 7/2/2013 1:47 PM Alaskan Standard Time - jkpannone
Cause: HVAC in alarm.
Resolution: HVAC reset.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 31453 **Date Opened:** 7/2/13 **Date Completed:** 7/2/13

Summary: FWA - OP 2 down.

Resolution: 7/2/2013 10:51 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31627 **Date Opened:** 7/10/13 **Date Completed:** 7/11/13

Summary: Moose Pass - Site controller 24.1 and 24.2 unknown and Ring Site Link 24 Down.

Resolution: 7/11/2013 7:57 AM Alaskan Standard Time - drice
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31653 **Date Opened:** 7/12/13 **Date Completed:** 7/12/13

Summary: Cathedral Rapids - IVD ring site link 2.1.1.11 Down Site Connection Lost.

Resolution: 7/11/2013 4:29 PM Alaskan Standard Time - drice
Cause: Microwave bounced.
Resolution: Cleared on it's own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 31655 **Date Opened:** 7/12/13 **Date Completed:** 7/12/13

Summary: Tudor Road Master Site - AMBLINK 1.21.1 in Configuration and CEB3 Valdez PD Unknown 3x in 30 mins.

Resolution: 7/12/2013 8:55 AM Alaskan Standard Time - drice
Cause: Lost network connectivity.
Resolution: Cleared on it's own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 31660 **Date Opened:** 7/12/13 **Date Completed:** 7/16/13

Summary: Tudor Road Master Site - CEB3 Valdez PD Unknown and AMB Link 1.21.1 Configuration Unknown.

Resolution: 7/16/2013 7:41 AM Alaskan Standard Time - jkpannone
Cause: Microwave dish out of alignment.
Resolution: Dish aligned.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 31663 **Date Opened:** 7/15/13 **Date Completed:** 7/19/13

Summary: Black Rapids - Site bouncing, not wide trunking.

Resolution: 7/19/2013 11:38 AM Alaskan Standard Time - jkpannone
Cause: High temperatures in the shelter.
Resolution: Cross flow ventilation fixed and economizer working.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31664 **Date Opened:** 7/15/13 **Date Completed:** 7/16/13

Summary: Women's Bay - Site bouncing.

Resolution: 7/16/2013 1:19 PM Alaskan Standard Time - jkpannone
Cause: Microwave circuits.
Resolution: Microwave circuit fixed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31668 **Date Opened:** 7/15/13 **Date Completed:** 7/16/13

Summary: Eielson - Security Forces OP 2 unknown.

Resolution: 7/16/2013 1:16 PM Alaskan Standard Time - jkpannone
Cause: Customer shut position down and didn't reboot it.
Resolution: Rebooted the console.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31699 **Date Opened:** 7/17/13 **Date Completed:** 7/17/13

Summary: Tudor Road Master Site - Valdez PD unknown & AMB Link 1.21.1 configuration unknown.

Resolution: 7/17/2013 3:44 PM Alaskan Standard Time - jkpannone
Cause: Bad power filter on the microwave system.
Resolution: SOA bypassed and will repair at a later date.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31710 **Date Opened:** 7/18/13 **Date Completed:** 7/18/13

Summary: Byers Creek - SOA moving microwave circuit.

Resolution: 7/18/2013 1:46 PM Alaskan Standard Time - jkpannone
Cause: SOA moving microwave circuit.
Resolution: Circuit move completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31716 **Date Opened:** 7/19/13 **Date Completed:** 7/19/13

Summary: Sunny Hay - Site unknown > 5 minutes.

Resolution: 7/19/2013 1:43 PM Alaskan Standard Time - jkpannone
Cause: GCI working on their circuits.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31718 **Date Opened:** 7/22/13 **Date Completed:** 7/20/13

Summary: Moose Pass - Control path 24.1 went down 3 times in 30 minutes.

Resolution: 7/22/2013 7:55 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: ETS adjusted microwave circuits.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31719 **Date Opened:** 7/22/13 **Date Completed:** 7/22/13

Summary: High Mtn - multiple sites unknown, not wide trunking.

Resolution: 7/22/2013 12:58 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31720 **Date Opened:** 7/22/13 **Date Completed:** 7/25/13

Summary: Eielson - Alt WOC OP 1 unconfigured and GPIOM malfunction.

Resolution: 7/25/2013 10:48 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Relaunched application.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31722 **Date Opened:** 7/22/13 **Date Completed:** 7/22/13

Summary: Pillar Mtn - Site unknown.

Resolution: 7/22/2013 4:13 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31723 **Date Opened:** 7/22/13 **Date Completed:** 7/22/13

Summary: Women's Bay - Site unknown.

Resolution: 7/22/2013 4:11 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31725 **Date Opened:** 7/23/13 **Date Completed:** 7/23/13

Summary: Moose Pass - Control paths bouncing greater than 3 times in 30 minutes.

Resolution: 7/23/2013 8:29 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 31737 **Date Opened:** 7/23/13 **Date Completed:** 7/24/13

Summary: Tudor Road Master Site - Air conditioning unit #2 needs repaired.

Resolution: 7/24/2013 3:56 PM Alaskan Standard Time - jkpannone
Cause: Bad circuit breaker.
Resolution: Replaced circuit breaker.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31744 **Date Opened:** 7/23/13 **Date Completed:** 7/24/13

Summary: Lena Point - IVD ring site link 1.1.1.45 down ring base site.

Resolution: 7/23/2013 4:20 PM Alaskan Standard Time - jkpannone
Cause: ETS working on microwave.
Resolution: Microwave work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31752 **Date Opened:** 7/24/13 **Date Completed:** 7/25/13

Summary: Eielson - Command Post NMO OP 1 down.

Resolution: 7/25/2013 8:18 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 31773 **Date Opened:** 7/26/13 **Date Completed:** 7/27/13

Summary: Elmendorf - Fire console OP 3 unknown.

Resolution: 7/26/2013 7:52 AM Alaskan Standard Time - jkpannone
Cause: Bad power strip.
Resolution: Replaced the power strip.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31774 **Date Opened:** 7/26/13 **Date Completed:** 7/26/13

Summary: Hurricane - Site bouncing. Also causing bouncing on Honolulu.

Resolution: 7/26/2013 7:55 AM Alaskan Standard Time - jkpannone
Cause: ETS microwave issue.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31775 **Date Opened:** 7/26/13 **Date Completed:** 7/26/13

Summary: Willow Creek - Site down longer than 10 minutes.

Resolution: 7/26/2013 7:59 AM Alaskan Standard Time - jkpannone
Cause: ETS working on microwave.
Resolution: Microwave work completed.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 31777 **Date Opened:** 7/26/13 **Date Completed:** 7/29/13

Summary: Eielson - LMR OP 01 unknown.

Resolution: 7/26/2013 2:16 PM Alaskan Standard Time - jkpannone
Cause: Eielson working on power plant.
Resolution: Power work completed.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 31778 **Date Opened:** 7/26/13 **Date Completed:** 7/30/13

Summary: Eielson - Red Flag OP 01 unknown.

Resolution: 7/29/2013 1:20 PM Alaskan Standard Time - jkpannone
Cause: Eielson working on power plant.
Resolution: Work completed.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 31779 **Date Opened:** 7/26/13 **Date Completed:** 7/27/13

Summary: Eielson - Security Forces OP 02 unknown.

Resolution: 7/29/2013 7:47 AM Alaskan Standard Time - jkpannone
Cause: Eielson working on power plant.
Resolution: Work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31780 **Date Opened:** 7/26/13 **Date Completed:** 7/29/13

Summary: Eielson - Security Forces console site control path 1006.2 and 1006.1 went down.

Resolution: 7/29/2013 1:17 PM Alaskan Standard Time - jkpannone
Cause: Eielson working on power plant.
Resolution: Work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31781 **Date Opened:** 7/26/13 **Date Completed:** 7/27/13

Summary: Eielson - Alt WOC console site control path 1008.2 and 1008.1 went down.

Resolution: 7/29/2013 7:49 AM Alaskan Standard Time - jkpannone
Cause: Eielson working on power plant.
Resolution: Work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31783 **Date Opened:** 7/26/13 **Date Completed:** 7/27/13

Summary: Eielson - Alt Fire console site control path 1009.1 and 1009.2 down.

Resolution: 7/29/2013 7:50 AM Alaskan Standard Time - jkpannone
Cause: Eielson working on power plant.
Resolution: Work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31784 **Date Opened:** 7/26/13 **Date Completed:** 7/27/13

Summary: Eielson - Command Post console site control path 11007.1 and 1007.2 down.

Resolution: 7/29/2013 7:52 AM Alaskan Standard Time - jkpannone
Cause: Eielson working on power plant.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31787 **Date Opened:** 7/29/13 **Date Completed:** 7/30/13

Summary: Moose Pass - Site bouncing 3 times in 5 minutes.

Resolution: 7/30/2013 2:29 PM Alaskan Standard Time - jkpannone
Cause: Microwave.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31815 **Date Opened:** 7/31/13 **Date Completed:** 8/2/13

Summary: Eielson - Security Forces OP 1, 2 and 3 unknown.

Resolution: 8/2/2013 7:58 AM Alaskan Standard Time - jkpannone
Cause: Power failure on base.
Resolution: OP 1 & 2 restarted, rebuilt OP 3.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31816 **Date Opened:** 7/31/13 **Date Completed:** 7/31/13

Summary: Moose Pass - IVD ring site link 1.1.1.24 down.

Resolution: 7/31/2013 9:11 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31818 **Date Opened:** 7/31/13 **Date Completed:** 7/31/13

Summary: Women's Bay - Site controller 2 unknown > 5 minutes.

Resolution: 7/31/2013 10:21 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31819 **Date Opened:** 7/31/13 **Date Completed:** 7/31/13

Summary: Chulitna - IVD ring site link 1.1.1.12 down.

Resolution: 7/31/2013 9:08 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31940 **Date Opened:** 8/1/13 **Date Completed:** 8/5/13

Summary: Sunny Hay - Site not in wide trunking > 5 minutes.

Resolution: 8/5/2013 2:41 PM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31944 **Date Opened:** 8/1/13 **Date Completed:** 8/5/13

Summary: High Mtn - Site not in wide trunking > 5 minutes.

Resolution: 8/5/2013 2:12 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 31955 **Date Opened:** 8/2/13 **Date Completed:** 8/2/13

Summary: Elmendorf - Fire console site control path 1012.2 down. Links down 3 times in 30 minutes.

Resolution: 8/2/2013 7:53 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Rebooted the system.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31956 **Date Opened:** 8/2/13 **Date Completed:** 8/2/13

Summary: Eielson - Security Forces console site control path down. Interface failure 3 times in 30 minutes.

Resolution: 8/2/2013 7:56 AM Alaskan Standard Time - jkpannone
Cause: Power failure.
Resolution: Rebuilt the computer.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 31981 **Date Opened:** 8/2/13 **Date Completed:** 8/2/13

Summary: Elmendorf - Security console site control path 1013.1 and 1013.2 down.

Resolution: 8/2/2013 1:05 PM Alaskan Standard Time - jkpannone
Cause: Motorola on site doing an install and disconnected T1.
Resolution: T1 reconnected.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 31983 **Date Opened:** 8/2/13 **Date Completed:** 8/3/13

Summary: Elmendorf - RCC console OP 1 unknown and console manager link 3.1004 down.

Resolution: 8/5/2013 7:45 AM Alaskan Standard Time - jkpannone
Cause: Customer performed hard shut down.
Resolution: Reset system.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31984 **Date Opened:** 8/2/13 **Date Completed:** 8/2/13

Summary: Eielson - Security Forces AIS application unconfigured reset.

Resolution: 8/5/2013 7:43 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: AIS restored.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 32041 **Date Opened:** 8/8/13 **Date Completed:** 8/8/13

Summary: Ester Dome - Channel 1 illegal carrier.

Resolution: 8/8/2013 9:46 AM Alaskan Standard Time - jkpannone
Cause: Illegal carrier.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32044 **Date Opened:** 8/8/13 **Date Completed:** 8/8/13

Summary: Eielson - Security Forces OP 02 VPM link down.

Resolution: 8/8/2013 12:34 PM Alaskan Standard Time - jkpannone
Cause: Application closed by the customer.
Resolution: Application relaunched.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 32083 **Date Opened:** 8/12/13 **Date Completed:** 8/10/13

Summary: Elmendorf - Fire OP 2 NMD12 comm failure, VPM critical malfunction link fault alarm > 5 minutes.

Resolution: 8/12/2013 7:48 AM Alaskan Standard Time - jkpannone
Cause: Power supply unplugged.
Resolution: Power plugged in.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32084 **Date Opened:** 8/12/13 **Date Completed:** 8/13/13

Summary: Women's Bay - Not wide trunking 3 times in 30 minutes.

Resolution: 8/12/2013 4:08 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32089 **Date Opened:** 8/12/13 **Date Completed:** 8/12/13

Summary: Eielson - Red Flag comm fail to OP 1 & console site link 1005.1/2 down.

Resolution: 8/12/2013 12:50 PM Alaskan Standard Time - jkpannone
Cause: Computer turned off.
Resolution: Computer turned back on.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 32184 **Date Opened:** 8/19/13 **Date Completed:** 8/18/13

Summary: Elmendorf - MOC conventional channels 1 & 2 report malfunctions.

Resolution: 8/19/2013 7:57 AM Alaskan Standard Time - jkpannone
Cause: Power failure.
Resolution: Power restored.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 32185 **Date Opened:** 8/19/13 **Date Completed:** 8/18/13

Summary: Elmendorf - Fire chronic multiple alarms.

Resolution: 8/19/2013 8:01 AM Alaskan Standard Time - jkpannone
Cause: Power failure.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32186 **Date Opened:** 8/19/13 **Date Completed:** 8/18/13

Summary: Tudor Road Master Site - Fiber link bouncing.

Resolution: 8/19/2013 8:05 AM Alaskan Standard Time - jkpannone
Cause: Power failure.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 32187 **Date Opened:** 8/19/13 **Date Completed:** 8/19/13

Summary: Valdez - Channel 6 malfunction.

Resolution: 8/19/2013 8:10 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: There is not a channel 6 at this site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32188 **Date Opened:** 8/19/13 **Date Completed:** 8/18/13

Summary: Dimond Courthouse - Communication failure.

Resolution: 8/19/2013 8:17 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32189 **Date Opened:** 8/19/13 **Date Completed:** 8/19/13

Summary: Tudor Road Master Site - Router 1 malfunction communication failure.

Resolution: 8/19/2013 10:25 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Reseated the LAN cable between the VMS and Port 17 on Switch 1.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32190 **Date Opened:** 8/19/13 **Date Completed:** 8/19/13

Summary: Tudor Road Master Site - AEB Tline & Multiple sites down, Sites 6, 48, 51, 59 > 5 minutes.

Resolution: 8/19/2013 11:45 AM Alaskan Standard Time - jkpannone
Cause: Software that is being used to start the generator when the batteries reached cut over point failed to start the generators.
Resolution: When the batteries got back down to an low enough level the generator kicked back on.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32211 **Date Opened:** 8/20/13 **Date Completed:** 8/20/13

Summary: Tudor Road Master Site - Multiple sites reporting alarms.

Resolution: 8/20/2013 8:32 AM Alaskan Standard Time - jkpannone
Cause: Software that is being used to start the generator when the batteries reached cut over point failed to start the generators.
Resolution: The generator has been left on not allowing the software to shut it off. SOA will try to get up to Tsina next week and correct the problem.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 32227 **Date Opened:** 8/21/13 **Date Completed:** 10/9/13

Summary: Elmendorf - AIS console site link 1021.1 & 2 down, no activity received.

Resolution: 10/9/2013 11:42 AM Alaskan Standard Time - jkpannone
No longer monitored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32266 **Date Opened:** 8/22/13 **Date Completed:** 8/22/13

Summary: Tudor Road Master Site - Zone controller 1 communication failure.

Resolution: 8/22/2013 11:36 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 32270 **Date Opened:** 8/23/13 **Date Completed:** 8/23/13

Summary: Tudor Road Master Site - VMS 1 and 2 alarms.

Resolution: 8/23/2013 8:18 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 32271 **Date Opened:** 8/23/13 **Date Completed:** 8/23/13

Summary: Black Rapids - Site in communication failure.

Resolution: 8/23/2013 3:01 PM Alaskan Standard Time - jkpannone
Cause: Loss of T1 line.
Resolution: T1 line restored.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 32299 **Date Opened:** 8/26/13 **Date Completed:** 8/26/13

Summary: Fire Station 12 - Channel 10 disabled.

Resolution: 8/26/2013 8:03 AM Alaskan Standard Time - jkpannone
Cause: Case should not have been opened. This channel has not been on monitoring for at least 2 years.
Resolution: SSC needs to remind NMO that this is not on the monitoring list.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32300 **Date Opened:** 8/26/13 **Date Completed:** 8/24/13

Summary: Tudor Road Master Site - AMB link 21.1 and T line 3 bouncing > 3 times in 30 minutes.

Resolution: 8/26/2013 8:08 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32305 **Date Opened:** 8/27/13 **Date Completed:** 9/19/13

Summary: Eielson - Security Forces Z002S007LRS01.nmd7 communication failure.

Resolution: 9/19/2013 1:02 PM Alaskan Standard Time - jkpannone
Cause: Not a monitored site.
Resolution: Case closed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32324 **Date Opened:** 8/28/13 **Date Completed:** 8/28/13

Summary: Tudor Road Master Site - Remote site log in issue.

Resolution: 8/29/2013 8:04 AM Alaskan Standard Time - jkpannone
Cause: The 802 1x certificate was not loaded on the Technician laptop being used.
Resolution: Added the correct certificate to the laptop.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32327 **Date Opened:** 8/28/13 **Date Completed:** 9/3/13

Summary: Eielson - Security Forces C01 malfunction. Less than 50% of channels available.

Resolution: 9/3/2013 12:49 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32390 **Date Opened:** 8/30/13 **Date Completed:** 8/30/13

Summary: Seldovia - Site down.

Resolution: 8/30/2013 2:50 PM Alaskan Standard Time - jkpannone
Cause: Illegal carrier.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 32511 **Date Opened:** 9/3/13 **Date Completed:** 9/4/13

Summary: Elmendorf - RCC Zone Controller conventional site links for NMD 4, 7, 11, 12 and 13 down.

Resolution: 9/4/2013 7:45 AM Alaskan Standard Time - jkpannone
Cause: Elmendorf Fire working on Fiber.
Resolution: Fiber work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32562 **Date Opened:** 9/4/13 **Date Completed:** 9/4/13

Summary: Eielson - LMR site in communication failure > 5 minutes.

Resolution: 9/4/2013 10:39 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32568 **Date Opened:** 9/5/13 **Date Completed:** 9/5/13

Summary: Reindeer Hills - Site not wide trunking, control path down.

Resolution: 9/5/2013 7:52 AM Alaskan Standard Time - jkpannone
Cause: SOA doing Microwave work.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32569 **Date Opened:** 9/5/13 **Date Completed:** 9/5/13

Summary: Yanert - Site not wide trunking, control path down.

Resolution: 9/5/2013 7:52 AM Alaskan Standard Time - jkpannone
Cause: SOA doing Microwave work.
Resolution: Microwave work completed.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 32571 **Date Opened:** 9/5/13 **Date Completed:** 9/5/13

Summary: Elmendorf - RCC console OP 01 malfunction.

Resolution: 9/5/2013 11:24 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32591 **Date Opened:** 9/6/13 **Date Completed:** 9/6/13

Summary: Eielson - LMR fault manager lost communication to device.

Resolution: 9/6/2013 2:40 PM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32592 **Date Opened:** 9/6/13 **Date Completed:** 9/6/13

Summary: Eielson - Alt WOC VPM link fault.

Resolution: 9/6/2013 2:35 PM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32654 **Date Opened:** 9/10/13 **Date Completed:** 9/10/13

Summary: Sunny Hay - Not wide trunking 3 times in 30 minutes.

Resolution: 9/10/2013 11:01 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32660 **Date Opened:** 9/11/13 **Date Completed:** 9/26/13

Summary: Sunny Hay - Site bouncing. Site control path down.

Resolution: 9/26/2013 3:52 PM Alaskan Standard Time - jkpannone
Cause: Microwave dish out of alignment.
Resolution: Dish aligned.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32661 **Date Opened:** 9/11/13 **Date Completed:** 9/11/13

Summary: Skagway - Communication failure.

Resolution: 9/11/2013 12:13 PM Alaskan Standard Time - jkpannone
Cause: GCI working on circuit.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32662 **Date Opened:** 9/11/13 **Date Completed:** 9/11/13

Summary: High Mtn - Communication failure.

Resolution: 9/11/2013 12:14 PM Alaskan Standard Time - jkpannone
Cause: GCI working on circuit.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32663 **Date Opened:** 9/11/13 **Date Completed:** 9/11/13

Summary: Haines - Communication failure.

Resolution: 9/11/2013 12:15 PM Alaskan Standard Time - jkpannone
Cause: GCI working on circuit.
Resolution: Circuit work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32664 **Date Opened:** 9/11/13 **Date Completed:** 9/11/13

Summary: Paxson - Went to failsoft due to no voice channel, 3 times in 30 minutes.

Resolution: 9/11/2013 2:11 PM Alaskan Standard Time - jkpannone
Cause: Interference.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32670 **Date Opened:** 9/12/13 **Date Completed:** 9/12/13

Summary: Tudor Road Master Site - Multiple site reports communication failure, not wide trunking.

Resolution: 9/12/2013 12:54 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32677 **Date Opened:** 9/12/13 **Date Completed:** 9/12/13

Summary: Portage - Site not wide trunking.

Resolution: 9/12/2013 3:58 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 32743 **Date Opened:** 9/16/13 **Date Completed:** 9/14/13

Summary: Birch Hill Master Site - Zone Controller 1 down, no IZ trunking.

Resolution: 9/16/2013 8:28 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32745 **Date Opened:** 9/16/13 **Date Completed:** 9/17/13

Summary: Honolulu - Site Controller 2 comm failure > 5 minutes.

Resolution: 9/16/2013 4:07 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32789 **Date Opened:** 9/18/13 **Date Completed:** 9/19/13

Summary: Tudor Road Master Site - AMB link 28.1 configured, waiting for connection 10.1.233.100 > 5 minutes.

Resolution: 9/19/2013 12:58 PM Alaskan Standard Time - jkpannone
Cause: Bad connector.
Resolution: Connector repaired.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32830 **Date Opened:** 9/19/13 **Date Completed:** 9/19/13

Summary: Tudor Road Master Site - AMB link 27.1 configured, waiting for connection > 5 minutes.

Resolution: 9/19/2013 12:59 PM Alaskan Standard Time - jkpannone
Cause: Bad connector.
Resolution: Connector repaired.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32897 **Date Opened:** 9/20/13 **Date Completed:** 9/20/13

Summary: Eielson - Alt WOC conventional channels bouncing.

Resolution: 9/20/2013 3:38 PM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32909 **Date Opened:** 9/23/13 **Date Completed:** 9/24/13

Summary: Women's Bay - Site Controller 1 fault manager lost communication to device.

Resolution: 9/24/2013 12:56 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32910 **Date Opened:** 9/23/13 **Date Completed:** 9/24/13

Summary: Moose Pass - Site and channel bouncing.

Resolution: 9/24/2013 12:58 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 32915 **Date Opened:** 9/25/13 **Date Completed:** 9/25/13

Summary: Birch Hill VHF - Channel 1 illegal carrier > 1 hour.

Resolution: 9/25/2013 7:59 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 32928 **Date Opened:** 9/26/13 **Date Completed:** 9/26/13

Summary: Ft Greely - Site not wide trunking over 5 minutes.

Resolution: 9/26/2013 9:07 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 32932 **Date Opened:** 9/26/13 **Date Completed:** 9/26/13

Summary: FWA - Changing out fiber links.

Resolution: 9/26/2013 3:28 PM Alaskan Standard Time - jkpannone
Cause: Changing out fiber links.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32942 **Date Opened:** 9/27/13 **Date Completed:** 9/27/13

Summary: Haines - Site not wide trunking.

Resolution: 9/27/2013 9:46 AM Alaskan Standard Time - jkpannone
Cause: AP&T T-1 line issue.
Resolution: T-1 line fixed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32943 **Date Opened:** 9/27/13 **Date Completed:** 9/27/13

Summary: Skagway - Site not wide trunking.

Resolution: 9/27/2013 9:46 AM Alaskan Standard Time - jkpannone
Cause: AP&T T-1 line issue.
Resolution: T-1 line fixed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32944 **Date Opened:** 9/27/13 **Date Completed:** 9/28/13

Summary: Women's Bay - Site Controller 1 fault manager lost communication to device.

Resolution: 9/27/2013 4:17 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 32966 **Date Opened:** 9/30/13 **Date Completed:** 9/28/13

Summary: FGA - OP 1 VPM link and dispatch application unconfigured reset.

Resolution: 9/30/2013 7:51 AM Alaskan Standard Time - jkpannone
Cause: Application disabled.
Resolution: Application enabled.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32967 **Date Opened:** 9/30/13 **Date Completed:** 9/30/13

Summary: Honolulu - Site bouncing, not wide trunking 3 times in 30 minutes.

Resolution: 9/30/2013 12:53 PM Alaskan Standard Time - jkpannone
Cause: Microwave failure.
Resolution: Microwave card replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32968 **Date Opened:** 9/30/13 **Date Completed:** 9/30/13

Summary: Hurricane - Site bouncing, not wide trunking 3 times in 30 minutes.

Resolution: 9/30/2013 12:55 PM Alaskan Standard Time - jkpannone
Cause: Microwave failure.
Resolution: Microwave card replaced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 32971 **Date Opened:** 9/30/13 **Date Completed:** 9/30/13

Summary: Birch Hill Master Site - UCS and SSS communication failure.

Resolution: 9/30/2013 12:51 PM Alaskan Standard Time - jkpannone
Cause: Microwave failure.
Resolution: Replaced microwave card.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33073 **Date Opened:** 10/3/13 **Date Completed:** 10/3/13

Summary: Honolulu - Site not wide trunking.

Resolution: 10/3/2013 8:00 AM Alaskan Standard Time - jkpannone
Cause: ETS working on cross connect jumper.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33074 **Date Opened:** 10/3/13 **Date Completed:** 10/3/13

Summary: Hurricane - Site not wide trunking.

Resolution: 10/3/2013 8:04 AM Alaskan Standard Time - jkpannone
Cause: ETS working on cross connect jumper.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33079 **Date Opened:** 10/4/13 **Date Completed:** 10/7/13

Summary: Tudor Road Master Site - Getting critical errors from both IP loggers, failed to query logger.

Resolution: 10/7/2013 1:37 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Rebooted the AIS and Loggers.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33094 **Date Opened:** 10/8/13 **Date Completed:** 10/8/13

Summary: Ninilchik - Site not wide trunking, user requested.

Resolution: 10/8/2013 11:21 AM Alaskan Standard Time - jkpannone
Cause: High winds.
Resolution: High winds stopped.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33100 **Date Opened:** 10/9/13 **Date Completed:** 10/9/13

Summary: Paxson - Site bouncing, comm failure.

Resolution: 10/9/2013 11:06 AM Alaskan Standard Time - jkpannone
Cause: High winds.
Resolution: High winds stopped.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33101 **Date Opened:** 10/9/13 **Date Completed:** 10/9/13

Summary: Trims - Site bouncing, comm faiure.

Resolution: 10/9/2013 11:05 AM Alaskan Standard Time - jkpannone
Cause: High winds.
Resolution: High winds stopped.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33102 **Date Opened:** 10/9/13 **Date Completed:** 10/9/13

Summary: Honolulu - Site link 1 bouncing 3 times in 30 minutes.

Resolution: 10/9/2013 10:58 AM Alaskan Standard Time - jkpannone
Cause: High winds.
Resolution: High winds stopped.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33103 **Date Opened:** 10/9/13 **Date Completed:** 10/9/13

Summary: Tudor Road Master Site - AMB link 12.1 and 28.1 down, not configured and T line 9 out of service.

Resolution: 10/9/2013 8:01 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 33111 **Date Opened:** 10/9/13 **Date Completed:** 10/9/13

Summary: FRA - Fire OP 01 comm failure.

Resolution: 10/9/2013 1:15 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33114 **Date Opened:** 10/10/13 **Date Completed:** 10/11/13

Summary: Willow Mtn - Site not wide trunking > 5 minutes.

Resolution: 10/10/2013 4:28 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33135 **Date Opened:** 10/16/13 **Date Completed:** 10/23/13

Summary: Willow Mtn - Site not wide trunking > 5 minutes.

Resolution: 10/23/2013 11:35 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33194 **Date Opened:** 10/18/13 **Date Completed:** 10/21/13

Summary: Sunny Hay - Site not wide trunking 3 times in 30 minutes.

Resolution: 10/21/2013 11:56 AM Alaskan Standard Time - jkpannone
Cause: Weather.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 33195 **Date Opened:** 10/18/13 **Date Completed:** 10/19/13

Summary: Ft Greely - Site not wide trunking 3 times in 30 minutes.

Resolution: 10/21/2013 7:59 AM Alaskan Standard Time - jkpannone
Cause: High winds.
Resolution: High winds cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 33229 **Date Opened:** 10/21/13 **Date Completed:** 10/21/13

Summary: Ft Greely - Site bouncing.

Resolution: 10/21/2013 8:04 AM Alaskan Standard Time - jkpannone
Cause: High Winds.
Resolution: High winds cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 33231 **Date Opened:** 10/21/13 **Date Completed:** 10/22/13

Summary: Ft Greely - Site bouncing.

Resolution: 10/22/2013 7:53 AM Alaskan Standard Time - jkpannone
Cause: Power failure.
Resolution: Install rectifier.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 33270 **Date Opened:** 10/23/13 **Date Completed:** 10/24/13

Summary: Eielson - Alt WOC console site link 1008.1 and 1008.2 OP01 down.

Resolution: 10/24/2013 1:15 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 33272 **Date Opened:** 10/23/13 **Date Completed:** 10/23/13

Summary: Eielson - Security Forces OP02 down, VPM link fault.

Resolution: 10/23/2013 1:58 PM Alaskan Standard Time - jkpannone
Cause: Unplugged microphone.
Resolution: Plugged microphone in.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33280 **Date Opened:** 10/24/13 **Date Completed:** 10/24/13

Summary: Women's Bay - ETS working on waveguide for microwave.

Resolution: 10/24/2013 1:49 PM Alaskan Standard Time - jkpannone
Cause: Microwave work.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33305 **Date Opened:** 10/25/13 **Date Completed:** 10/26/13

Summary: Ester Dome - Site in comm failure.

Resolution: 10/25/2013 4:18 PM Alaskan Standard Time - jkpannone
Cause: Technician tripped breaker while working at another site.
Resolution: Breaker reset.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 33307 **Date Opened:** 10/25/13 **Date Completed:** 10/26/13

Summary: Birch Hill VHF - Console OP out of service, AEB #2, T line #1, Slot #39.

Resolution: 10/25/2013 4:21 PM Alaskan Standard Time - jkpannone
Cause: Technician tripped breaker while working at another site.
Resolution: Breaker reset.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33308 **Date Opened:** 10/25/13 **Date Completed:** 10/25/13

Summary: Money Knob - Site not wide trunking.

Resolution: 10/25/2013 1:17 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 33317 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Eielson - Security Forces LRS01 comm failure, alarm active > 5 minutes.

Resolution: 10/28/2013 2:09 PM Alaskan Standard Time - jkpannone
Cause: Customer turned computer off over the weekend.
Resolution: Computer turned back on.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33318 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Women's Bay - This site and Pillar Mtn are bouncing in tandem.

Resolution: 10/28/2013 9:02 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33319 **Date Opened:** 10/28/13 **Date Completed:** 10/27/13

Summary: Tudor Road Master Site - Multiple sites, including 8,14,22,23,25,27,36 & 37 down.

Resolution: 10/28/2013 8:13 AM Alaskan Standard Time - jkpannone
Cause: Bad high level mux at the Rabbit Creek site.
Resolution: High level mux replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33320 **Date Opened:** 10/28/13 **Date Completed:** 10/26/13

Summary: Seldovia - Site not wide trunking, bouncing 3 times in 30 minutes.

Resolution: 10/28/2013 8:23 AM Alaskan Standard Time - jkpannone
Cause: Bad high level mux at Rabbit Creek site.
Resolution: High level mux replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33321 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Anchor River - Site not wide trunking, bouncing 3 times in 30 minutes.

Resolution: 10/28/2013 8:33 AM Alaskan Standard Time - jkpannone
Cause: Bad high level mux at Rabbit Creek site.
Resolution: Replaced high level mux.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33322 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Moose Pass - Site not wide trunking, bouncing 3 times in 30 minutes.

Resolution: 10/28/2013 8:43 AM Alaskan Standard Time - jkpannone
Cause: Bad high level mux at Rabbit Creek Site.
Resolution: High level mux replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33323 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Ski Hill - Site not wide trunking, bouncing 3 times in 30 minutes.

Resolution: 10/28/2013 8:46 AM Alaskan Standard Time - jkpannone
Cause: Bad high level mux at Rabbit Creek site.
Resolution: High level mux replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33324 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Pipeline Hills - Site not wide trunking, bouncing 3 times in 30 minutes.

Resolution: 10/28/2013 8:54 AM Alaskan Standard Time - jkpannone
Cause: Bad high level mux at Rabbit Creek Site.
Resolution: High level mux replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33325 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Sourdough - Site bouncing 3 times in 30 minutes.

Resolution: 10/28/2013 8:58 AM Alaskan Standard Time - jkpannone
Cause: High winds affecting microwave.
Resolution: High winds cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33326 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Divide - Site bouncing 3 times in 30 minutes.

Resolution: 10/28/2013 9:04 AM Alaskan Standard Time - jkpannone
Cause: High winds affecting microwave.
Resolution: High winds cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33327 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Tsina - Site bouncing 3 times in 30 minutes.

Resolution: 10/28/2013 9:11 AM Alaskan Standard Time - jkpannone
Cause: High winds affecting microwave.
Resolution: High winds cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33328 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Glennallen - Site bouncing 3 times in 30 minutes.

Resolution: 10/28/2013 9:15 AM Alaskan Standard Time - jkpannone
Cause: High winds affecting microwave.
Resolution: High winds cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33329 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Willow Mtn - Site link 60.1 bounced 3 times in 30 minutes.

Resolution: 10/28/2013 9:18 AM Alaskan Standard Time - jkpannone
Cause: High winds affecting microwave.
Resolution: High winds cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33330 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Tudor Road Master Site - AMB link 12.1 bouncing. Configured, waiting for connection.

Resolution: 10/28/2013 9:24 AM Alaskan Standard Time - jkpannone
Cause: High winds affecting microwave.
Resolution: High winds cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33331 **Date Opened:** 10/28/13 **Date Completed:** 10/28/13

Summary: Tudor Road Master Site - Numerous sites bouncing.

Resolution: 10/28/2013 9:31 AM Alaskan Standard Time - jkpannone
Cause: High winds affecting microwave.
Resolution: High winds cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33391 **Date Opened:** 10/30/13 **Date Completed:** 10/30/13

Summary: Women's Bay - Site not wide trunking.

Resolution: 10/30/2013 12:35 PM Alaskan Standard Time - jkpannone
Cause: Circuit lost.
Resolution: ACS brought circuit back up.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33392 **Date Opened:** 10/30/13 **Date Completed:** 10/30/13

Summary: Pillar Mtn - Site not wide trunking.

Resolution: 10/30/2013 12:36 PM Alaskan Standard Time - jkpannone
Cause: Circuit lost.
Resolution: ACS brought circuit back up.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 33418 **Date Opened:** 10/31/13 **Date Completed:** 10/31/13

Summary: Quarry Hill - Illegal carrier on channel 2 > 1 hour.

Resolution: 10/31/2013 10:53 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33546 **Date Opened:** 11/4/13 **Date Completed:** 11/4/13

Summary: Tahneta Pass - SC 2 comm failure > 5 minutes.

Resolution: 11/5/2013 7:45 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 33547 **Date Opened:** 11/4/13 **Date Completed:** 11/4/13

Summary: Quarry Hill - Illegal carrier on Channel 2 > 1 hour.

Resolution: 11/5/2013 7:43 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 33607 **Date Opened:** 11/7/13 **Date Completed:** 11/8/13

Summary: Elmendorf - Fire hearing strange noise by Motorbridge that they think is the modem.

Resolution: 11/12/2013 11:31 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: No trouble found.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33610 **Date Opened:** 11/8/13 **Date Completed:** 11/9/13

Summary: Tok - Site not wide trunking.

Resolution: 11/8/2013 2:59 PM Alaskan Standard Time - drice
Cause: Rectifier failed.
Resolution: Rectifier replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33611 **Date Opened:** 11/8/13 **Date Completed:** 11/8/13

Summary: Beaver Creek - Site not wide trunking.

Resolution: 11/8/2013 2:56 PM Alaskan Standard Time - drice
Cause: Rectifier failed at TOK.
Resolution: Rectifier replaced at TOK.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33615 **Date Opened:** 11/12/13 **Date Completed:** 11/9/13

Summary: Tudor Road Master Site - Multiple sites bouncing.

Resolution: 11/12/2013 7:58 AM Alaskan Standard Time - jkpannone
Cause: Bad microwave transmit card at the Pipeline site.
Resolution: Card replaced.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 33655 **Date Opened:** 11/13/13 **Date Completed:** 11/27/13

Summary: Black Rapids - SC2 malfunction.

Resolution: 11/27/2013 12:20 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 33764 **Date Opened:** 11/14/13 **Date Completed:** 11/16/13

Summary: Ft Greely - Site in Comm Fail > 5 mins.

Resolution: 11/18/2013 8:06 AM Alaskan Standard Time - jkpannone
Cause: Power Outage.
Resolution: Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 33765 **Date Opened:** 11/14/13 **Date Completed:** 11/19/13

Summary: Eielson - Red Flag Console Site Links 1 and 2 Down > 5 mins.

Resolution: 11/19/2013 2:07 PM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 33766 **Date Opened:** 11/14/13 **Date Completed:** 12/4/13

Summary: Eielson - Security Forces NICE CLS01 Comm Failure 10.2.6.71.

Resolution: 12/4/2013 10:47 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 33770 **Date Opened:** 11/15/13 **Date Completed:** 11/20/13

Summary: Eielson - Alt WOC console site link 1, 2 OP 1 down.

Resolution: 11/20/2013 12:44 PM Alaskan Standard Time - jkpannone
Cause: Computer turned off.
Resolution: Relaunched application.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33777 **Date Opened:** 11/18/13 **Date Completed:** 11/18/13

Summary: Haines - Site 71 and 72 unknown.

Resolution: 11/18/2013 10:48 AM Alaskan Standard Time - jkpannone
Cause: AT&T and SOA working on circuit.
Resolution: Circuit fixed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 33778 **Date Opened:** 11/18/13 **Date Completed:** 11/27/13

Summary: Black Rapids - SC1 fan hardware failure, bouncing 3 times in 30 minutes.

Resolution: 11/27/2013 12:22 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33780 **Date Opened:** 11/19/13 **Date Completed:** 11/19/13

Summary: Sunny Hay - Site controller 1 fan critical malfunction. Hardware failure 3 times in 30 minutes.

Resolution: 11/19/2013 2:06 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 33781 **Date Opened:** 11/19/13 **Date Completed:** 11/20/13

Summary: Elmendorf - Fire Op 1 and 3 are down.

Resolution: 11/20/2013 7:57 AM Alaskan Standard Time - jkpannone
Cause: Power failure.
Resolution: Reconfigured the account and reinstalled the configuration file.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 33782 **Date Opened:** 11/20/13 **Date Completed:** 11/27/13

Summary: Black Rapids - Site bouncing 3 times in 30 minutes.

Resolution: 11/27/2013 12:23 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33783 **Date Opened:** 11/20/13 **Date Completed:** 11/20/13

Summary: High Mtn - Communication failure.

Resolution: 11/20/2013 10:41 AM Alaskan Standard Time - jkpannone
Cause: Telco circuit work.
Resolution: Telco completed work.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33784 **Date Opened:** 11/20/13 **Date Completed:** 11/20/13

Summary: Sunny Hay - Communication failure.

Resolution: 11/20/2013 10:42 AM Alaskan Standard Time - jkpannone
Cause: Telco circuit issue.
Resolution: Telco work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33785 **Date Opened:** 11/20/13 **Date Completed:** 11/25/13

Summary: Byers Creek - SC 1 & SC 2 critical malfunction. Hardware failure, fan.

Resolution: 11/25/2013 9:42 AM Alaskan Standard Time - jkpannone
Cause: Weather.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 33831 **Date Opened:** 11/22/13 **Date Completed:** 11/26/13

Summary: Ft Greely - Site Controller 2 fan critical malfunction. Hardware failure 3 times in 30 minutes.

Resolution: 11/26/2013 1:27 PM Alaskan Standard Time - jkpannone
Cause: Weather.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33833 **Date Opened:** 11/22/13 **Date Completed:** 11/22/13

Summary: Heney Range - Site not wide trunking > 5 minutes.

Resolution: 11/22/2013 1:48 PM Alaskan Standard Time - jkpannone
Cause: Microwave issues caused by bad weather.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33850 **Date Opened:** 11/25/13 **Date Completed:** 11/25/13

Summary: Women's Bay - Not wide trunking.

Resolution: 11/25/2013 10:31 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 33854 **Date Opened:** 11/26/13 **Date Completed:** 11/26/13

Summary: Elmendorf - AIS 01 lost communication > 5 minutes.

Resolution: 11/26/2013 7:50 AM Alaskan Standard Time - jkpannone
Cause: Customer turned computer off.
Resolution: computer turned back on.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33903 **Date Opened:** 11/27/13 **Date Completed:** 11/28/13

Summary: Lena Point - Not wide trunking 3 times in 30 minutes.

Resolution: 11/27/2013 4:04 PM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Microwave traffic rerouted.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33904 **Date Opened:** 11/27/13 **Date Completed:** 11/28/13

Summary: Saddle Mtn - Site not wide trunking 3 times in 30 minutes.

Resolution: 11/27/2013 4:06 PM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Microwave traffic rerouted.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 33922 **Date Opened:** 11/29/13 **Date Completed:** 1/7/14

Summary: Black Rapids - SC 1 fan hardware failure. Bouncing 3 times in 30 minutes.

Resolution: 1/7/2014 12:53 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33923 **Date Opened:** 11/29/13 **Date Completed:** 11/29/13

Summary: Moose Pass - ETS moving microwave circuit.

Resolution: 12/2/2013 7:40 AM Alaskan Standard Time - jkpannone
Cause: ETS moving microwave circuit.
Resolution: Microwave circuit moved.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33925 **Date Opened:** 12/2/13 **Date Completed:** 11/30/13

Summary: Women's Bay - Not wide trunking.

Resolution: 12/2/2013 7:43 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 33926 **Date Opened:** 12/2/13 **Date Completed:** 12/3/13

Summary: Elmendorf - Security Forces Console links 1013.1 and 1013.2 down including OP 1 and LRS 1.

Resolution: 12/3/2013 7:47 AM Alaskan Standard Time - jkpannone
Cause: Power Outage.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 33927 **Date Opened:** 12/2/13 **Date Completed:** 1/7/14

Summary: Black Rapids - SC 2 fan hardware failure > 5 minutes.

Resolution: 1/7/2014 12:51 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34026 **Date Opened:** 12/3/13 **Date Completed:** 12/3/13

Summary: Tudor Road Master Site - Multiple sites not wide trunking. Sites 37, 23, 22, 8, 26, and 32.

Resolution: 12/3/2013 1:01 PM Alaskan Standard Time - jkpannone
Cause: Microwave fade.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34029 **Date Opened:** 12/3/13 **Date Completed:** 12/5/13

Summary: Tudor Road Master Site - Multiple sites bouncing. Sites 8, 14, 26 and 32.

Resolution: 12/5/2013 12:31 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 34032 **Date Opened:** 12/4/13 **Date Completed:** 12/5/13

Summary: Eielson - Command Post dispatch site comm failure.

Resolution: 12/5/2013 9:41 AM Alaskan Standard Time - jkpannone
Cause: Generator testing.
Resolution: Generator testing completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 34033 **Date Opened:** 12/4/13 **Date Completed:** 12/5/13

Summary: Eielson - LMR dispatch site comm failure.

Resolution: 12/5/2013 9:43 AM Alaskan Standard Time - jkpannone
Cause: Generator testing.
Resolution: Generator testing completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34038 **Date Opened:** 12/4/13 **Date Completed:** 12/4/13

Summary: Haines - Site link 71.1 and 71.2 down 3 times in 30 minutes.

Resolution: 12/4/2013 1:05 PM Alaskan Standard Time - jkpannone
Cause: ETS testing T1s.
Resolution: Testing completed.

Department: SOA-DPS **Priority** 1-Major System Failure

Service Request #: 34045 **Date Opened:** 12/5/13 **Date Completed:** 12/6/13

Summary: AST - Fairbanks Dispatch is showing CIE and Speakers link down on console.

Resolution: 12/6/2013 9:21 AM Alaskan Standard Time - jkpannone
Cause: Data cable unplugged.
Resolution: Cable plugged back in.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 34067 **Date Opened:** 12/6/13 **Date Completed:** 12/7/13

Summary: Quarry Hill - Channel 2 illegal carrier alarm.

Resolution: 12/6/2013 4:25 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34068 **Date Opened:** 12/9/13 **Date Completed:** 12/8/13

Summary: Ernestine - Site not wide trunking.

Resolution: 12/9/2013 7:46 AM Alaskan Standard Time - jkpannone
Cause: Bad rectifier.
Resolution: Replaced rectifier.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34069 **Date Opened:** 12/9/13 **Date Completed:** 12/8/13

Summary: Valdez - Site not wide trunking.

Resolution: 12/9/2013 7:50 AM Alaskan Standard Time - jkpannone
Cause: Bad rectifier.
Resolution: Rectifier replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34070 **Date Opened:** 12/9/13 **Date Completed:** 12/8/13

Summary: Heney Range - Site not wide trunking.

Resolution: 12/9/2013 7:54 AM Alaskan Standard Time - jkpannone
Cause: Bad rectifier.
Resolution: Replaced rectifier.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34071 **Date Opened:** 12/9/13 **Date Completed:** 12/8/13

Summary: Tudor Road Master Site - AMB link 21.1 and AEB T line 3 malfunction.

Resolution: 12/9/2013 7:59 AM Alaskan Standard Time - jkpannone
Cause: Bad rectifier.
Resolution: Rectifier replaced.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 34087 **Date Opened:** 12/10/13 **Date Completed:** 12/10/13

Summary: Elmendorf - Security Forces Console site link 1013.1 and 2 down > 5 minutes.

Resolution: 12/10/2013 1:27 PM Alaskan Standard Time - jkpannone
Cause: Power failure.
Resolution: Updated encryption keys and restarted application.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 34088 **Date Opened:** 12/11/13 **Date Completed:** 12/11/13

Summary: Birch Hill VHF - Channel 1 malfunctioning.

Resolution: 12/11/2013 7:42 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 34089 **Date Opened:** 12/11/13 **Date Completed:** 12/11/13

Summary: Quarry Hill - Channel 2 illegal carrier > 1 hour.

Resolution: 12/11/2013 7:45 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 34091 **Date Opened:** 12/11/13 **Date Completed:** 12/11/13

Summary: Eielson - Fire OP1, OP2, VPM 1, VPM 2 and C01 down and S1 in comm failure.

Resolution: 12/11/2013 3:02 PM Alaskan Standard Time - jkpannone
Cause: Technician knocked cable out from switch.
Resolution: Switch cable plugged back in .

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34104 **Date Opened:** 12/16/13 **Date Completed:** 12/16/13

Summary: Moose Pass - Not wide trunking > 5 minutes.

Resolution: 12/16/2013 7:56 AM Alaskan Standard Time - jkpannone
Cause: Customer working on site.
Resolution: Customer completed work.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 34105 **Date Opened:** 12/16/13 **Date Completed:** 12/16/13

Summary: Elmendorf - Security Forces Console site link 1013.1 & 2, not in use, console disconnect. Down > 5.

Resolution: 12/16/2013 7:53 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 34108 **Date Opened:** 12/18/13 **Date Completed:** 12/18/13

Summary: FRA - PMO OP 1 in comm failure.

Resolution: 12/18/2013 2:18 PM Alaskan Standard Time - jkpannone
Cause: Power failure.
Resolution: Reset console.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 34110 **Date Opened:** 12/18/13 **Date Completed:** 12/18/13

Summary: FRA - Fire OP1 comm failure.

Resolution: 12/18/2013 2:16 PM Alaskan Standard Time - jkpannone
Cause: Power failure.
Resolution: Reset console.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34111 **Date Opened:** 12/18/13 **Date Completed:** 12/20/13

Summary: Byers Creek - Site Controller 1 & 2 fan critical malfunction.

Resolution: 12/20/2013 8:24 AM Alaskan Standard Time - jkpannone
Cause: Exhaust louvers not functioning.
Resolution. Fixed louvers.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34126 **Date Opened:** 12/19/13 **Date Completed:** 12/19/13

Summary: Sunny Hay - Not wide trunking 3 times in 30 minutes.

Resolution: 12/19/2013 1:10 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34169 **Date Opened:** 12/20/13 **Date Completed:** 12/20/13

Summary: Seward - Site bouncing 3 times in 30 minutes.

Resolution: 12/20/2013 10:12 AM Alaskan Standard Time - jkpannone
Cause: AK RR working on power.
Resolution: Work completed.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 34170 **Date Opened:** 12/20/13 **Date Completed:** 12/20/13

Summary: FRA - Fire ZC console link 1008.1/2 down.

Resolution: 12/20/2013 1:56 PM Alaskan Standard Time - jkpannone
Cause: Power failure.
Resolution: Power restored.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 34171 **Date Opened:** 12/20/13 **Date Completed:** 12/20/13

Summary: Elmendorf - Fire LR01 NMD 12 comm failure from 10.1.12.70.

Resolution: 12/20/2013 7:46 AM Alaskan Standard Time - jkpannone
Cause: Power failure.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 34178 **Date Opened:** 12/23/13 **Date Completed:** 12/23/13

Summary: Peger Road - Channel 5 malfunction.

Resolution: 12/23/2013 8:06 AM Alaskan Standard Time - jkpannone
Cause: Not a monitored channel.
Resolution: Case closed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34192 **Date Opened:** 12/27/13 **Date Completed:** 12/27/13

Summary: Heney Range - Site in Comm Failure > 5 mins.

Resolution: 12/27/2013 7:50 AM Alaskan Standard Time - drice
Cause: Unknown.
Resolution: Cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34193 **Date Opened:** 12/27/13 **Date Completed:** 12/27/13

Summary: Valdez - Site in Comm Failure >5 mins.

Resolution: 12/27/2013 8:02 AM Alaskan Standard Time - drice
Cause: Unknown.
Resolution: Cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34194 **Date Opened:** 12/27/13 **Date Completed:** 12/27/13

Summary: Tudor Road Master Site - AEB TLine 3 Out of Service.

Resolution: 12/27/2013 8:18 AM Alaskan Standard Time - drice
Cause: Microwave issue.
Resolution: Cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34196 **Date Opened:** 12/27/13 **Date Completed:** 12/27/13

Summary: Portage - Site not wide trunking. Site Controller 1 and 2 in comm Failure, bouncing.

Resolution: 12/27/2013 2:12 PM Alaskan Standard Time - drice
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 34197 **Date Opened:** 12/30/13 **Date Completed:** 12/28/13

Summary: Donnelly Dome - Not wide trunking > 5 minutes.

Resolution: 12/30/2013 7:52 AM Alaskan Standard Time - jkpannone
Cause: Microwave bounced.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34198 **Date Opened:** 12/30/13 **Date Completed:** 12/28/13

Summary: Seward - Site bouncing 3 times in 30 minutes.

Resolution: 12/30/2013 7:54 AM Alaskan Standard Time - jkpannone
Cause: Site link issue.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 34199 **Date Opened:** 12/30/13 **Date Completed:** 12/29/13

Summary: Donnelly Dome - Site not wide trunking > 5 minutes.

Resolution: 12/30/2013 7:57 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34291 **Date Opened:** 12/30/13 **Date Completed:** 12/31/13

Summary: Portage - Site not wide trunking > 5 minutes.

Resolution: 12/30/2013 3:15 PM Alaskan Standard Time - jkpannone
Cause: ACS working on fiber.
Resolution: ACS completed working on fiber.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 34394 **Date Opened:** 1/2/14 **Date Completed:** 1/2/14

Summary: Tudor Road Master Site - NICE MCC7500 Call Server is communicating normally with call database.

Resolution: 1/2/2014 7:47 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Case closed as this was not an alarm.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34395 **Date Opened:** 1/2/14 **Date Completed:** 1/2/14

Summary: Silvertip - Not wide trunking, bouncing.

Resolution: 1/2/2014 10:45 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34396 **Date Opened:** 1/2/14 **Date Completed:** 1/2/14

Summary: Summit Lake - Not wide trunking, bouncing.

Resolution: 1/2/2014 10:44 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 34397 **Date Opened:** 1/2/14 **Date Completed:** 1/1/14

Summary: FGA - OP1 comm failure.

Resolution: 1/2/2014 7:58 AM Alaskan Standard Time - jkpannone
Cause: Bad UPS.
Resolution: UPS replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34477 **Date Opened:** 1/2/14 **Date Completed:** 1/2/14

Summary: Portage - Alaska Railroad vendor testing fiber and needs to take the site down.

Resolution: 1/2/2014 11:03 AM Alaskan Standard Time - jkpannone
Cause: Vendor testing fiber.
Resolution: Testing completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 34510 **Date Opened:** 1/3/14 **Date Completed:** 1/4/14

Summary: Donnelly Dome - Site bouncing.

Resolution: 1/3/2014 4:18 PM Alaskan Standard Time - jkpannone
Cause: AT&T working at the site.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34550 **Date Opened:** 1/7/14 **Date Completed:** 1/9/14

Summary: Silvertip - Site bouncing 3 times in 30 minutes.

Resolution: 1/9/2014 7:43 AM Alaskan Standard Time - jkpannone
Cause: ETS Microwave issue.
Resolution: Microwave issue resolved.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34551 **Date Opened:** 1/7/14 **Date Completed:** 1/9/14

Summary: Summit Lake - Site bouncing 3 times in 30 minutes.

Resolution: 1/9/2014 7:58 AM Alaskan Standard Time - jkpannone
Cause: ETS Microwave issue.
Resolution. Microwave issue resolved.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34558 **Date Opened:** 1/8/14 **Date Completed:** 1/9/14

Summary: Seward - Site bouncing 3 times in 30 minutes.

Resolution: 1/9/2014 11:09 AM Alaskan Standard Time - jkpannone
Cause: AK RR didn't hook back up all power supplies.
Resolution: Power supplies hooked up.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 34559 **Date Opened:** 1/8/14 **Date Completed:** 1/9/14

Summary: Diamond Ridge - ETS replacing Rectifier.

Resolution: 1/9/2014 8:03 AM Alaskan Standard Time - jkpannone
Cause: ETS replacing Rectifier.
Resolution: Rectifier replaced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 34565 **Date Opened:** 1/13/14 **Date Completed:** 1/22/14

Summary: Black Rapids - Site Controller 1 & 2 fan hardware failure > 5 minutes.

Resolution: 1/22/2014 12:59 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34566 **Date Opened:** 1/13/14 **Date Completed:** 1/13/14

Summary: Silvertip - Site bounced 3 times in 30 minutes.

Resolution: 1/13/2014 12:33 PM Alaskan Standard Time - jkpannone
Cause: DSOs cnfigured as voice instead of data.
Resolution: Corrected the configuration on the Channel Bank.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34567 **Date Opened:** 1/13/14 **Date Completed:** 1/13/14

Summary: Summit Lake - Site bounced 3 times in 30 minutes.

Resolution: 1/13/2014 12:33 PM Alaskan Standard Time - jkpannone
Cause: DSOs cnfigured as voice instead of data.
Resolution: Corrected the configuration on the Channel Bank.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34568 **Date Opened:** 1/13/14 **Date Completed:** 1/14/14

Summary: Whittier - Site not wide trunking.

Resolution: 1/14/2014 8:23 AM Alaskan Standard Time - jkpannone
Cause: Network issue.
Resolution: Reset the network router.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 34570 **Date Opened:** 1/13/14 **Date Completed:** 1/13/14

Summary: Tudor Road Master Site - ETS doing microwave work which will cause multiple sites to bounce.

Resolution: 1/13/2014 10:50 AM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Corrected the configuration on the Channel Bank.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34573 **Date Opened:** 1/14/14 **Date Completed:** 1/15/14

Summary: Summit Lake - Site down.

Resolution: 1/15/2014 11:12 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34574 **Date Opened:** 1/14/14 **Date Completed:** 1/15/14

Summary: Auke Lake - Site bouncing.

Resolution: 1/14/2014 3:59 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34575 **Date Opened:** 1/14/14 **Date Completed:** 1/15/14

Summary: Lena Point - Site down, bouncing.

Resolution: 1/14/2014 4:00 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34576 **Date Opened:** 1/14/14 **Date Completed:** 1/15/14

Summary: Haines - Site not wide trunking.

Resolution: 1/14/2014 4:02 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 34577 **Date Opened:** 1/14/14 **Date Completed:** 1/14/14

Summary: FRA - PMO OP01 comm failure.

Resolution: 1/14/2014 3:51 PM Alaskan Standard Time - jkpannone
Cause: Commercial power failure.
Resolution: Power restored and encryption keys reloaded.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34610 **Date Opened:** 1/17/14 **Date Completed:** 1/17/14

Summary: Cooper Mtn - Due to interference site intermittently reporting fail soft.

Resolution: 1/17/2014 2:07 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 34611 **Date Opened:** 1/17/14 **Date Completed:** 1/22/14

Summary: Eielson - LMR OP1, VPM1, Console and Switch 1 down.

Resolution: 1/22/2014 10:56 AM Alaskan Standard Time - jkpannone
Cause: Customer rewiring within the building.
Resolution: Rewiring completed and equipment turned back on .

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34615 **Date Opened:** 1/17/14 **Date Completed:** 1/21/14

Summary: Tudor Road Master Site - Multiple sites bouncing.

Resolution: 1/21/2014 8:20 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 34616 **Date Opened:** 1/17/14 **Date Completed:** 1/18/14

Summary: Lion's Head - Site overheating.

Resolution: 1/21/2014 8:07 AM Alaskan Standard Time - jkpannone
Cause: Broken Air Conditioner.
Resolution: Air Conditioner repaired.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 34617 **Date Opened:** 1/21/14 **Date Completed:** 1/21/14

Summary: Whittier - ETS taking site down to replace network router.

Resolution: 1/21/2014 10:49 AM Alaskan Standard Time - jkpannone
Cause: ETS replacing network router.
Resolution: Network router replaced.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 34629 **Date Opened:** 1/23/14 **Date Completed:** 1/23/14

Summary: Elmendorf - Security Forces Console site link 1013.1 and 1013.2.

Resolution: 1/23/2014 7:46 AM Alaskan Standard Time - jkpannone
Cause: Customer unplugged console.
Resolution: Console plugged back in.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 34631 **Date Opened:** 1/23/14 **Date Completed:** 2/4/14

Summary: Tudor Road Master Site - Logging NICE LR02.NMD106 tape drive cleaning required.

Resolution: 2/3/2014 12:47 PM Alaskan Standard Time - jkpannone
Cause: Bad tape drive.
Resolution: Tape drive replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34640 **Date Opened:** 1/24/14 **Date Completed:** 1/24/14

Summary: Harding Lake - Commercial power out and site running on batteries.

Resolution: 1/24/2014 1:58 PM Alaskan Standard Time - jkpannone
Cause: Vendor working on commercial power.
Resolution: Commercial power restored.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 34642 **Date Opened:** 1/24/14 **Date Completed:** 1/27/14

Summary: FRA - Fire Console site links 1008.1 and 2 down.

Resolution: 1/27/2014 11:19 AM Alaskan Standard Time - jkpannone
Cause: Customer turned console off.
Resolution: Customer turned console back on.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34659 **Date Opened:** 1/28/14 **Date Completed:** 1/29/14

Summary: High Mtn - Site not wide trunking. Bouncing 3 times in 30 minutes.

Resolution: 1/29/2014 10:21 AM Alaskan Standard Time - jkpannone
Cause: Issue with GCI circuit.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34660 **Date Opened:** 1/28/14 **Date Completed:** 1/29/14

Summary: Sunny Hay - Site not wide trunking. Bouncing 3 times in 30 minutes.

Resolution: 1/29/2014 10:22 AM Alaskan Standard Time - jkpannone
Cause: Issue with GCI circuit.
Resolution: Cleared on its own.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 34764 **Date Opened:** 1/30/14 **Date Completed:** 1/30/14

Summary: FWA - Dispatchers unable to communicate with mobiles.

Resolution: 1/30/2014 11:13 AM Alaskan Standard Time - drice
Cause: Interference on control channel.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 34765 **Date Opened:** 1/30/14 **Date Completed:** 1/30/14

Summary: Birch Hill VHF - Channel 2 malfunction.

Resolution: 1/30/2014 9:13 AM Alaskan Standard Time - drice
Cause: Technician turned off channel 2 for monitoring.
Resolution: Duplicate case. Refer to WO 34783, Case 23795096.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34766 **Date Opened:** 1/30/14 **Date Completed:** 1/31/14

Summary: High Mtn - Site not wide trunking. Bouncing 3 times in 30 minutes.

Resolution: 1/30/2014 3:55 PM Alaskan Standard Time - drice
Cause: Issue with GCI circuit.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34767 **Date Opened:** 1/30/14 **Date Completed:** 1/31/14

Summary: Sunny Hay - Site not wide trunking. Bouncing 3 times in 30 minutes.

Resolution: 1/30/2014 3:47 PM Alaskan Standard Time - drice
Cause: Issue with GCI circuit.
Resolution: Cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 34768 **Date Opened:** 1/30/14 **Date Completed:** 1/31/14

Summary: Elmendorf - Fire NMD12.LR01 temperature problem. Trap Sev = 4 Module = 4 at 9:14C.

Resolution: 1/30/2014 3:59 PM Alaskan Standard Time - drice
Cause: High temp.
Resolution: Air conditioning restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 34778 **Date Opened:** 1/30/14 **Date Completed:** 2/1/14

Summary: Ft Greely - Site Not Wide Trunking 3 times in 30 minutes.

Resolution: 1/31/2014 3:18 PM Alaskan Standard Time - drice
Cause: Microwave testing.
Resolution: Testing completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34779 **Date Opened:** 1/30/14 **Date Completed:** 2/1/14

Summary: Independent Ridge - Site not wide trunking 3 times in 30 minutes.

Resolution: 1/31/2014 3:26 PM Alaskan Standard Time - drice
Cause: Microwave testing.
Resolution: Testing completed.

Department: DOD-USARAK-FGA **Priority** 4-Scheduled Maintenance

Service Request #: 34780 **Date Opened:** 1/31/14 **Date Completed:** 2/1/14

Summary: FGA - Console site links bouncing 3 times in 30 minutes.

Resolution: 1/31/2014 3:27 PM Alaskan Standard Time - drice
Cause: Microwave testing.
Resolution: Testing completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34781 **Date Opened:** 1/31/14 **Date Completed:** 2/1/14

Summary: Canyon Creek - Site not wide trunking 3 times in 30 minutes.

Resolution: 1/31/2014 3:23 PM Alaskan Standard Time - drice
Cause: Microwave testing.
Resolution: Testing completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 34846 **Date Opened:** 2/3/14 **Date Completed:** 2/17/14

Summary: Elmendorf - Fire NMD 12, LR01 temperature problem.

Resolution: 2/18/2014 8:02 AM Alaskan Standard Time - jkpannone
Cause: AC issues.
Resolution: AC was fixed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34919 **Date Opened:** 2/4/14 **Date Completed:** 2/5/14

Summary: Anchor River - Site Controller 2 fault manager lost communication.

Resolution: 2/4/2014 4:04 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Rediscovered equipment.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34926 **Date Opened:** 2/6/14 **Date Completed:** 2/6/14

Summary: Kasilof - Site Controller 1 communication failure & trunked site link 22.1 down.

Resolution: 2/6/2014 1:37 PM Alaskan Standard Time - jkpannone
Cause: ETS working on power.
Resolution: Disconnected and reconnected controller from the system.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34928 **Date Opened:** 2/6/14 **Date Completed:** 2/6/14

Summary: Ninilchik - Site not wide trunking 3 times in 30 minutes.

Resolution: 2/6/2014 1:01 PM Alaskan Standard Time - jkpannone
Cause: ETS working on power.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34929 **Date Opened:** 2/6/14 **Date Completed:** 2/6/14

Summary: Women's Bay - Site in comm failure.

Resolution: 2/6/2014 11:16 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: ACS circuit fixed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34930 **Date Opened:** 2/6/14 **Date Completed:** 2/6/14

Summary: Pillar Mtn - Site in comm failure.

Resolution: 2/6/2014 11:16 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: ACS circuit fixed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 34954 **Date Opened:** 2/10/14 **Date Completed:** 2/14/14

Summary: Black Rapids - Site controller 1 fan failure. Bouncing 3 times in 30 minutes.

Resolution: 2/14/2014 12:38 PM Alaskan Standard Time - jkpannone
Cause: Temperature.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 34958 **Date Opened:** 2/10/14 **Date Completed:** 2/14/14

Summary: Eielson - Security Forces console site links and conventional channels bouncing.

Resolution: 2/14/2014 12:41 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 34960 **Date Opened:** 2/10/14 **Date Completed:** 2/10/14

Summary: Pole Hill - Site not wide trunking.

Resolution: 2/10/2014 12:44 PM Alaskan Standard Time - jkpannone
Cause: Vendor replacing DC power system.
Resolution: Power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 34967 **Date Opened:** 2/11/14 **Date Completed:** 2/11/14

Summary: Birch Hill Master Site - Pole Hill and Hill 3265 fault manager lost communication to device.

Resolution: 2/10/2014 4:05 PM Alaskan Standard Time - jkpannone
Cause: Sampson Electric working on DC power system at Pole Hill.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34975 **Date Opened:** 2/11/14 **Date Completed:** 2/12/14

Summary: Tahneta Pass - Site not wide trunking > 5 minutes.

Resolution: 2/12/2014 1:58 PM Alaskan Standard Time - jkpannone
Cause: Bad port on Microwave.
Resolution: Realigned port on microwave.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34977 **Date Opened:** 2/11/14 **Date Completed:** 2/11/14

Summary: Tudor Road Master Site - Multiple site down.

Resolution: 2/11/2014 2:57 PM Alaskan Standard Time - jkpannone
Cause: GCI T1 line issue.
Resolution: Vendor T1 line back up.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35059 **Date Opened:** 2/14/14 **Date Completed:** 2/14/14

Summary: Silvertip - and Summit Lake sites bounced 3 times in 30 minutes.

Resolution: 2/14/2014 12:36 PM Alaskan Standard Time - jkpannone
Cause: Microwave issue.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35064 **Date Opened:** 2/18/14 **Date Completed:** 2/15/14

Summary: Independent Ridge - Fault manager lost communication.

Resolution: 2/18/2014 7:47 AM Alaskan Standard Time - jkpannone
Cause: ETS working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 35065 **Date Opened:** 2/18/14 **Date Completed:** 2/15/14

Summary: Ft Greely - Site not wide trunking.

Resolution: 2/18/2014 7:50 AM Alaskan Standard Time - jkpannone
Cause: ETS doing Microwave work.
Resolution: Microwave work completed.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 35108 **Date Opened:** 2/19/14 **Date Completed:** 2/19/14

Summary: FRA - PMO Comm failure on OP1.

Resolution: 2/18/2014 4:15 PM Alaskan Standard Time - jkpannone
Cause: Customer restarted computer.
Resolution: Computer restarted.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 35109 **Date Opened:** 2/19/14 **Date Completed:** 2/22/14

Summary: Eielson - Security Forces Conventional Channels 1,2,3 and 4 disabled, bouncing.

Resolution: 2/21/2014 3:15 PM Alaskan Standard Time - drice
Cause: Intermittent connections.
Resolution: Repaired intermittent connections.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35146 **Date Opened:** 2/25/14 **Date Completed:** 2/25/14

Summary: Woman's Bay - Site Not Wide Trunking > 5 Mins.

Resolution: 2/25/2014 8:35 AM Alaskan Standard Time - drice
CAUSE: Work on site.
RESOLUTION: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35147 **Date Opened:** 2/25/14 **Date Completed:** 2/25/14

Summary: Pillar Mtn - Site Not Wide Trunking > 5 Mins.

Resolution: 2/25/2014 8:36 AM Alaskan Standard Time - drice
CAUSE: Work on site
RESOLUTION: Work completed

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35155 **Date Opened:** 2/26/14 **Date Completed:** 3/3/14

Summary: Summit Lake - Comm failure.

Resolution: 3/3/2014 9:41 AM Alaskan Standard Time - drice
Cause: Microwave issue at Silvertip.
Resolution: Technicians corrected microwave issue.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35156 **Date Opened:** 2/26/14 **Date Completed:** 3/3/14

Summary: Silvertip - Comm failure.

Resolution: 3/3/2014 9:38 AM Alaskan Standard Time - drice
Cause: Microwave issue at Silvertip.
Resolutoin: Technicians corrected microwave issue.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35163 **Date Opened:** 2/27/14 **Date Completed:** 2/27/14

Summary: Canyon Creek - Site Not Wide 3x30 mins.

Resolution: 2/27/2014 1:06 PM Alaskan Standard Time - drice
CAUSE: Microwave issue.
RESOLUTION: Technicians corrected microwave issue.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 35164 **Date Opened:** 2/27/14 **Date Completed:** 2/27/14

Summary: Fort Greely - Site Not Wide 3X30 mins.

Resolution: 2/27/2014 1:13 PM Alaskan Standard Time - drice
CAUSE: Microwave issue.
RESOLUTION: Microwave issue resolved.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35165 **Date Opened:** 2/27/14 **Date Completed:** 2/27/14

Summary: Harding Lake - Site Not Wide 3X30 mins.

Resolution: 2/27/2014 1:11 PM Alaskan Standard Time - drice
CAUSE: Microwave issue.
RESOLUTION: Technicians corrected microwave issue.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 35166 **Date Opened:** 2/27/14 **Date Completed:** 2/27/14

Summary: Independent Ridge - Site Not Wide 3X30 mins.

Resolution: 2/27/2014 1:08 PM Alaskan Standard Time - drice
CAUSE: Microwave issue.
RESOLUTION: Technicians corrected microwave issue.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 35201 **Date Opened:** 3/1/14 **Date Completed:** 3/4/14

Summary: Tudor Road Master Site - Radio AIS Alaska NICE alarm: Server is communicating normally.

Resolution: 3/3/2014 3:34 PM Alaskan Standard Time - drice
CAUSE: NICE informational alarm.
RESOLUTION: Normal ops confirmed.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 35274 **Date Opened:** 3/4/14 **Date Completed:** 3/5/14

Summary: Tudor Road Master Site - DVD drive inop on both logger.

Resolution: 3/5/2014 1:23 PM Alaskan Standard Time - drice
Cause: Error Message: DVD drive inoperable on both loggers.
Resolutoin: Manually stopped the Nice VoIP logger service.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 35275 **Date Opened:** 3/4/14 **Date Completed:** 3/5/14

Summary: Moose Pass - Microwave troubleshooting.

Resolution: 3/5/2014 8:13 AM Alaskan Standard Time - drice
CAUSE: Microwave software upgrade. Reference Case 23832421
RESOLUTION: Completed software upgrade.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35406 **Date Opened:** 3/7/14 **Date Completed:** 3/7/14

Summary: Tudor Road Master Site - SEVERAL SITE NOT WIDE TRUNKING-13 Cooper, 24 Moose Pass, 33 Seward

Resolution: 3/7/2014 1:13 PM Alaskan Standard Time - drice
Cause: Microwave software upgrade.
Resolution: Software upgrade completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35677 **Date Opened:** 3/12/14 **Date Completed:** 3/13/14

Summary: Trims - Not Wide Trunking

Resolution: 3/12/2014 4:29 PM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave work.
RESOLUTION: Work complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35678 **Date Opened:** 3/12/14 **Date Completed:** 3/13/14

Summary: Paxson - Not Wide Trunking

Resolution: 3/12/2014 4:30 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown.
RESOLUTION: cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35739 **Date Opened:** 3/19/14 **Date Completed:** 3/19/14

Summary: Haines - Unknown

Resolution: 3/19/2014 1:46 PM Alaskan Standard Time - cwittschiebe
CAUSE: Leased circuit through GCI that performed some unscheduled maintenance
RESOLUTION: Site is functioning normally

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35896 **Date Opened:** 3/31/14 **Date Completed:** 4/2/14

Summary: Skagway - Unknown Bouncing

Resolution: 4/2/2014 8:25 AM Alaskan Standard Time - cwittschiebe
CAUSE: Failed Aurora 2400
RESOLUTION: Replaced Aurora 2400

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35900 **Date Opened:** 3/31/14 **Date Completed:** 4/2/14

Summary: Haines - Site Bouncing Unknown

Resolution: 4/2/2014 8:24 AM Alaskan Standard Time - cwittschiebe
CAUSE: Failed Aurora 2400
RESOLUTION: Replaced Aurora 2400

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 36365 **Date Opened:** 4/18/14 **Date Completed:** 4/21/14

Summary: Tudor Road Master Site - AEB TLINE 7 Out of Service

Resolution: 4/21/2014 9:10 AM Alaskan Standard Time - cwittschiebe
CAUSE:defective card cage in CEB
RESOLUTION:stated replaced card cage in CEB

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36369 **Date Opened:** 4/21/14 **Date Completed:** 4/21/14

Summary: NICE Zone 1 - AIS01 - CLS Communications Failed 10.1.106.61

Resolution: 4/21/2014 4:18 PM Alaskan Standard Time - cwittschiebe
CAUSE: cls comm fail
RESOLUTION: no trouble found cleared on its own

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 36383 **Date Opened:** 4/22/14 **Date Completed:** 4/22/14

Summary: Ester Dome - Channel 1 illegal carrier

Resolution: 4/22/2014 10:16 AM Alaskan Standard Time - cwittschiebe
CAUSE: NMO Z2 Ester Dome Channel 1 illegal carrier
RESOLUTION: Issue cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36704 **Date Opened:** 5/12/14 **Date Completed:** 5/10/14

Summary: Elmendorf - Security Forces Console site Link 1013.1 1013.2 down > 5 mins

Resolution: 5/12/2014 9:28 AM Alaskan Standard Time - cwittschiebe
CAUSE: customer logged out
RESOLUTION: customer logged in cleared alarms

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36736 **Date Opened:** 5/16/14 **Date Completed:** 9/16/14

Summary: Hope - Comm Failure

Resolution: 5/19/2014 9:02 AM Alaskan Standard Time - cwittschiebe
CAUSE: SOA Working on Site Power (Replace rectifier) and microwave traffic routing.
RESOLUTION: Work is complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36766 **Date Opened:** 5/19/14 **Date Completed:** 5/20/14

Summary: Birch Hill Master Site - Mulitple alarms zc02 requires rediscovery Multiple sites lost communic

Resolution: 5/20/2014 8:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: Techs on site
RESOLUTION: FSO's on site trying to get rid of ambassador alarms

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36876 **Date Opened:** 5/27/14 **Date Completed:** 5/25/14

Summary: Heney Range - Not Wide Trunking > 5 Mins.

Resolution: 5/27/2014 9:13 AM Alaskan Standard Time - cwittschiebe
CAUSE:microwave issue
RESOLUTION:alarm cleared on it's own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36877 **Date Opened:** 5/27/14 **Date Completed:** 5/25/14

Summary: Divide - Not Wide Trunking > 5 Mins.

Resolution: 5/27/2014 9:26 AM Alaskan Standard Time - cwittschiebe
CAUSE:microwave issue
RESOLUTION:alarm cleared on it's own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36878 **Date Opened:** 5/27/14 **Date Completed:** 5/26/14

Summary: Tsina - Site Not Wide Trunking > 5 Mins.

Resolution: 5/27/2014 9:31 AM Alaskan Standard Time - cwittschiebe
CAUSE:microwave issue
RESOLUTION:alarm cleared on it's own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36879 **Date Opened:** 5/27/14 **Date Completed:** 5/25/14

Summary: Tudor Road Master Site - AMB Link 21.1 Configured, Waiting For Connection And AEB TLine 3 Out Of Ser

Resolution: 5/27/2014 9:34 AM Alaskan Standard Time - cwittschiebe
CAUSE:microwave issue
RESOLUTION:alarm cleared on it's own

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 37417 **Date Opened:** 7/7/14 **Date Completed:** 7/8/14

Summary: Chulitna - Channel failed due to PA TEMPERATURE (CHRONIC ALARMS)

Resolution: 7/9/2014 8:54 AM Alaskan Standard Time - cwittschiebe
Cause: AC failure
Resolution: Building has been vented and AC unit is being repaired

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37418 **Date Opened:** 7/9/14 **Date Completed:** 7/9/14

Summary: Wolcott - Not Wide Trunking control path down

Resolution: 7/9/2014 9:08 AM Alaskan Standard Time - cwittschiebe
CAUSE:Techs on site
RESOLUTION:Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37419 **Date Opened:** 7/9/14 **Date Completed:** 7/9/14

Summary: Cooper Mtn - Not Wide Trunking control path down

Resolution: 7/9/2014 9:19 AM Alaskan Standard Time - cwittschiebe
CAUSE:Techs on site
RESOLUTION:Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37420 **Date Opened:** 7/9/14 **Date Completed:** 7/9/14

Summary: Moose Pass - Not Wide Trunking Control path down

Resolution: 7/9/2014 9:24 AM Alaskan Standard Time - cwittschiebe
CAUSE:Techs on site
RESOLUTION:Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37598 **Date Opened:** 8/8/14 **Date Completed:** 8/8/14

Summary: Girdwood - Site comm failure

Resolution: 8/8/2014 8:46 AM Alaskan Standard Time - cwittschiebe
CAUSE: State doing microwave maintenance
RESOLUTION: Maintenance complete, site back online

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37599 **Date Opened:** 8/8/14 **Date Completed:** 8/8/14

Summary: Hope - Site comm failure

Resolution: 8/8/2014 8:56 AM Alaskan Standard Time - cwittschiebe
CAUSE: microwave work complete
RESOLUTION: microwave work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37600 **Date Opened:** 8/8/14 **Date Completed:** 8/8/14

Summary: Silvertip - Site comm failure

Resolution: 8/8/2014 9:00 AM Alaskan Standard Time - cwittschiebe
CAUSE: State doing microwave maintenance
RESOLUTION: Maintenance complete, site back online

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37781 **Date Opened:** 8/21/14 **Date Completed:** 8/21/14

Summary: Fort Richardson - Range Control Motobridge (MB0142116) no receive audio.

Resolution: 8/21/2014 7:45 AM Alaskan Standard Time - drice
CAUSE: Suspected Intermittant audio jack
RESOLUTION: Logger maintenance.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 37784 **Date Opened:** 8/21/14 **Date Completed:** 8/21/14

Summary: Tudor Road Master Site - NICE LR02 - USB Storage Device Attached.

Resolution: 8/21/2014 2:09 PM Alaskan Standard Time - drice
CAUSE: USB is not plugged in to the device
RESOLUTION: Storage device removed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37785 **Date Opened:** 8/22/14 **Date Completed:** 8/22/14

Summary: Wolcott Mtn - Site Trunking Recovery > 5 mins

Resolution: 8/22/2014 8:23 AM Alaskan Standard Time - drice
CAUSE:Microwave Issues at Cooper Mtn created loss of wide trunking at Cooper Mtn-13, Mooste Pass-24, Seward-33, and Wolcott Mtn-41 sites.
RESOLUTION:Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37786 **Date Opened:** 8/22/14 **Date Completed:** 8/22/14

Summary: Diamond Courthouse - Not wide trunking.

Resolution: 8/22/2014 12:20 PM Alaskan Standard Time - drice
CAUSE: Local power lost to site.
RESOLUTION: Power restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37835 **Date Opened:** 8/28/14 **Date Completed:** 8/29/14

Summary: Diamond Ridge - Microwave equipment failure

Resolution: 8/29/2014 9:31 AM Alaskan Standard Time - cwittschiebe
Cause; Microwave equipment failure
Resolution: Rerouted network

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37837 **Date Opened:** 8/29/14 **Date Completed:** 8/29/14

Summary: Seldovia - Microwave equipment failure

Resolution: 8/29/2014 9:28 AM Alaskan Standard Time - cwittschiebe
Cause:Microwave equipment failure
Resolution:Rerouted network

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37839 **Date Opened:** 8/29/14 **Date Completed:** 8/29/14

Summary: Summit Lake - NOT WIDE TRUNKING; BOUNCING 3X30 MINS

Resolution: 9/2/2014 9:09 AM Alaskan Standard Time - cwittschiebe
CAUSE: Timing on the microwave cause site bouncing.
RESOLUTION:Timing adjusted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37846 **Date Opened:** 9/2/14 **Date Completed:** 9/10/14

Summary: Haines - Site Unknown >5mins

Resolution: 9/10/2014 10:17 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave waveguide needs repair at Lena Point that provides service to Haines and Skagway.
RESOLUTION: Waveguide maintenance complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37847 **Date Opened:** 9/2/14 **Date Completed:** 9/10/14

Summary: Skagway - Site Unknown >5mins

Resolution: 9/10/2014 9:59 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave waveguide needs repair at Lena Point that provides service to Haines and Skagway.
RESOLUTION: Waveguide maintenance complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37922 **Date Opened:** 9/3/14 **Date Completed:** 9/4/14

Summary: Seldovia - Microwave Equipment Replacement

Resolution: 9/3/2014 4:37 PM Alaskan Standard Time - drice
CAUSE: Microwave equipment replacement.
RESOLUTION: Microwave channel bank replaced.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37923 **Date Opened:** 9/3/14 **Date Completed:** 9/4/14

Summary: Diamond Ridge - Microwave Equipment Replacement at Seldovia - Service Interruption.

Resolution: 9/3/2014 4:32 PM Alaskan Standard Time - drice
CAUSE: Microwave equipment replacement
RESOLUTION: Microwave channel bank replaced

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37972 **Date Opened:** 9/15/14 **Date Completed:** 9/15/14

Summary: Hope - Site Link19.1 Bounced 3x30 mins

Resolution: 9/15/2014 9:25 AM Alaskan Standard Time - cwittschiebe
Cause: High winds and bad weather bounced microwave.
Resolution: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37973 **Date Opened:** 9/15/14 **Date Completed:** 9/15/14

Summary: Silvertip - Site Link34.1 Bounced 3x30 mins

Resolution: 9/15/2014 9:33 AM Alaskan Standard Time - cwittschiebe
CAUSE: High winds and bad weather bounced microwave.
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37974 **Date Opened:** 9/15/14 **Date Completed:** 9/14/14

Summary: Sunny Hay - Trunked Site Links 61.1 & 61.2 bouncing

Resolution: 9/15/2014 9:41 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad weather in the area
RESOLUTION: Alarms have cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37976 **Date Opened:** 9/16/14 **Date Completed:** 9/17/14

Summary: Girdwood - Site Not Wide Trunking >5min

Resolution: 9/17/2014 8:51 AM Alaskan Standard Time - cwittschiebe
CAUSE: Low RSLs at Campbell Point due to weather conditions that bounced microwave
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37977 **Date Opened:** 9/16/14 **Date Completed:** 9/17/14

Summary: Hope - Site Not Wide Trunking >5min

Resolution: 9/17/2014 8:46 AM Alaskan Standard Time - cwittschiebe
CAUSE: Low RSLs at Campbell Point due to weather conditions bounced microwave.
RESOLUTION: Cleared on it's own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38028 **Date Opened:** 9/19/14 **Date Completed:** 9/19/14

Summary: Haines - Not Wide Trunking.

Resolution: 9/19/2014 1:36 PM Alaskan Standard Time - drice
CAUSE: AP&T leased circuit issue.
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38029 **Date Opened:** 9/19/14 **Date Completed:** 9/19/14

Summary: Skagway - Site Not Wide Trunking.

Resolution: 9/19/2014 1:40 PM Alaskan Standard Time - drice
Cause: AP&T leased circuit issue.
Resolution: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38033 **Date Opened:** 9/22/14 **Date Completed:** 9/20/14

Summary: Canyon Creek - Comm failure 3X30 mins

Resolution: 9/22/2014 8:41 AM Alaskan Standard Time - cwittschiebe
CAUSE:unknown
RESOLUTION:alarm cleared by it's own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38067 **Date Opened:** 9/24/14 **Date Completed:** 9/24/14

Summary: Nikiski - Site Control path 1 down Site bouncing

Resolution: 9/24/2014 1:06 PM Alaskan Standard Time - drice
CAUSE:Weather. RSLs dropped on microwave.
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38084 **Date Opened:** 9/25/14 **Date Completed:** 9/25/14

Summary: Money Knob - Site not wide trunking 3 x 30

Resolution: 9/25/2014 4:32 PM Alaskan Standard Time - cwittschiebe
CAUSE: Cause unknown per Andrew Strait/FSO
RESOLUTION: Issue cleared on it's own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38100 **Date Opened:** 9/29/14 **Date Completed:** 9/30/14

Summary: Nikiski - Site Bouncing

Resolution: 9/30/2014 8:53 AM Alaskan Standard Time - cwittschiebe
CAUSE: NTF; could not duplicate
RESOLUTION: Cleared on its own; monitored w/o failure

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38102 **Date Opened:** 9/29/14 **Date Completed:** 9/29/14

Summary: Tudor Road Master Site - Multi Sites Bouncing - 16 Sites

Resolution: 9/29/2014 9:33 AM Alaskan Standard Time - cwittschiebe
CAUSE:Low RSLs dropped on microwave between Sterling and Pipeline Hills sites causing multiple sites to bounce.
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38227 **Date Opened:** 10/3/14 **Date Completed:** 10/3/14

Summary: Moose Pass - Not Wide Trunking

Resolution: 10/3/2014 9:44 AM Alaskan Standard Time - cwittschiebe
CAUSE:microwave maintenance work at the site
RESOLUTION:microwave maintenance work at the site has been completed

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38228 **Date Opened:** 10/3/14 **Date Completed:** 10/3/14

Summary: Heney Range - Not Wide Trunking. 3x30mins

Resolution: 10/3/2014 9:57 AM Alaskan Standard Time - cwittschiebe
CAUSE:microwave fade
RESOLUTION:Cleared it self

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38252 **Date Opened:** 10/7/14 **Date Completed:** 10/7/14

Summary: Summit Lake - Site Not Wide Trunking - Sc1 and 2 In Comm Failure >5min

Resolution: 10/8/2014 9:48 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave; routing loop
RESOLUTION: Routing configuration adjusted

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38264 **Date Opened:** 10/8/14 **Date Completed:** 10/8/14

Summary: Anchor River - Not Wide Trunking - Sc1 and 2 In Comm Fail >5min - Recovered

Resolution: 10/8/2014 9:42 AM Alaskan Standard Time - cwittschiebe
CAUSE: Routing issue
RESOLUTION: Rerouted traffic

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38294 **Date Opened:** 10/14/14 **Date Completed:** 10/14/14

Summary: Paxson - Not wide trunking 3x in 30 minutes

Resolution: 10/15/2014 9:27 AM Alaskan Standard Time - cwittschiebe
CAUSE: MW issues
RESOLUTION:State of Alaska is done working on the MW.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38304 **Date Opened:** 10/15/14 **Date Completed:** 10/15/14

Summary: Summit Lake - Site bouncing

Resolution: 10/15/2014 9:23 AM Alaskan Standard Time - cwittschiebe
Cause: Site 38 is clear, customer was doing some testing that affected site bouncing.
RESOLUTION:Corrected on tis own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38305 **Date Opened:** 10/15/14 **Date Completed:** 10/15/14

Summary: Independent Ridge - Site is bouncing

Resolution: 10/15/2014 9:40 AM Alaskan Standard Time - cwittschiebe
CAUSE: Cause unknown per Andrew Strait/FSO
RESOLUTION: Issue cleared on it´s own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38313 **Date Opened:** 10/16/14 **Date Completed:** 10/16/14

Summary: Paxson - Not wide trunking 3x in 30 minutes

Resolution: 10/16/2014 3:10 PM Alaskan Standard Time - cwittschiebe
CAUSE: MW issue
RESOLUTION: cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38325 **Date Opened:** 10/17/14 **Date Completed:** 10/20/14

Summary: Fort Greely - ES01 Comm Failure 3x30 mins

Resolution: 10/21/2014 9:09 AM Alaskan Standard Time - cwittschiebe
CAUSE: microwave issue
RESOLUTION: issue resolved itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38326 **Date Opened:** 10/17/14 **Date Completed:** 10/24/14

Summary: Wolcott Mtn - Site Not Wide Trunking

Resolution: 10/24/2014 8:46 AM Alaskan Standard Time - drice
CAUSE: microwave routing
RESOLUTION: adjusted the microwave routing

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38349 **Date Opened:** 10/20/14 **Date Completed:** 10/20/14

Summary: Girdwood - Site Not Wide Trunking - Sc1 and 2 In Comm Failure >5min

Resolution: 10/20/2014 9:32 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms due to snow
RESOLUTION: Alarms clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38350 **Date Opened:** 10/20/14 **Date Completed:** 10/20/14

Summary: Hope - Site Not Wide Trunking - Sc1 And 2 In Comm Failure >5min

Resolution: 10/20/2014 9:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms due to snow
RESOLUTION: Alarms clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38351 **Date Opened:** 10/20/14 **Date Completed:** 10/20/14

Summary: Independent Ridge - Communications failure

Resolution: 10/21/2014 9:12 AM Alaskan Standard Time - cwittschiebe
CAUSE: microwave issue
RESOLUTION: resolved itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38353 **Date Opened:** 10/20/14 **Date Completed:** 10/20/14

Summary: Fort Greely Console - Switch 1 bouncing comm failure 3x in 30 min

Resolution: 10/21/2014 9:25 AM Alaskan Standard Time - cwittschiebe
CAUSE: microwave issue
RESOLUTION: resolved itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38405 **Date Opened:** 10/22/14 **Date Completed:** 10/22/14

Summary: Birch Hill Master - Multiple sites lost Communication sites 7 11 13 16 19 20 23 nmd 15

Resolution: 10/22/2014 9:41 AM Alaskan Standard Time - cwittschiebe
Cause: Upgrading the operating system on the Alcatel-Lucent 7705s
Resolution: Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38409 **Date Opened:** 10/22/14 **Date Completed:** 10/22/14

Summary: Moose Pass - Comm failure

Resolution: 10/22/2014 11:08 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tech was working at Wolcott and knocked out Moose Pass
RESOLUTION: Tech was upgrading microwave at Wolcott. Work is complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38500 **Date Opened:** 10/30/14 **Date Completed:** 10/30/14

Summary: Summit Lake - Not wide trunking > 5 minutes

Resolution: 10/30/2014 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE: Work on Microwave network traffic.
RESOLUTION: Traffic routing corrected.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38511 **Date Opened:** 11/3/14 **Date Completed:** 11/4/14

Summary: Blueberry Hill - Not Wide Trunking

Resolution: 11/5/2014 9:12 AM Alaskan Standard Time - cwittschiebe
CAUSE:Microwave modem failing.
RESOLUTION:Replaced microwave modem.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38587 **Date Opened:** 11/5/14 **Date Completed:** 11/4/14

Summary: Summit Lake - NOT WIDE TRUNKING - SC1 AND 2 IN COMM FAIL >3X30

Resolution: 11/5/2014 8:58 AM Alaskan Standard Time - cwittschiebe
CAUSE: Circuit had to be recreated due to configuration issues
RESOLUTION: Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38669 **Date Opened:** 11/24/14 **Date Completed:** 11/24/14

Summary: Paxson - Site Link 20.1 Bounced 3x30 mins

Resolution: 11/24/2014 4:34 PM Alaskan Standard Time - cwittschiebe
CAUSE: Power outage.
RESOLUTION: Power was restored.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 38670 **Date Opened:** 11/24/14 **Date Completed:** 11/24/14

Summary: Ester Dome - CHAN 1 malfunctioning due to ILLEGAL CARRIER

Resolution: 11/24/2014 9:46 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38671 **Date Opened:** 11/24/14 **Date Completed:** 11/24/14

Summary: Atwood - Atwood Site not wide trunking control path down

Resolution: 11/24/2014 4:24 PM Alaskan Standard Time - cwittschiebe
CAUSE:techs on site relocating equipment and accidently knocked the system offline
RESOLUTION:system is plugged back in and online

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38694 **Date Opened:** 11/26/14 **Date Completed:** 11/26/14

Summary: Honolulu - Not Wide Trunking

Resolution: 11/26/2014 9:27 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Motorola tech was working on the issue and the site just came back up on its own

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38695 **Date Opened:** 11/26/14 **Date Completed:** 11/26/14

Summary: Paxson - TRUNK SITE LINK 20.1 DOWN 3 x in 30 minutes due to INTERFACE F

Resolution: 12/1/2014 9:14 AM Alaskan Standard Time - cwittschiebe
CAUSE: Link problem
RESOLUTION: Alarms have cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38696 **Date Opened:** 12/1/14 **Date Completed:** 12/20/14

Summary: Paxson - Not Wide Trunking control path down 3x in 30 min

Resolution: 12/22/2014 9:31 AM Alaskan Standard Time - cwittschiebe
CAUSE: bad cables
RESOLUTION: removed bird nest from microwave equipment and replaced cables

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38787 **Date Opened:** 12/2/14 **Date Completed:** 12/3/14

Summary: Pillar Mountain - Site Not Wide Trunking - SC1 and 2 in Comm Failure

Resolution: 12/3/2014 9:20 AM Alaskan Standard Time - cwittschiebe
CAUSE: Network error
RESOLUTION: rebooted

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38792 **Date Opened:** 12/2/14 **Date Completed:** 12/3/14

Summary: Womans Bay - Site Not Wide Trunking - SC1 and 2 in Comm Failure

Resolution: 12/3/2014 9:14 AM Alaskan Standard Time - cwittschiebe
CAUSE: Network error
RESOLUTION: rebooted

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38802 **Date Opened:** 12/3/14 **Date Completed:** 12/3/14

Summary: Ski Hill - Site Not Wide Trunking

Resolution: 12/4/2014 9:16 AM Alaskan Standard Time - cwittschiebe
Cause: Site routing issue.
Resolution: Rebooted microwave 7705.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38851 **Date Opened:** 12/8/14 **Date Completed:** 12/6/14

Summary: Sawmill - ZC TRUNKED SITE LINK 53.2 went down due to INTERFACE.

Resolution: 12/8/2014 8:33 AM Alaskan Standard Time - drice
CAUSE: Unknown.
RESOLUTION: Alarms cleared.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 38852 **Date Opened:** 12/8/14 **Date Completed:** 12/24/14

Summary: Tudor Road Master Site - Multiple Site Bounced >3in30 (sites 8,13,24,26,33,36,37,38,41).

Resolution: 12/19/2014 3:33 PM Alaskan Standard Time - cwittschiebe
CAUSE: Technicians attempted to replace a microwave card with a new card
RESOLUTION: Temporally fixed with returning to the original card. On 12/24/2014 ETS completed a flash upgrade to the microwave equipment.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38866 **Date Opened:** 12/12/14 **Date Completed:** 12/24/14

Summary: Summit Lake - Site Not Wide Trunking

Resolution: 12/19/2014 3:20 PM Alaskan Standard Time - cwittschiebe
CAUSE:Technicians attempted to replace a microwave card with a new card.
RESOLUTION:Temporally fixed with returning to the original card. Brian Wilson performed a flash upgrade to the microwave equipment to correct this issue.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38869 **Date Opened:** 12/15/14 **Date Completed:** 12/13/14

Summary: Silvertip - Not Wide Trunking

Resolution: 12/15/2014 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE: Attempted to replace microwave card and failed. Reference 24168309
RESOLUTION: Restored to previous state.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38924 **Date Opened:** 12/19/14 **Date Completed:** 12/20/14

Summary: Wolcott - Site controller 1 down since 2:14

Resolution: 12/22/2014 9:34 AM Alaskan Standard Time - cwittschiebe
CAUSE: Power failure cause SC 1 to go down
RESOLUTION: Technician recycled power on the SC and all alarms cleared

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Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 38985 **Date Opened:** 12/26/14 **Date Completed:** 12/24/14

Summary: Moose Pass - Not wide trunking.

Resolution: 12/26/2014 8:15 AM Alaskan Standard Time - drice

CAUSE: Technician working at site SZ0412141 performing a flash upgrade to microwave equipment.
RESOLUTION: Technician complete and has left site

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38991 **Date Opened:** 12/29/14 **Date Completed:** 12/27/14

Summary: Haines - Not wide trunking

Resolution: 12/29/2014 9:41 AM Alaskan Standard Time - cwittschiebe
CAUSE: microwave fades
RESOLUTION: fading complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38994 **Date Opened:** 12/29/14 **Date Completed:** 12/27/14

Summary: Skagway - Not wide trunking

Resolution: 12/29/2014 9:48 AM Alaskan Standard Time - cwittschiebe
CAUSE: microwave fades
RESOLUTION: fading complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38997 **Date Opened:** 12/30/14 **Date Completed:** 12/30/14

Summary: Birch Hill Master Site - AMBLINK 5.1, 6.1 and AEB TLINE 3 Out Of Service

Resolution: 12/30/2014 9:07 AM Alaskan Standard Time - cwittschiebe
CAUSE: Dept of Forestry working on the system Site links 5 and 6
RESOLUTION: Alarm cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39091 **Date Opened:** 1/5/15 **Date Completed:** 1/5/15

Summary: High Mtn - Bouncing >3 in 30 Min

Resolution: 1/6/2015 9:13 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION:Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39092 **Date Opened:** 1/5/15 **Date Completed:** 1/5/15

Summary: Sunny Hay - Bouncing >3 in 30 Min

Resolution: 1/6/2015 9:15 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION:Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39336 **Date Opened:** 2/2/15 **Date Completed:** 2/3/15

Summary: Sunny Hay - Not Wide Trunking 3 x 30

Resolution: 2/2/2015 9:16 AM Alaskan Standard Time - cwittschiebe
CAUSE: Helicopter on site.
RESOLUTION: Alarm clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39448 **Date Opened:** 2/10/15 **Date Completed:** 2/10/15

Summary: Atwood VHF - Entire Site Reports Comm Failure

Resolution: 2/10/2015 10:20 AM Alaskan Standard Time - cwittschiebe
CAUSE: Engineers rebooted Microwave 7705.
RESOLUTION: Cleared after 7705 reboot.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39458 **Date Opened:** 2/11/15 **Date Completed:** 2/11/15

Summary: Kenai Multiply Sites - Unknown

Resolution: 2/11/2015 10:44 AM Alaskan Standard Time - cwittschiebe
CAUSE:Microwave switched routes
RESOLUTION:Alarms cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39466 **Date Opened:** 2/12/15 **Date Completed:** 2/11/15

Summary: Summit Lake - Microwave switched routes

Resolution: 2/12/2015 9:17 AM Alaskan Standard Time - cwittschiebe
CAUSE:Microwave switched routes
RESOLUTION:Alarms cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39473 **Date Opened:** 2/17/15 **Date Completed:** 2/17/15

Summary: Haines - Site Not Wide Trunking; Bouncing 3x30 Mins

Resolution: 2/17/2015 9:31 AM Alaskan Standard Time - cwittschiebe
Cause: High winds/bad weather in the area.
Resolution: Microwave routing work completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39474 **Date Opened:** 2/17/15 **Date Completed:** 2/17/15

Summary: Skagway - Site Not Wide Trunking; Bouncing 3x30 Mins

Resolution: 2/17/2015 10:07 AM Alaskan Standard Time - cwittschiebe
Cause: High winds/bad weather in the area.
Resolution: Microwave routing work completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39532 **Date Opened:** 2/23/15 **Date Completed:** 2/23/15

Summary: Heney Range - Trunked Site Links 51.1 & .2 down >5minutes

Resolution: 2/23/2015 10:14 AM Alaskan Standard Time - cwittschiebe
CAUSE: telco/unknown
RESOLUTION: cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39534 **Date Opened:** 2/23/15 **Date Completed:** 2/26/15

Summary: Heney Range - Entire site reports Comm failure

Resolution: 2/25/2015 4:48 PM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave dish damaged by ice buildup
RESOLUTION: Microwave dish repaired and reinforced

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39681 **Date Opened:** 3/6/15 **Date Completed:** 3/6/15

Summary: Anchor River - Site Not Wide Trunking; Bouncing 3X30 Mins

Resolution: 3/6/2015 10:14 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Alarms clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39682 **Date Opened:** 3/6/15 **Date Completed:** 3/6/15

Summary: Cooper Mtn - Site Not Wide Trunking; Bouncing 3X30 Mins

Resolution: 3/6/2015 10:20 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Alarms clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39683 **Date Opened:** 3/6/15 **Date Completed:** 3/6/15

Summary: Ninilchik - Site Not Wide Trunking; Bouncing 3X30 Mins

Resolution: 3/6/2015 10:28 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Alarms clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39684 **Date Opened:** 3/6/15 **Date Completed:** 3/6/15

Summary: Ski Hill - Site Not Wide Trunking; Bouncing 3X30 Mins

Resolution: 3/6/2015 10:53 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Alarms clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39685 **Date Opened:** 3/6/15 **Date Completed:** 3/6/15

Summary: Girdwood - Site Not Wide Trunking; Bouncing 3X30 Mins

Resolution: 3/6/2015 10:55 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Alarms clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39686 **Date Opened:** 3/6/15 **Date Completed:** 3/6/15

Summary: Sterling - Site Not Wide Trunking; Bouncing 3X30 Mins

Resolution: 3/6/2015 10:48 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Alarms clear

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 39722 **Date Opened:** 3/13/15 **Date Completed:** 3/13/15

Summary: Haines - Site Comm Fail

Resolution: 4/15/2015 10:25 AM Alaskan Standard Time - drice

CAUSE: Cause was unscheduled maintenance
RESOLUTION: Maintenance complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39723 **Date Opened:** 3/13/15 **Date Completed:** 3/13/15

Summary: Skagway - Site comm Fail

Resolution: 3/13/2015 12:32 PM Alaskan Standard Time - drice
CAUSE: Unscheduled Maintenance
RESOLUTION: Maintenance Complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39726 **Date Opened:** 3/16/15 **Date Completed:** 3/17/15

Summary: Fort Greely Console - Comm Failure > 5 Min

Resolution: 3/16/2015 9:56 AM Alaskan Standard Time - cwittschiebe
CAUSE: Moving equipment
RESOLUTION: Site is back up

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39728 **Date Opened:** 3/16/15 **Date Completed:** 3/14/15

Summary: High Mtn - Site Not wide trunking

Resolution: 3/16/2015 10:07 AM Alaskan Standard Time - cwittschiebe
CAUSE:Illegal carriers.
RESOLUTION:Site cleared on it's own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39772 **Date Opened:** 3/18/15 **Date Completed:** 3/18/15

Summary: Heney Range - Not Wide Trunking

Resolution: 3/18/2015 9:53 AM Alaskan Standard Time - cwittschiebe
CAUSE:Moving circuits
RESOLUTION:Moving circuits finished

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40591 **Date Opened:** 4/13/15 **Date Completed:** 4/11/15

Summary: Fort Greely - Console Site Comm Fail

Resolution: 4/13/2015 9:39 AM Alaskan Standard Time - cwittschiebe
CAUSE: power unplugged
RESOLUTION: plugged the power back in to the switch

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 40594 **Date Opened:** 4/13/15 **Date Completed:** 4/13/15

Summary: Ft Greely - Channel 1 illegal carrier > 60 Mins

Resolution: 5/8/2015 11:26 AM Alaskan Standard Time - drice

CAUSE: Interference
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 40643 **Date Opened:** 4/20/15 **Date Completed:** 4/20/15

Summary: Heney Range - NOT WIDE TRUNKING (BOUNCING)

Resolution: 4/20/2015 8:47 AM Alaskan Standard Time - drice

CAUSE: Severe weather
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40685 **Date Opened:** 4/23/15 **Date Completed:** 4/24/15

Summary: Kasilof - Site not wide trunking

Resolution: 4/24/2015 9:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave issues at Kasilof site that feed the Ninilchik and Anchor River sites. Bad microwave transmitter card.
RESOLUTION: Replaced microwave transmitter card

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40686 **Date Opened:** 4/23/15 **Date Completed:** 4/24/15

Summary: Nilnilchik - Site not wide trunking (3x in 30min)

Resolution: 4/24/2015 9:14 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave issues at Kasilof site that feed the Ninilchik site
RESOLUTION: Replaced microwave transmitter card at Kasilof

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40696 **Date Opened:** 4/30/15 **Date Completed:** 4/30/15

Summary: Tudor Road Master Site - Multiple Sites Bouncing Unknown 8,13,14,24,26,31,33,36,37,37

Resolution: 5/1/2015 9:36 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown.
RESOLUTION:I Microwave issue, cleared on it's own. SOA will be upgrading the software at Summit Lake.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40865 **Date Opened:** 5/7/15 **Date Completed:** 5/7/15

Summary: R1 North - Customer is experiencing strange feedback

Resolution: 5/8/2015 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE: intermod issue
RESOLUTION: re-tuning one of the radios involved

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40879 **Date Opened:** 5/8/15 **Date Completed:** 5/8/15

Summary: Sunny Hay - Site Not Wide 3x30 mins

Resolution: 5/8/2015 9:46 AM Alaskan Standard Time - cwittschiebe
CAUSE:unknown
RESOLUTION:Trouble cleared itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40883 **Date Opened:** 5/11/15 **Date Completed:** 6/11/15

Summary: Tudor Road Master Site - Conventional Site Link 2041.1 and 2041.2 down

Resolution: 6/11/2015 9:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad port on 7705
RESOLUTION: Relocated to new port

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40888 **Date Opened:** 5/13/15 **Date Completed:** 5/13/15

Summary: Fort Greely - Not wide trunking > 5 minutes

Resolution: 5/13/2015 9:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: RF site down
RESOLUTION: RF site restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40897 **Date Opened:** 5/14/15 **Date Completed:** 5/14/15

Summary: Sunny Hay - Site Not Wide 3x30 mins

Resolution: 5/14/2015 9:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: Weather at site caused microwave RSLs to drop.
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 40901 **Date Opened:** 5/15/15 **Date Completed:** 8/21/15

Summary: Eielson Alt WOC - OP01 Comm Failure.

Resolution: 8/24/2015 7:37 AM Alaskan Standard Time - drice
CAUSE: Unknown
RESOLUTION: Customer booted up the op and launched the application

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40969 **Date Opened:** 5/19/15 **Date Completed:** 5/18/15

Summary: Haines - Not Wide Trunking

Resolution: 5/19/2015 10:19 AM Alaskan Standard Time - cwittschiebe
Cause: Commercial power outage dropped leased circuit.
Resolution: Power restored and wide trucking returned.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40970 **Date Opened:** 5/19/15 **Date Completed:** 5/18/15

Summary: Skagway - Not Wide Trunking

Resolution: 5/19/2015 10:28 AM Alaskan Standard Time - cwittschiebe
CAUSE: Commercial power outage dropped leased circuit.
RESOLUTION: Power restored and wide trucking returned.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40983 **Date Opened:** 5/21/15 **Date Completed:** 5/26/15

Summary: Heney Range - Site Not Wide Trunkning 3 x 30

Resolution: 5/26/2015 10:37 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown.
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40997 **Date Opened:** 5/22/15 **Date Completed:** 5/21/15

Summary: Wolcott Mtn - UNKNOWN > 5 MINS

Resolution: 5/22/2015 3:23 PM Alaskan Standard Time - cwittschiebe
CAUSE:Alarm did not meet criteria
RESOLUTION:Alarm cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41014 **Date Opened:** 5/26/15 **Date Completed:** 5/23/15

Summary: Tudor Road Master Site - Remote zone 2 Inter zone link 2.1/2 down 3 x 30

Resolution: 5/26/2015 9:16 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41019 **Date Opened:** 5/26/15 **Date Completed:** 5/25/15

Summary: Byers Creek - Trunked Site Links 11.1 & .2 down

Resolution: 5/26/2015 10:01 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave bounce
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41020 **Date Opened:** 5/26/15 **Date Completed:** 5/24/15

Summary: Chulitna - Trunked Site Links 12.1 & .2 down

Resolution: 5/26/2015 10:10 AM Alaskan Standard Time - cwittschiebe
CAUSE: Techs on site
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41021 **Date Opened:** 5/26/15 **Date Completed:** 5/24/15

Summary: Honolulu - Site Not Wide Trunking - SC1 and 2 Comm Fail - Bouncing

Resolution: 5/26/2015 10:16 AM Alaskan Standard Time - cwittschiebe
CAUSE: Techs on site
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41022 **Date Opened:** 5/26/15 **Date Completed:** 5/25/15

Summary: Hurricane - Site Not Wide Trunking - SC1 and 2 Comm Fail - Bouncing

Resolution: 5/26/2015 10:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave bounce
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41025 **Date Opened:** 5/28/15 **Date Completed:** 5/27/15

Summary: Women's Bay - Site Not Wide Trunking - SC1 and 2 In Comm Fail

Resolution: 5/28/2015 8:53 AM Alaskan Standard Time - cwittschiebe
CAUSE: loose wire in the switch
RESOLUTION: corrected

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41032 **Date Opened:** 5/29/15 **Date Completed:** 5/28/15

Summary: Auke Lake - Not Wide Trunking

Resolution: 5/29/2015 9:05 AM Alaskan Standard Time - cwittschiebe
CAUSE:Technician testing radio equipment.
RESOLUTION: Testing completed. Site restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41033 **Date Opened:** 5/29/15 **Date Completed:** 5/29/15

Summary: Haines - Site Not Wide 3x30 mins

Resolution: 5/29/2015 9:11 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41035 **Date Opened:** 5/29/15 **Date Completed:** 5/29/15

Summary: Skagway - Site Not Wide 3x30 mins

Resolution: 5/29/2015 9:30 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41037 **Date Opened:** 5/29/15 **Date Completed:** 5/29/15

Summary: Pillar Mtn - Site Not Wide > 5 mins

Resolution: 5/29/2015 9:52 AM Alaskan Standard Time - cwittschiebe
CAUSE: Technician working on microwave and commercial power at site.
RESOLUTION: Work completed. Site restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41038 **Date Opened:** 5/29/15 **Date Completed:** 5/29/15

Summary: Women’s Bay - Site Not Wide > 5 mins

Resolution: 5/29/2015 10:01 AM Alaskan Standard Time - cwittschiebe
CAUSE: Technician working on microwave and commercial power at site
RESOLUTION: Work completed. Site restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41140 **Date Opened:** 6/4/15 **Date Completed:** 6/4/15

Summary: Eielson - Red Flag Console Site Link 1005.1&2. Comm Failure. > 5 Mins

Resolution: 6/5/2015 9:13 AM Alaskan Standard Time - cwittschiebe
CAUSE: Power outage
RESOLUTION: Relaunched Elite application

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41172 **Date Opened:** 6/11/15 **Date Completed:** 6/12/15

Summary: Skagway - Not wide Trunking 3 x 30

Resolution: 6/12/2015 9:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: Provider circuit issue
RESOLUTION: Circuit issue resolved

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41173 **Date Opened:** 6/11/15 **Date Completed:** 6/12/15

Summary: Haines - Not Wide Trunking 3 x 30

Resolution: 6/12/2015 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE:Provider circuit issue.
RESOLUTION:Circuit issue resolved

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41174 **Date Opened:** 6/11/15 **Date Completed:** 6/11/15

Summary: Yanert - Not Wide Trunking

Resolution: 6/12/2015 9:10 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad wire wrap on DSX panel connection.
RESOLUTION: Temp repair until future date when all DSX panel wire wraps can be corrected at the site.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 41180 **Date Opened:** 6/15/15 **Date Completed:** 6/15/15

Summary: Haines - Not Wide Trunking 3 X 30 Min.

Resolution: 6/15/2015 9:38 AM Alaskan Standard Time - drice

Cause: Provider circuit issue.
Resolution: Circuit issue resolved.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41181 **Date Opened:** 6/15/15 **Date Completed:** 6/15/15

Summary: Skagway - Not Wide Trunking 3 X 30 Min.

Resolution: 6/15/2015 9:40 AM Alaskan Standard Time - drice

CAUSE: Provider circuit issue.
RESOLUTION: Circuit issue resolved.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41182 **Date Opened:** 6/15/15 **Date Completed:** 6/15/15

Summary: Donnelly Dome - Site Unknown

Resolution: 6/15/2015 8:51 AM Alaskan Standard Time - drice
CAUSE:AT&T working on the site.
RESOLUTION:Work completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41197 **Date Opened:** 6/17/15 **Date Completed:** 6/19/15

Summary: Tudor Road Master Site-Multiple Sites 25,26,27,28,29. Not Wide Trunking. >5 Min-NETCOOL Filter Prob

Resolution: 6/19/2015 9:14 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Sites Cleared. NMO missed alarms due to a reporting issue with Netcool. Reena George / NMO Supervisor has been investigating this issue with the IT Team. As this time the investigation is ongoing, however we are going to close this case so that a new case gets opened for these sites if a failure should occur.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41274 **Date Opened:** 6/29/15 **Date Completed:** 6/27/15

Summary: Eielson - Security Forces NICE MCC7500 Logiclient NLS Comm Failed. Alarm From 10.1.106.60

Resolution: 6/29/2015 9:59 AM Alaskan Standard Time - cwittschiebe
CAUSE: Moto Patching.
RESOLUTION: Ref. case# 24412761

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41395 **Date Opened:** 7/6/15 **Date Completed:** 7/3/15

Summary: Elmendorf - RCC Console Site Link 1004.1 and 1004.2 Down > 5 mins

Resolution: 7/6/2015 9:06 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tech working on test console
RESOLUTION: Work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41430 **Date Opened:** 7/8/15 **Date Completed:** 7/9/15

Summary: Tudor Road Master Site - AMB Link 28.1,12.1 and AEB TLine 9 Bouncing

Resolution: 7/9/2015 7:54 AM Alaskan Standard Time - drice

CAUSE:The cause was a commercial circuit issue and it has been completed.
RESOLUTION:Circuitry was restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41453 **Date Opened:** 7/9/15 **Date Completed:** 7/9/15

Summary: Haines -Zone 1-Site 71-Alaska - Site not wide trunking (3x in 30 min).

Resolution: 7/9/2015 9:57 AM Alaskan Standard Time - drice

CAUSE: Newly established Cruise Ship microwave created interference to leased providers circuit.
RESOLUTION: Provider moved our circuit to another microwave to correct issue.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41485 **Date Opened:** 7/17/15 **Date Completed:** 7/17/15

Summary: Skagway - Site bounced 5x in 16 mins

Resolution: 7/17/2015 4:03 PM Alaskan Standard Time - drice

CAUSE: Leased circuit maintenance.
RESOLUTION: Maintenance complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41486 **Date Opened:** 7/17/15 **Date Completed:** 7/17/15

Summary: Haines - Site bounced 5x in 16 mins

Resolution: 7/20/2015 9:16 AM Alaskan Standard Time - cwittschiebe
CAUSE: Leased circuit maintenance
RESOLUTION: Maintenance complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41510 **Date Opened:** 7/20/15 **Date Completed:** 7/19/15

Summary: Tudor Road Master Site - AMBlink 25.1 Configured, waiting for connection

Resolution: 7/20/2015 9:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: AMB board issues
RESOLUTION: Reset AMB board

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41557 **Date Opened:** 7/23/15 **Date Completed:** 10/13/15

Summary: Skagway - Not Wide trunking

Resolution: 10/13/2015 10:19 AM Alaskan Standard Time - cwittschiebe
CAUSE:Microwave interference from Cruise Ships blocking path
RESOLUTION:Traffic rerouted

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41558 **Date Opened:** 7/23/15 **Date Completed:** 10/13/15

Summary: Haines - Not Wide trunking 3 x 30

Resolution: 10/13/2015 10:12 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave interference from Cruise Ships blocking path
RESOLUTION: Traffic rerouted

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41560 **Date Opened:** 7/24/15 **Date Completed:** 7/24/15

Summary: Paxson - Not Wide trunking 3 x 30

Resolution: 7/24/2015 10:12 AM Alaskan Standard Time - cwittschiebe
Cause: Microwave maintenance
Resolution: Maintenance complete - low RSL

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41561 **Date Opened:** 7/24/15 **Date Completed:** 7/31/15

Summary: Paxson - Site bouncing

Resolution: 7/31/2015 10:09 AM Alaskan Standard Time - cwittschiebe
CAUSE: microwave issue
RESOLUTION:reset controller card on microwave

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41569 **Date Opened:** 7/28/15 **Date Completed:** 7/28/15

Summary: Ft Greely - Site not wide trunking

Resolution: 7/28/2015 9:39 AM Alaskan Standard Time - cwittschiebe
CAUSE: Power Lost to site. No battery backup or generator at site.
RESOLUTION: Restored commercial power.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41570 **Date Opened:** 7/28/15 **Date Completed:** 7/28/15

Summary: Ft Greely - Console All Ops And All Devices In Comm Fail

Resolution: 7/28/2015 9:48 AM Alaskan Standard Time - cwittschiebe

CAUSE: Scheduled Power Outage. Lack of battery backup plant or generator cause console site and RF site to fail.
RESOLUTION: Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41610 **Date Opened:** 8/3/15 **Date Completed:** 8/8/15

Summary: Paxson - Not Wide Trunking 3 x 30

Resolution: 8/7/2015 9:34 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave RSL levels low.
RESOLUTION: Microwave adjustments made.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41690 **Date Opened:** 8/4/15 **Date Completed:** 8/10/15

Summary: Kasilof - Site not wide trunking Bouncing

Resolution: 8/10/2015 4:40 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41700 **Date Opened:** 8/5/15 **Date Completed:** 8/10/15

Summary: Ninilchik - Site 26 Not Wide Trunking

Resolution: 8/10/2015 4:42 PM Alaskan Standard Time - cwittschiebe
CAUSE: microwave issues and site monitoring
RESOLUTION:Unknown

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41701 **Date Opened:** 8/5/15 **Date Completed:** 8/7/15

Summary: Money Knob - Site Not Wide Trunking, No Voice Channel

Resolution: 8/7/2015 9:28 AM Alaskan Standard Time - cwittschiebe
CAUSE:unknown
RESOLUTION:cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41716 **Date Opened:** 8/6/15 **Date Completed:** 8/10/15

Summary: Sourdough - NOT WIDE TRUNKING. 3X30 MINS

Resolution: 8/10/2015 4:46 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Resolved

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41726 **Date Opened:** 8/7/15 **Date Completed:** 8/10/15

Summary: Nikiski - Not Wide Trunking. 3X30 Mins

Resolution: 8/10/2015 4:49 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown.
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41765 **Date Opened:** 8/13/15 **Date Completed:** 8/14/15

Summary: Tudor Road Master Site - AEB TLine 3 out of service, AMBLINK 21.1 configured, waiting for connection

Resolution: 8/14/2015 3:06 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown.
RESOLUTION: State of Alaska replaced the microwave transciever.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41768 **Date Opened:** 8/14/15 **Date Completed:** 8/14/15

Summary: Elmendorf - Fire console OP02 comm fail

Resolution: 8/14/2015 11:51 AM Alaskan Standard Time - cwittschiebe
CAUSE: System reboot pending
RESOLUTION: System rebooted

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41774 **Date Opened:** 8/18/15 **Date Completed:** 8/18/15

Summary: Tudor Road Master Site - AMB Link 4.1 - Configured, Waiting For Connection - 10.1.233.102

Resolution: 8/18/2015 3:40 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unconfigured site
RESOLUTION: Case should never have been opened

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41775 **Date Opened:** 8/18/15 **Date Completed:** 8/18/15

Summary: TSAIA - Link 4.1 Bounced 3x30 mins (NBD); 13026

Resolution: 8/18/2015 3:34 PM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Self clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41779 **Date Opened:** 8/20/15 **Date Completed:** 8/20/15

Summary: Tudor Road Master Site - AEB TLINE 3 and AMBLINK 21.1 down > 5 minutes

Resolution: 8/20/2015 9:42 AM Alaskan Standard Time - cwittschiebe
CAUSE:State was performing upgrades
RESOLUTION:Alarms cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41787 **Date Opened:** 8/21/15 **Date Completed:** 8/20/15

Summary: Black Rapids - Not Wide Trunking

Resolution: 8/21/2015 9:41 AM Alaskan Standard Time - cwittschiebe
CAUSE: Circuit provider conducting emergency traffic re-groom
RESOLUTION: Circuit work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41789 **Date Opened:** 8/21/15 **Date Completed:** 8/21/15

Summary: Cottonwood Creek - Site not wide trunking 3x in 30 minutes.

Resolution: 8/21/2015 10:40 AM Alaskan Standard Time - cwittschiebe
CAUSE:NMO - ALASKA Z1 - Cottonwood Site unknown (3x in 30min)
RESOLUTION: Site alarms clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41796 **Date Opened:** 8/24/15 **Date Completed:** 8/23/15

Summary: Cooper Mtn - Site In Comm Fail 3x30 mins

Resolution: 8/24/2015 8:05 AM Alaskan Standard Time - drice
CAUSE: Outage due to power failure per the State of AK at 1 local / 4 CST causing 7705 traffic routing issue
RESOLUTION: Traffic routing issue with 7705 resolved.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 41797 **Date Opened:** 8/24/15 **Date Completed:** 8/23/15

Summary: Girdwood Site - Site In Comm Fail 3x30 mins

Resolution: 8/24/2015 8:06 AM Alaskan Standard Time - drice

CAUSE: Outage due to power failure per the State of AK at 1 local / 4 CST causing 7705 traffic routing issue
RESOLUTION: Traffic routing issue with 7705 resolved.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41798 **Date Opened:** 8/24/15 **Date Completed:** 8/23/15

Summary: Hope Site - Site In Comm Fail 3x30 mins

Resolution: 8/24/2015 8:15 AM Alaskan Standard Time - drice

CAUSE: Outage due to power failure per the State of AK at 1 local / 4 CST causing 7705 traffic routing issue
RESOLUTION: Traffic routing issue with 7705 resolved.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41799 **Date Opened:** 8/24/15 **Date Completed:** 8/23/15

Summary: Seward - Site In Comm Fail 3x30 mins

Resolution: 8/24/2015 8:31 AM Alaskan Standard Time - drice

CAUSE: Outage due to power failure per the State of AK at 1 local / 4 CST causing 7705 traffic routing issue
RESOLUTION: Traffic routing issue with 7705 resolved.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41800 **Date Opened:** 8/24/15 **Date Completed:** 8/23/15

Summary: Summit Lake - Site In Comm Fail 3x30 mins

Resolution: 8/24/2015 8:31 AM Alaskan Standard Time - drice

CAUSE: Outage due to power failure per the State of AK at 1 local / 4 CST causing 7705 traffic routing issue
RESOLUTION: Traffic routing issue with 7705 resolved.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41801 **Date Opened:** 8/24/15 **Date Completed:** 8/23/15

Summary: Moose Pass - Site In Comm Fail 3x30 mins

Resolution: 8/24/2015 8:42 AM Alaskan Standard Time - drice

CAUSE: Outage due to power failure per the State of AK at 1 local / 4 CST causing 7705 traffic routing issue
RESOLUTION: Traffic routing issue with 7705 resolved.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41802 **Date Opened:** 8/24/15 **Date Completed:** 8/23/15

Summary: Wolcott Mtn - Site In Comm Fail 3x30 mins

Resolution: 8/24/2015 8:48 AM Alaskan Standard Time - drice

CAUSE: Outage due to power failure per the State of AK at 1 local / 4 CST causing 7705 traffic routing issue
RESOLUTION: Traffic routing issue with 7705 resolved.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41803 **Date Opened:** 8/24/15 **Date Completed:** 8/23/15

Summary: Silvertip Site - Site In Comm Fail 3x30 mins

Resolution: 8/24/2015 8:55 AM Alaskan Standard Time - drice

CAUSE: Outage due to power failure per the State of AK at 1 local / 4 CST causing 7705 traffic routing issue
RESOLUTION: Traffic routing issue with 7705 resolved.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41838 **Date Opened:** 8/27/15 **Date Completed:** 8/27/15

Summary: Eielson LMF - CONSOLE SITE LINK 1010.1&2. DOWN. > 5 MINS

Resolution: 8/27/2015 12:42 PM Alaskan Standard Time - drice
CAUSE: Power outage
RESOLUTION: Power restored

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 41857 **Date Opened:** 8/31/15 **Date Completed:** 8/31/15

Summary: Womans Bay - Not in wide trunking 3 X in 30 minutes.

Resolution: 8/31/2015 9:29 AM Alaskan Standard Time - drice
CAUSE:Circuit work by provider.
RESOLUTION:Work complete.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 41858 **Date Opened:** 8/31/15 **Date Completed:** 8/31/15

Summary: Pillar Mtn - Not in wide trunking 3 X in 30 minutes.

Resolution: 8/31/2015 9:30 AM Alaskan Standard Time - drice
CAUSE:Unknown
RESOLUTION:Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41942 **Date Opened:** 9/2/15 **Date Completed:** 9/2/15

Summary: Glennallen - Site Link 50.1/2, 56.1/2, and 58.1/2 are bouncing 3 X 30

Resolution: 9/2/2015 11:20 AM Alaskan Standard Time - drice
CAUSE: Loose connection in Master Site.
RESOLUTION :Technician reseated wire.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41944 **Date Opened:** 9/2/15 **Date Completed:** 9/2/15

Summary: Kasilof - Site bouncing.

Resolution: 9/2/2015 9:32 AM Alaskan Standard Time - drice

CAUSE: Microwave issue.
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41945 **Date Opened:** 9/2/15 **Date Completed:** 9/2/15

Summary: Nikiski - Site bouncing.

Resolution: 9/2/2015 9:34 AM Alaskan Standard Time - drice
CAUSE:Microwave issue.
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41946 **Date Opened:** 9/2/15 **Date Completed:** 9/2/15

Summary: Tudor Road Master Site - MGEG 2 bouncing.

Resolution: 9/2/2015 8:33 AM Alaskan Standard Time - drice
CAUSE: Unknown
RESOLUTION: Shut down MGEG and reseed encryption card and restarted

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41976 **Date Opened:** 9/14/15 **Date Completed:** 11/16/15

Summary: Elmendorf - Fire LRS02 Lost Communication

Resolution: 11/17/2015 9:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: NMO LRS02 Lost Communication
RESOLUTION: Site alarms clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42171 **Date Opened:** 10/7/15 **Date Completed:** 10/9/15

Summary: Clear - Not Wide Trunking >5 Min

Resolution: 10/9/2015 8:36 AM Alaskan Standard Time - drice

Cause: Power failed to site due to faulty underground power infrastructure.
Resolution: Power Restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42172 **Date Opened:** 10/7/15 **Date Completed:** 10/7/15

Summary: Tudor Road Master Site - AEB TLINE3 and AMBLINK 21.1 MALFUNCTION causing SITES 76 , 51, 50, & 6 to

Resolution: 10/7/2015 9:32 AM Alaskan Standard Time - cwittschiebe
CAUSE:Due to upgrades being performed
RESOLUTION:Work has been completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42173 **Date Opened:** 10/7/15 **Date Completed:** 10/7/15

Summary: Birch Hill Master Site - SITE 4 (BLACK RAPIDS), SITE 20 (PAXSON), SITE 23 (TRIMS) not in wide trunk

Resolution: 10/7/2015 9:41 AM Alaskan Standard Time - cwittschiebe
Cause: Microwave Alcatel Lucent 7705 software upgrade.
Resolution: Software upgrade completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42177 **Date Opened:** 10/9/15 **Date Completed:** 10/15/15

Summary: Clear - Site Note Wide Trunking

Resolution: 10/14/2015 11:33 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: cleared on own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42181 **Date Opened:** 10/13/15 **Date Completed:** 10/13/15

Summary: Blueberry Hill - Trunked Site Link 10.1 & 10.2 Down, Interface Failure 3 X In 30 Minutes

Resolution: 10/13/2015 9:47 AM Alaskan Standard Time - cwittschiebe
CAUSE:Technicians working on circuits
RESOLUTION:Circuit work completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42211 **Date Opened:** 10/19/15 **Date Completed:** 10/18/15

Summary: Kenai - SC1 and SC2, Comm failures

Resolution: 10/19/2015 8:11 AM Alaskan Standard Time - drice
CAUSE: Unknown
RESOLUTION: Clear on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42295 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Anchor River - Not Wide Trunking 3X30 Mins.

Resolution: 11/2/2015 12:01 PM Alaskan Standard Time - drice
Cause: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.
Resolution: Technician Locked down routing to an alternate path.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42297 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Pipeline - Not Wide Trunking 3x in 30 min

Resolution: 11/2/2015 12:20 PM Alaskan Standard Time - drice
CAUSE: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting
RESOLUTION: Technician Locked down routing to an alternate path

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42298 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Moose Pass - Not Wide Trunking 3x30 mins

Resolution: 11/2/2015 12:29 PM Alaskan Standard Time - drice
CAUSE: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.
RESOLUTION: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42299 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Nikiski - Not Wide Trunking 3X30 mins..

Resolution: 11/2/2015 12:32 PM Alaskan Standard Time - drice
CAUSE: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting
RESOLUTION: Technician Locked down routing to an alternate path

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42300 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Kasilof - Not Wide Trunking 3X30 Mins.

Resolution: 11/2/2015 12:36 PM Alaskan Standard Time - drice
CAUSE: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.
RESOLUTION:Technician Locked down routing to an alternate path

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42301 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Kenai - Not Wide Trunking 3X30 Mins.

Resolution: 11/2/2015 12:40 PM Alaskan Standard Time - drice
CAUSE: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.
RESOLUTION: Technician Locked down routing to an alternate path.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42302 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Diamond Ridge - Not Wide Trunking 3X30 Mins.

Resolution: 11/2/2015 12:44 PM Alaskan Standard Time - drice
CAUSE: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.
RESOLUTION: Technician Locked down routing to an alternate path.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42303 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Cooper Mtn - Not Wide Trunking 3X30 Mins.

Resolution: 11/2/2015 12:50 PM Alaskan Standard Time - drice
CAUSE:Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.
RESOLUTION:Technician Locked down routing to an alternate path.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42304 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Ninilchik - Not Wide Trunking 3X30 Mins.

Resolution: 11/2/2015 12:57 PM Alaskan Standard Time - drice
CAUSE: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.
RESOLUTION: Technician Locked down routing to an alternate path.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42305 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Seldovia - Not Wide Trunking 3X30 Mins.

Resolution: 11/2/2015 1:02 PM Alaskan Standard Time - drice
CAUSE: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting
RESOLUTION: Technician Locked down routing to an alternate path.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42306 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Seward - Not Wide Trunking 3X30 Mins.

Resolution: 11/2/2015 1:06 PM Alaskan Standard Time - drice
CAUSE:Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.
RESOLUTION:Technician Locked down routing to an alternate path.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42307 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Wolcott Mtn - Not Wide Trunking 3X30 Mins.

Resolution: 11/2/2015 1:10 PM Alaskan Standard Time - drice
CAUSE: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.
RESOLUTION: Technician Locked down routing to an alternate path.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42308 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Ski Hill - Not Wide Trunking 3X30 Mins.

Resolution: 11/2/2015 1:14 PM Alaskan Standard Time - drice
CAUSE: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.
RESOLUTION: Technician Locked down routing to an alternate path.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42309 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Summit Lake - Not Wide Trunking 3X30 Mins.

Resolution: 11/2/2015 1:17 PM Alaskan Standard Time - drice
CAUSE:Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.
RESOLUTION:Technician Locked down routing to an alternate path.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42310 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Sterling - Not Wide Trunking 3X30 Mins.

Resolution: 11/2/2015 1:22 PM Alaskan Standard Time - drice
CAUSE: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting.
RESOLUTION: Technician Locked down routing to an alternate path.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42311 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Tudor Road Master Site - AMB LINK 10.1. 3X30 MINS

Resolution: 11/2/2015 1:25 PM Alaskan Standard Time - drice
CAUSE: Microwave issue between Silvertip and Summit Lake Sites caused traffic rerouting
RESOLUTION: Technician Locked down routing to an alternate path

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42445 **Date Opened:** 11/5/15 **Date Completed:** 11/5/15

Summary: Ninilchik - Not Wide Trunking

Resolution: 11/5/2015 8:43 AM Alaskan Standard Time - cwittschiebe
CAUSE: Engineers working on the site microwave traffic routing.
RESOLUTION:Microwave configurations made.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42505 **Date Opened:** 11/12/15 **Date Completed:** 11/12/15

Summary: Sunny Hay - Not Wide Trunking Bouncing

Resolution: 11/13/2015 8:34 AM Alaskan Standard Time - cwittschiebe
CAUSE: Inclement weather caused microwave issues
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42555 **Date Opened:** 11/17/15 **Date Completed:** 11/18/15

Summary: Eielson - Console site link in Comm Failure

Resolution: 11/19/2015 8:24 AM Alaskan Standard Time - cwittschiebe
CAUSE: site moved
RESOLUTION: site moved to new location

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42556 **Date Opened:** 11/17/15 **Date Completed:** 11/16/15

Summary: Eielson AFB Security - Console site link Down

Resolution: 11/17/2015 9:17 AM Alaskan Standard Time - cwittschiebe
CAUSE:. Andrew stated it may be a possible power issue and it resolved itself.
RESOLUTION:Issue resolved itself.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 42635 **Date Opened:** 11/20/15 **Date Completed:** 11/27/15

Summary: Eielson - Alt WOC Op1 fault manager lost communication to device

Resolution: 11/27/2015 7:29 AM Alaskan Standard Time - drice
CAUSE: Unknown
RESOLUTION: Issue has resolved itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42671 **Date Opened:** 11/25/15 **Date Completed:** 11/27/15

Summary: Sunny Hay - Not in wide trunking 3 x in 30 minutes

Resolution: 11/27/2015 7:48 AM Alaskan Standard Time - drice
CAUSE:Microwave switching due to weather
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42675 **Date Opened:** 11/30/15 **Date Completed:** 11/30/15

Summary: Heney Range - Not Wide Trunking (Bouncing)

Resolution: 11/30/2015 9:07 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave switching due to weather.
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42679 **Date Opened:** 12/1/15 **Date Completed:** 12/2/15

Summary: Clear - Critical malfunction hardware failure

Resolution: 12/2/2015 9:51 AM Alaskan Standard Time - cwittschiebe
CAUSE: Site Building vents open to outside temp of -17 degrees. No thermostat installed.
RESOLUTION: Closed vents and installed thermostat to regulate vents.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42839 **Date Opened:** 12/8/15 **Date Completed:** 12/8/15

Summary: Haines - Not Wide Trunking Bouncing

Resolution: 12/8/2015 9:43 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown.
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43040 **Date Opened:** 12/23/15 **Date Completed:** 12/31/15

Summary: Honolulu - Site in Comm Failure

Resolution: 12/31/2015 9:37 AM Alaskan Standard Time - cwittschiebe
CAUSE: Failed switch 1 required replacement.
RESOLUTION: Switch 1 replaced and hardened.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43073 **Date Opened:** 12/29/15 **Date Completed:** 12/29/15

Summary: Tsina - Trunked site link 59.1 down 3 x 30 min.

Resolution: 12/29/2015 8:22 AM Alaskan Standard Time - drice
CAUSE: Inclement weather.
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43081 **Date Opened:** 12/30/15 **Date Completed:** 12/30/15

Summary: Harding Lake - Site not wide trunking.

Resolution: 12/30/2015 9:38 AM Alaskan Standard Time - drice
Cause: Unknown.
Resolution: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43083 **Date Opened:** 12/30/15 **Date Completed:** 12/31/15

Summary: Tudor Road Master Site - AMB LINK 10.1. 3X30 MINS

Resolution: 12/31/2015 9:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: Duplicate case
RESOLUTION: Duplicate case

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43084 **Date Opened:** 12/30/15 **Date Completed:** 12/31/15

Summary: Tsina - Trunked Site Link 59.1 down 3 x 30

Resolution: 12/31/2015 9:39 AM Alaskan Standard Time - cwittschiebe
CAUSE: Inclement weather causing multiple sites to bounce.
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43085 **Date Opened:** 12/30/15 **Date Completed:** 12/31/15

Summary: Girdwood - Site Not Wide Trunking

Resolution: 12/31/2015 9:17 AM Alaskan Standard Time - cwittschiebe
CAUSE:Inclement weather causing multiple sites to bounce.
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43086 **Date Opened:** 12/30/15 **Date Completed:** 12/31/15

Summary: Divide - Trunked Site Link 48.1 down 3x30

Resolution: 12/31/2015 9:33 AM Alaskan Standard Time - cwittschiebe
CAUSE: Inclement weather causing multiple sites to bounce
RESOLUTION:Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43087 **Date Opened:** 12/30/15 **Date Completed:** 12/31/15

Summary: Tudor Road Master Site - Multiple sites bouncing across the system (site 56 53 60 48 6 49 47 15 48

Resolution: 12/31/2015 9:41 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave Link
RESOLUTION: Clear on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43088 **Date Opened:** 12/30/15 **Date Completed:** 1/9/16

Summary: Clear - Not Wide Trunking, Site Control Path Down - 10.2.233.102

Resolution: 1/11/2016 9:43 AM Alaskan Standard Time - cwittschiebe
CAUSE: Loss of commercial power.
RESOLUTION: Site on generator until permanent commercial power can be connected to site

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43091 **Date Opened:** 12/31/15 **Date Completed:** 1/2/16

Summary: Nikiski - Channels 1-4 Comm. Failure > 5 Mins

Resolution: 1/2/2016 1:59 PM Alaskan Standard Time - drice
CAUSE: Circuit issues
RESOLUTION: Alarms cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43092 **Date Opened:** 12/31/15 **Date Completed:** 1/4/16

Summary: Ski Hill - Site Not Wide Trunking > 5 Mins

Resolution: 1/4/2016 8:46 AM Alaskan Standard Time - drice

CAUSE: Circuit issues
RESOLUTION: Alarms cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43093 **Date Opened:** 12/31/15 **Date Completed:** 1/2/16

Summary: Tudor Road Master Site - AMB Card 10 Out Of Service > 5 Mins

Resolution: 1/2/2016 1:56 PM Alaskan Standard Time - drice

CAUSE:Microwave issue
RESOLUTION:Microwave issue cleared. Alarms cleared.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 43127 **Date Opened:** 1/2/16 **Date Completed:** 1/2/16

Summary: Tudor Road Master Site - AMB Link 8.1 configured, Waiting for connection bouncing 3X30 mins.

Resolution: 1/2/2016 2:11 PM Alaskan Standard Time - drice

CAUSE: unknown
RESOLUTION: customer restarted the AMI card

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 43128 **Date Opened:** 1/2/16 **Date Completed:** 1/4/16

Summary: Tudor Road Master Site - Multiple sites bouncing (Willow Mtn, Divide, Ernestine, Goose Crk, & Tsina)

Resolution: 1/4/2016 8:52 AM Alaskan Standard Time - drice
Cause: Inclement weather causing multiple sites to bounce.
Resolution: High winds calmed and site bouncing cleared.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43129 **Date Opened:** 1/2/16 **Date Completed:** 1/4/16

Summary: Tsina - Both site controllers bounced 3x in 30 mins.

Resolution: 1/4/2016 8:51 AM Alaskan Standard Time - drice
CAUSE: bad weather
RESOLUTION: weather cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43130 **Date Opened:** 1/2/16 **Date Completed:** 1/4/16

Summary: Nikiski - Site Not Wide 3x30 mins.

Resolution: 1/4/2016 8:48 AM Alaskan Standard Time - drice
CAUSE: NMO - Microwave issues. Two faulty transmitters and MUX.
RESOLUTION: Replaced microwave transmitters and MUX at Ski Hill site.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43131 **Date Opened:** 1/2/16 **Date Completed:** 1/4/16

Summary: Ski Hill - Site Not Wide 3x30 mins.

Resolution: 1/4/2016 8:48 AM Alaskan Standard Time - drice
CAUSE: NMO - Microwave issues. Two faulty transmitters and MUX.
RESOLUTION: Replaced microwave transmitters and MUX at Ski Hill site.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43210 **Date Opened:** 1/5/16 **Date Completed:** 2/2/16

Summary: Heney Range - Comm. Failure

Resolution: 2/2/2016 9:04 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad batteries in battery plant and snow and ice on solar panel.
RESOLUTION: Replaced batteries and cleared snow and ice.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43211 **Date Opened:** 1/5/16 **Date Completed:** 1/5/16

Summary: Fort Greely - Not wide trunking > 5 minutes

Resolution: 1/5/2016 12:30 PM Alaskan Standard Time - drice
CAUSE: Power Outage
RESOLUTION: Power has been restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43225 **Date Opened:** 1/6/16 **Date Completed:** 1/6/16

Summary: Tudor Road Master Site - AMBLINKS 12.1 28.1 AND AEB TLINE 9 BOUNCING

Resolution: 1/6/2016 9:39 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Third party resolution

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43253 **Date Opened:** 1/12/16 **Date Completed:** 1/12/16

Summary: Clear - Site 12 in Comm Failure.

Resolution: 1/12/2016 8:53 AM Alaskan Standard Time - drice

Cause: Power lost
Resolution: Generator power restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43256 **Date Opened:** 1/13/16 **Date Completed:** 1/12/16

Summary: Women's Bay - Site Comm fail

Resolution: 1/12/2016 3:30 PM Alaskan Standard Time - cwittschiebe
CAUSE: NMO - Z1 - Site Comm fail
RESOLUTION: Site alarms are clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43257 **Date Opened:** 1/13/16 **Date Completed:** 1/13/16

Summary: Valdez - Site Comm Fail

Resolution: 1/12/2016 4:16 PM Alaskan Standard Time - cwittschiebe
CAUSE:Microwave transmitter issue at Divide to Valdez sites.
RESOLUTION:Issue cleared when microwave transmitter locked so it wouldn't continue to switch.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43258 **Date Opened:** 1/13/16 **Date Completed:** 1/26/16

Summary: Clear - Site out of Wide Trunking / Comm fail

Resolution: 1/26/2016 3:42 PM Alaskan Standard Time - cwittschiebe
CAUSE: Site on generator until permanent commercial power could be connected to site.
RESOLUTION: Site was put back on commercial power as of 1/19/16. Site has been monitored for a week and has remained stable.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43266 **Date Opened:** 1/13/16 **Date Completed:** 1/13/16

Summary: Saddle Mountain - Site bouncing

Resolution: 1/13/2016 9:39 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION:Technicians locked microwave route to alternate path.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43267 **Date Opened:** 1/13/16 **Date Completed:** 1/13/16

Summary: Lena Point - Site bouncing.

Resolution: 1/13/2016 9:53 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave issue at Saddle Mountain causing Lena Point to bounce
RESOLUTION: Technicians locked microwave route to alternate path

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43268 **Date Opened:** 1/13/16 **Date Completed:** 1/13/16

Summary: Women's Bay - Site bouncing

Resolution: 1/13/2016 3:57 PM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION: KEA completed commercial power work.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 43289 **Date Opened:** 1/19/16 **Date Completed:** 1/19/16

Summary: Valdez - Channel 6 malfunction

Resolution: 1/19/2016 9:39 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown site only has 5 channels
RESOLUTION:

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43319 **Date Opened:** 1/22/16 **Date Completed:** 1/22/16

Summary: Pillar Mtn - Not Wide Trunking

Resolution: 1/22/2016 9:22 AM Alaskan Standard Time - cwittschiebe
CAUSE:Commercial power outage.
RESOLUTION: Power restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43320 **Date Opened:** 1/22/16 **Date Completed:** 1/22/16

Summary: Women's Bay - Not Wide Trunking

Resolution: 1/22/2016 9:30 AM Alaskan Standard Time - cwittschiebe
CAUSE: Commercial power outage
RESOLUTION: Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43327 **Date Opened:** 1/25/16 **Date Completed:** 1/25/16

Summary: Whittier - Site in Comm Failure > 5 mins

Resolution: 1/25/2016 9:24 AM Alaskan Standard Time - cwittschiebe
CAUSE:Commercial power outage and microwave 7705 rebooted at the Portage site that feeds Whittier.
RESOLUTION: Power restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43328 **Date Opened:** 1/25/16 **Date Completed:** 1/25/16

Summary: Portage - Comm Failure > 5 mins

Resolution: 1/25/2016 9:38 AM Alaskan Standard Time - cwittschiebe
CAUSE: Commercial Power Failure
RESOLUTION: Power Restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43329 **Date Opened:** 1/25/16 **Date Completed:** 1/27/16

Summary: Sunny Hay - Not wide trunking

Resolution: 1/28/2016 11:55 AM Alaskan Standard Time - cwittschiebe
CAUSE:High winds and heavy snow impacting microwave.
RESOLUTION:Weather cleared and site returned to normal.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43330 **Date Opened:** 1/25/16 **Date Completed:** 1/27/16

Summary: High Mountain - Not wide trunking

Resolution: 1/28/2016 11:52 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION:Weather cleared and site returned to normal.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43395 **Date Opened:** 1/28/16 **Date Completed:** 1/28/16

Summary: Ernestine - Unknown 3x in 30 minutes

Resolution: 1/28/2016 9:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: High winds impacting microwave shot between Cottonwood Creek site and Site Summit site causing multiple site bouncing as it switched between primary and alternate paths.
RESOLUTION: Path locked to alternate path to prevent the switching.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43396 **Date Opened:** 1/28/16 **Date Completed:** 1/28/16

Summary: Willow Mtn - Unknown 3x in 30 minutes

Resolution: 1/28/2016 9:47 AM Alaskan Standard Time - cwittschiebe
CAUSE: High winds impacting microwave shot between Cottonwood Creek site and Site Summit site causing multiple site bouncing as it switched between primary and alternate paths.
RESOLUTION: Path locked to alternate path to prevent the switching.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43397 **Date Opened:** 1/28/16 **Date Completed:** 1/28/16

Summary: Tsina - Unknown 3x in 30 minutes

Resolution: 1/28/2016 9:51 AM Alaskan Standard Time - cwittschiebe
CAUSE: High winds impacting microwave shot between Cottonwood Creek site and Site Summit site causing multiple site bouncing as it switched between primary and alternate paths.
RESOLUTION: Path locked to alternate path to prevent the switching.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43398 **Date Opened:** 1/28/16 **Date Completed:** 1/28/16

Summary: Divide - Unknown 3x in 30 minutes

Resolution: 1/28/2016 9:57 AM Alaskan Standard Time - cwittschiebe
CAUSE: High winds impacting microwave shot between Cottonwood Creek site and Site Summit site causing multiple site bouncing as it switched between primary and alternate paths.
RESOLUTION: Path locked to alternate path to prevent the switching.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43399 **Date Opened:** 1/28/16 **Date Completed:** 1/28/16

Summary: Tudor Road Master Site - AMB Links 25.1, 28.1, 12.1, 24.1, 27.1 & AEB TLINE 9 Unknown 3x in 30 min

Resolution: 1/28/2016 10:05 AM Alaskan Standard Time - cwittschiebe
CAUSE: High winds impacting microwave shot between Cottonwood Creek site and Site Summit site causing multiple site bouncing as it switched between primary and alternate paths.
RESOLUTION: Path locked to alternate path to prevent the switching.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43627 **Date Opened:** 2/4/16 **Date Completed:** 2/5/16

Summary: Clear - Not in wide trunking

Resolution: 2/5/2016 9:31 AM Alaskan Standard Time - cwittschiebe
CAUSE: Commercial power grid testing
RESOLUTION: Power grid testing completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43629 **Date Opened:** 2/4/16 **Date Completed:** 2/6/16

Summary: Tudor Road Master Site - AMBLINK 3.1 Configured waiting for connection > 5 min

Resolution: 2/8/2016 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE: Failed power supply modules
RESOLUTION: Replaced power supply modules in the CEB

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43636 **Date Opened:** 2/5/16 **Date Completed:** 2/5/16

Summary: High Mtn - Trunked Site Link 44.1/.2 Down; Bouncing 3x30 Mins

Resolution: 2/5/2016 9:40 AM Alaskan Standard Time - cwittschiebe
CAUSE: High winds and heavy snow impacting microwave
RESOLUTION: Weather cleared and site returned to normal.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43637 **Date Opened:** 2/5/16 **Date Completed:** 2/5/16

Summary: Sunny Hay - Site Not Wide Trunking; Bouncing 3x30 Mins

Resolution: 2/5/2016 9:47 AM Alaskan Standard Time - cwittschiebe
CAUSE: High winds and heavy snow impacting microwave
RESOLUTION: Weather cleared and site returned to normal.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43658 **Date Opened:** 2/8/16 **Date Completed:** 2/7/16

Summary: Harding Lake - Lost Communication

Resolution: 2/8/2016 9:34 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad weather
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43659 **Date Opened:** 2/8/16 **Date Completed:** 2/10/16

Summary: Eielson - Alt WOC Op01 Lost Communication

Resolution: 2/11/2016 9:26 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: issue has resolved itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43682 **Date Opened:** 2/11/16 **Date Completed:** 2/16/16

Summary: Eielson - Alt WOC Console Site Link 1008.1/.2 Not In Use, Console Disconnect > 5 Mins

Resolution: 2/17/2016 9:30 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: logged into the computer

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43692 **Date Opened:** 2/12/16 **Date Completed:** 2/11/16

Summary: Haines - Site was down for 7 mins

Resolution: 2/11/2016 3:28 PM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: issue has resolved itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43693 **Date Opened:** 2/12/16 **Date Completed:** 2/11/16

Summary: Skagway - Site was down for 7 mins

Resolution: 2/11/2016 3:36 PM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: issue has resolved itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43765 **Date Opened:** 2/18/16 **Date Completed:** 2/17/16

Summary: Seldovia - Not wide trunking

Resolution: 2/18/2016 9:12 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43777 **Date Opened:** 2/19/16 **Date Completed:** 2/19/16

Summary: Sunny Hay - Site Trunking 4x in 15 mins

Resolution: 2/19/2016 9:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: Weather
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43786 **Date Opened:** 2/22/16 **Date Completed:** 2/22/16

Summary: Glennallen - Trunked Site Link 50.1 down 3 x 30

Resolution: 2/22/2016 10:01 AM Alaskan Standard Time - cwittschiebe
CAUSE: Inclement weather impacting the Lion’s Head to Tahneta Pass microwave shot
RESOLUTION: Inclement weather passed and site cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43788 **Date Opened:** 2/22/16 **Date Completed:** 2/21/16

Summary: Tudor Road Master Site - Multiple sites bouncing (sites 6,48,49,57,58,59,60;

Resolution: 2/22/2016 10:09 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave issues/ Circuited Issue
RESOLUTION: Clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43789 **Date Opened:** 2/22/16 **Date Completed:** 2/22/16

Summary: Heney Range - Site Not Wide 3x30 mins

Resolution: 2/22/2016 10:17 AM Alaskan Standard Time - cwittschiebe
Cause: Inclement weather impacting the Lion's Head to Tahneta Pass microwave shot.
Resolution: Inclement weather passed and site cleared. Technician awaiting travel to helo site to investigate microwave equipment.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43791 **Date Opened:** 2/22/16 **Date Completed:** 2/22/16

Summary: Sourdough - Site Not Wide 3x30 mins

Resolution: 2/22/2016 10:27 AM Alaskan Standard Time - cwittschiebe
CAUSE: Inclement weather impacting the Lion's Head to Tahneta Pass microwave shot
RESOLUTION: Inclement weather passed and site cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43792 **Date Opened:** 2/22/16 **Date Completed:** 2/21/16

Summary: Tudor Road Master Site - AMBLink 21.1 and AEB TLINE 3 Inactive 3x30 mins

Resolution: 2/22/2016 10:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave issues/ Circuited Issue
RESOLUTION: Clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43794 **Date Opened:** 2/22/16 **Date Completed:** 2/22/16

Summary: Tudor Road Master Site - Multiple Amblinks and Multiple Sites Bouncing (Site 48, 49, 60 and 76)

Resolution: 2/22/2016 10:44 AM Alaskan Standard Time - cwittschiebe
CAUSE: Inclement weather impacting the Site Summit to Cottonwood Creek site microwave shot
RESOLUTION: Inclement weather passed and sites cleared. Technician awaiting travel to helo site to investigate microwave equipment.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43805 **Date Opened:** 2/24/16 **Date Completed:** 2/24/16

Summary: Tudor Road Master Site - Multiple sites reports not wide trunking (comm failure) > 5 min

Resolution: 2/24/2016 9:21 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43810 **Date Opened:** 2/25/16 **Date Completed:** 2/25/16

Summary: Silvertip - Not in wide trunking

Resolution: 2/25/2016 9:31 AM Alaskan Standard Time - cwittschiebe
Cause: Microwave issue.
Resolution: Site cleared.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43811 **Date Opened:** 2/25/16 **Date Completed:** 2/25/16

Summary: Hope - Not in wide trunking

Resolution: 2/25/2016 9:42 AM Alaskan Standard Time - cwittschiebe
Cause: Power issue (circuit breaker) at the Hope Site is impacting multiple sites.
Resolution: Operating on Generator. Site cleared. Travel to site via helo site is pending.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43813 **Date Opened:** 2/25/16 **Date Completed:** 2/25/16

Summary: Girdwood - Not in wide trunking

Resolution: 2/25/2016 9:48 AM Alaskan Standard Time - cwittschiebe
Cause: Power issue (circuit breaker) at the Hope Site is impacting multiple sites.
Resolution: Operating on Generator. Site cleared. Travel to site via helo site is pending.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43826 **Date Opened:** 2/29/16 **Date Completed:** 2/29/16

Summary: Sunny Hay - Not Wide 3x30 mins

Resolution: 2/29/2016 9:48 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION: Weather cleared and site returned to normal.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43953 **Date Opened:** 3/7/16 **Date Completed:** 3/7/16

Summary: High Mtn - Not wide trunking

Resolution: 3/7/2016 9:27 AM Alaskan Standard Time - cwittschiebe
CAUSE:Inclement weather
RESOLUTION:cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43954 **Date Opened:** 3/7/16 **Date Completed:** 3/7/16

Summary: Sunny Hay - Not wide trunking

Resolution: 3/7/2016 9:39 AM Alaskan Standard Time - cwittschiebe
CAUSE:Inclement weather
RESOLUTION:cleared on its own.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 44045 **Date Opened:** 3/18/16 **Date Completed:** 3/17/16

Summary: Site Summit - Channel 1 Comm. Failure > 5 Mins

Resolution: 3/18/2016 9:51 AM Alaskan Standard Time - cwittschiebe
Cause: Technician bumped power switch.
Resolution: Powered back up and channel 1 restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44069 **Date Opened:** 3/24/16 **Date Completed:** 3/24/16

Summary: High Mtn - Not wide trunking

Resolution: 3/24/2016 9:28 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled event
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44077 **Date Opened:** 3/24/16 **Date Completed:** 3/24/16

Summary: Sunny Hay - Site trunking

Resolution: 3/24/2016 9:37 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave switching between A and B side between Sunny Hay and High Mountain sites.
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44084 **Date Opened:** 3/24/16 **Date Completed:** 3/23/16

Summary: Harding Lake - Not Wide Trunking

Resolution: 3/24/2016 9:43 AM Alaskan Standard Time - cwittschiebe
CAUSE: Intermittent issue
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44087 **Date Opened:** 3/24/16 **Date Completed:** 3/24/16

Summary: Tudor Road Master Site - AMB link 27.1 down for 9 mins then cleared

Resolution: 3/24/2016 9:56 AM Alaskan Standard Time - cwittschiebe
CAUSE: possible circuit issue
RESOLUTION: cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44094 **Date Opened:** 3/25/16 **Date Completed:** 3/25/16

Summary: Canyon Creek - Unknown > 5 minutes

Resolution: 3/25/2016 9:54 AM Alaskan Standard Time - cwittschiebe
CAUSE: Technicians replacing site power plant.
RESOLUTION: Site power plant work complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44095 **Date Opened:** 3/25/16 **Date Completed:** 3/28/16

Summary: FGA - OP1 Comm. Fail +5 mins

Resolution: 3/28/2016 9:15 AM Alaskan Standard Time - drice
CAUSE: US Army op customer had op down as moving furniture.
RESOLUTION: Completed work

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44106 **Date Opened:** 3/28/16 **Date Completed:** 3/28/16

Summary: FGA - OP2 down

Resolution: 3/28/2016 9:14 AM Alaskan Standard Time - drice
CAUSE: US Army op customer had op down as moving furniture.
RESOLUTION: Completed work

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44110 **Date Opened:** 3/30/16 **Date Completed:** 3/30/16

Summary: Sunny Hay - Site not wide

Resolution: 3/30/2016 9:04 AM Alaskan Standard Time - cwittschiebe
CAUSE:Microwave switching between A and B side between Sunny Hay and High Mountain sites.
RESOLUTION:Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44113 **Date Opened:** 3/31/16 **Date Completed:** 3/30/16

Summary: Sunny Hay - Not Wide Trunking

Resolution: 3/31/2016 9:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave switching between A and B side between Sunny Hay and High Mountain sites
RESOLUTION: cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44118 **Date Opened:** 3/31/16 **Date Completed:** 3/31/16

Summary: Ft Greely - Console Site Links 1015.1 and 2 Down > 5 Min

Resolution: 3/31/2016 11:51 AM Alaskan Standard Time - cwittschiebe
CAUSE: Power failure
RESOLUTION: Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44121 **Date Opened:** 3/31/16 **Date Completed:** 3/31/16

Summary: Ft Greely - SITE UNKNOWN > 5 MIN

Resolution: 3/31/2016 12:18 PM Alaskan Standard Time - cwittschiebe
CAUSE:Power outage
RESOLUTION:Power restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44123 **Date Opened:** 3/31/16 **Date Completed:** 4/2/16

Summary: Sunny Hay - Site down

Resolution: 4/4/2016 9:26 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave switching between A and B side between Sunny Hay and High Mountain sites.
RESOLUTION: Locked microwave on one side to keep from switching. Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44220 **Date Opened:** 4/5/16 **Date Completed:** 4/4/16

Summary: Birch Hill Master Site - IVD PDR links down multiple sites

Resolution: 4/5/2016 9:29 AM Alaskan Standard Time - cwittschiebe
CAUSE:state microwave backbone failed
RESOLUTION:Trouble cleared itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44221 **Date Opened:** 4/5/16 **Date Completed:** 4/4/16

Summary: Tudor Road Master Site - Multiple AMBlinks down, AEB1 Tline 3 slot 21 out of service, GGSN mismatch

Resolution: 4/5/2016 9:41 AM Alaskan Standard Time - cwittschiebe
CAUSE: Circuit issues on site
RESOLUTION:Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44222 **Date Opened:** 4/5/16 **Date Completed:** 4/4/16

Summary: Tudor Road Master Site - Multiple sites out of wide trunking

Resolution: 4/5/2016 10:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: Power plant issue at the Zone 1 Master Site.
RESOLUTION: Power distribution issue corrected.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44223 **Date Opened:** 4/5/16 **Date Completed:** 4/5/16

Summary: Saddle Mtn - Sites 3 and 45 bouncing in tandem

Resolution: 4/5/2016 10:35 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Both Saddle Mountain and Lena Point cleared on own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44225 **Date Opened:** 4/5/16 **Date Completed:** 4/5/16

Summary: Sunny Hay - Not Wide Trunking Bouncing

Resolution: 4/5/2016 10:42 AM Alaskan Standard Time - cwittschiebe
CAUSE: Inclement weather.
RESOLUTION:Both Sunny Hay and High Mountain cleared on own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44226 **Date Opened:** 4/5/16 **Date Completed:** 4/5/16

Summary: High Mtn - Not Wide Trunking Bouncing

Resolution: 4/5/2016 10:58 AM Alaskan Standard Time - cwittschiebe
CAUSE: Inclement weather.
RESOLUTION: Both Sunny Hay and High Mountain cleared on own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44299 **Date Opened:** 4/13/16 **Date Completed:** 4/14/16

Summary: Tudor Road Master SIte - IZ Trunking / and PDR Shared Links Path Down

Resolution: 4/14/2016 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE: Hardware failure at Birch Hill caused alarm.
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44300 **Date Opened:** 4/13/16 **Date Completed:** 4/14/16

Summary: Dot Lake - Channel 2 Not Wide > 5 Minutes

Resolution: 4/14/2016 9:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: Hardware failure at Birch Hill caused alarm.
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44304 **Date Opened:** 4/14/16 **Date Completed:** 4/14/16

Summary: Independent Ridge - Not wide trunking

Resolution: 4/14/2016 9:27 AM Alaskan Standard Time - cwittschiebe
CAUSE: Hardware failure at Birch Hill caused alarm.
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44305 **Date Opened:** 4/14/16 **Date Completed:** 4/14/16

Summary: Birch Hill Master Site - Multiple RF and console site links down, all down as state replacing microw

Resolution: 4/14/2016 3:52 PM Alaskan Standard Time - cwittschiebe
CAUSE: Multiple RF and console site links down, all down as state replacing microwave that is not working
RESOLUTION: State of Alaska is done with microwave modifications

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44307 **Date Opened:** 4/14/16 **Date Completed:** 4/14/16

Summary: FGA - Console Site Links 1015.1 and 2 Down, Bouncing

Resolution: 4/14/2016 3:56 PM Alaskan Standard Time - cwittschiebe
CAUSE: NMO - Z2, CONSOLE SITE LINKS 1015.1 AND 2 DOWN, BOUNCING
RESOLUTION: State of Alaska is done with microwave modifications

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44308 **Date Opened:** 4/14/16 **Date Completed:** 4/14/16

Summary: Birch Hill Master Site - ZC Conventional Site Links 2016.1/2 Down, No Activity Received. 10.2.233.1

Resolution: 4/14/2016 3:59 PM Alaskan Standard Time - cwittschiebe
CAUSE: NMO - Z2, ZC CONVENTIONAL SITE LINKS 2016.1/2 DOWN, NO ACTIVITY RECEIVED. 10.2.233.102
RESOLUTION: State of Alaska is done with microwave modifications

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44329 **Date Opened:** 4/15/16 **Date Completed:** 4/15/16

Summary: Clear - Site Not Wide Trunking > 5 Mins

Resolution: 4/15/2016 11:46 AM Alaskan Standard Time - cwittschiebe
CAUSE: Power failure at site
RESOLUTION: Power came back online at 9:50 AM

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44330 **Date Opened:** 4/15/16 **Date Completed:** 4/28/16

Summary: Birch Hill Master Site - Console Link 1008.1 / 2

Resolution: 4/28/2016 4:33 PM Alaskan Standard Time - cwittschiebe
CAUSE:State of Alaska workin on microwaves
RESOLUTION:Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44333 **Date Opened:** 4/18/16 **Date Completed:** 4/18/16

Summary: Clear - Site Not Wide Trunking > 5 Mins

Resolution: 4/19/2016 9:15 AM Alaskan Standard Time - cwittschiebe
CAUSE: Underground water disrupting power flow to the site. Site does not have a permanent generator.
RESOLUTION: Not resolved. Currently power technicians are digging out the power line attempting to correct the underground issues.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44339 **Date Opened:** 4/19/16 **Date Completed:** 4/19/16

Summary: Cooper Mtn - Site Not Wide Trunking

Resolution: 4/19/2016 9:31 AM Alaskan Standard Time - cwittschiebe
CAUSE:Technicians removing old microwave equipment at Cooper Mtn caused outages at Cooper Mtn, Wocott Mtn, Moose Pass, and Seward.
RESOLUTION:Reestablished power to new microwave equipment and made a few routing configuration changes.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44340 **Date Opened:** 4/19/16 **Date Completed:** 4/19/16

Summary: Moose Pass - Site Not Wide Trunking

Resolution: 4/19/2016 9:46 AM Alaskan Standard Time - cwittschiebe
CAUSE: Technicians removing old microwave equipment at Cooper Mtn caused outages at Cooper Mtn, Wocott Mtn, Moose Pass, and Seward.
RESOLUTION: Reestablished power to new microwave equipment and made a few routing configuration changes.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44393 **Date Opened:** 4/29/16 **Date Completed:** 4/28/16

Summary: FGA - Site not wide trunking

Resolution: 4/28/2016 4:18 PM Alaskan Standard Time - cwittschiebe
CAUSE:Power outage in Bldg 660
RESOLUTION:Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44394 **Date Opened:** 4/29/16 **Date Completed:** 4/28/16

Summary: FGA - Console site link 1015.1/2 down

Resolution: 4/28/2016 4:26 PM Alaskan Standard Time - cwittschiebe
CAUSE:Power outage
RESOLUTION:Power restored

ALMR

Scheduled Maintenance

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 920 **Date Opened:** 1/24/08 **Date Completed:** 1/24/08

Summary: Database optimization in Zone 1.

Resolution: 1/24/2008 9:16 AM Alaskan Standard Time - ACROBERTS Optimization for both zones completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 960 **Date Opened:** 1/31/08 **Date Completed:** 2/1/08

Summary: Ft Greely - Technician onsite to repair HP Procurve Switch.

Resolution: 2/8/2008 2:51 PM Alaskan Standard Time - ACROBERTS Technician reprogrammed switch with proper template.
2/1/2008 2:21 AM Alaskan Standard Time - ACROBERTS Maintenance at the site was completed . Case closed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 966 **Date Opened:** 2/4/08 **Date Completed:** 2/4/08

Summary: PMI Peger Road 2/4/08

Resolution: 3/7/2008 10:45 AM Alaskan Standard Time - ACROBERTS From: Jarek Grzeda [mailto:JGrzeda@procommak.com]
Sent: Friday, March 07, 2008 10:33 AM
To: Anneliese Roberts
Subject: RE: PMI Reports

Anneliese,
Here are my reports from Pager Rd., Birch Hill and Quarry Hill. I am still working on the report from Ester Dome

_____

From: Anneliese Roberts [mailto:aroberts@inuitservices.com]
Sent: Thursday, March 06, 2008 12:52 PM
To: Jarek Grzeda
Subject: PMI Reports

Jarek-
I still haven't received the PMI sheets for Birch Hill, Ester Dome, Quarry Hill, and Peger Road.
Thank you.

Anneliese Roberts, Documentation Specialist
Bering Straits
269-6703
ALMR Help Desk
907-334-2567 Anchorage and Outside Alaska
888-334-2567 Outside Anchorage Exchange
almr-helpdesk@inuitservices.com

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 991 **Date Opened:** 2/12/08 **Date Completed:** 2/15/08

Summary: PMI TSAIA 2/15/08

Resolution:

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 992 **Date Opened:** 2/12/08 **Date Completed:** 2/8/08

Summary: PMI R1 North 2/7/08

Resolution: 2/12/2008 8:06 PM Alaskan Standard Time - ACROBERTS PMI completed. No known issues.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 993 **Date Opened:** 2/12/08 **Date Completed:** 3/6/08

Summary: PMI Quarry Hill 3/5/08

Resolution: 3/7/2008 10:44 AM Alaskan Standard Time - ACROBERTS From: Jarek Grzeda
[mailto:JGrzeda@procommak.com]
Sent: Friday, March 07, 2008 10:33 AM
To: Anneliese Roberts
Subject: RE: PMI Reports

Anneliese,
Here are my reports from Pager Rd., Birch Hill and Quarry Hill. I am still working on the report from Ester Dome

_____
From: Anneliese Roberts [mailto:aroberts@inuitservices.com]
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To: Jarek Grzeda
Subject: PMI Reports

Jarek-
I still haven't received the PMI sheets for Birch Hill, Ester Dome, Quarry Hill, and Peger Road.
Thank you.

Anneliese Roberts, Documentation Specialist
Bering Straits
269-6703
ALMR Help Desk
907-334-2567 Anchorage and Outside Alaska
888-334-2567 Outside Anchorage Exchange
almr-helpdesk@inuitservices.com

3/6/2008 6:02 PM Alaskan Standard Time - ACROBERTS PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 994 **Date Opened:** 2/12/08 **Date Completed:** 3/4/08

Summary: PMI Birch Hill VHF 3/4/08

Resolution: 3/7/2008 10:45 AM Alaskan Standard Time - ACROBERTS From: Jarek Grzeda [mailto:JGrzeda@procommak.com]
Sent: Friday, March 07, 2008 10:33 AM
To: Anneliese Roberts
Subject: RE: PMI Reports

Anneliese,
Here are my reports from Pager Rd., Birch Hill and Quarry Hill. I am still working on the report from Ester Dome

_____
From: Anneliese Roberts [mailto:aroberts@inuitservices.com]
Sent: Thursday, March 06, 2008 12:52 PM
To: Jarek Grzeda
Subject: PMI Reports

Jarek-
I still haven't received the PMI sheets for Birch Hill, Ester Dome, Quarry Hill, and Peger Road.
Thank you.

Anneliese Roberts, Documentation Specialist
Bering Straits
269-6703
ALMR Help Desk
907-334-2567 Anchorage and Outside Alaska
888-334-2567 Outside Anchorage Exchange
almr-helpdesk@inuitservices.com

3/4/2008 11:49 PM Alaskan Standard Time - ACROBERTS PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 995 **Date Opened:** 2/12/08 **Date Completed:** 3/4/08

Summary: PMI Portage 3/4/08

Resolution: 7/20/2011 7:59 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 996 **Date Opened:** 2/12/08 **Date Completed:** 3/5/08

Summary: PMI Whittier 3/4/08

Resolution: 3/5/2008 12:22 AM Alaskan Standard Time - ACROBERTS PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 997 **Date Opened:** 2/12/08 **Date Completed:** 3/7/08

Summary: PMI Ester Dome 3/6/08

Resolution: 7/20/2011 7:58 AM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 998 **Date Opened:** 2/12/08 **Date Completed:** 3/26/08

Summary: PMI Atwood 800 3/25/08

Resolution: 3/26/2008 5:06 PM Alaskan Standard Time - ACROBERTS PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 999 **Date Opened:** 2/12/08 **Date Completed:** 3/26/08

Summary: PMI Atwood VHF 3/25/08

Resolution: 3/26/2008 5:05 PM Alaskan Standard Time - ACROBERTS PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1000 **Date Opened:** 2/12/08 **Date Completed:** 4/2/08

Summary: PMI Alcantra 4/1/08

Resolution: 7/19/2011 4:31 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1001 **Date Opened:** 2/12/08 **Date Completed:** 4/1/08

Summary: PMI Bailey Hill 4/1/08

Resolution:

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1002 **Date Opened:** 2/12/08 **Date Completed:** 4/4/08

Summary: PMI Willow Creek 4/4/08

Resolution: 7/19/2011 4:28 PM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1008 **Date Opened:** 2/13/08 **Date Completed:** 4/5/08

Summary: PMI Cottonwood Creek 4/4/08

Resolution: 7/19/2011 4:22 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1009 **Date Opened:** 2/13/08 **Date Completed:** 4/3/08

Summary: PMI Chulitna 4/3/08

Resolution: 4/4/2008 7:22 AM Alaskan Standard Time - ACROBERTS PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1010 **Date Opened:** 2/13/08 **Date Completed:** 8/13/08

Summary: PMI Byers Creek 8/13/08

Resolution:

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1011 **Date Opened:** 2/13/08 **Date Completed:** 4/3/08

Summary: PMI Hurricane 4/3/08

Resolution: 7/19/2011 4:20 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1012 **Date Opened:** 2/13/08 **Date Completed:** 4/3/08

Summary: PMI Rabbit Creek 4/2/08

Resolution: 7/19/2011 4:18 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 1013 **Date Opened:** 2/13/08 **Date Completed:** 4/1/08

Summary: PMI Clear 4/1/08.

Resolution: 4/1/2008 10:44 PM Alaskan Standard Time - ACROBERTS PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1014 **Date Opened:** 2/13/08 **Date Completed:** 5/1/08

Summary: PMI Fire Station 12 5/1/08

Resolution: 6/29/2011 2:26 PM Alaskan Standard Time - jkpannone PMI was never completed on this site.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1015 **Date Opened:** 2/13/08 **Date Completed:** 9/4/08

Summary: PMI Reindeer Hills 9/4/08

Resolution: 7/19/2011 4:12 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1016 **Date Opened:** 2/13/08 **Date Completed:** 8/6/08

Summary: PMI Hope 8/6/08

Resolution: 7/19/2011 11:54 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1017 **Date Opened:** 2/13/08 **Date Completed:** 8/6/08

Summary: PMI Silvertip 8/6/08

Resolution: 7/19/2011 11:53 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1018 **Date Opened:** 2/13/08 **Date Completed:** 8/7/08

Summary: PMI Summit Lake 8/7/08

Resolution: 7/19/2011 11:51 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1019 **Date Opened:** 2/13/08 **Date Completed:** 8/7/08

Summary: PMI Wolcott 8/7/08

Resolution: 7/19/2011 11:48 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1020 **Date Opened:** 2/13/08 **Date Completed:** 8/5/08

Summary: PMI Cooper Mtn 8/4/08

Resolution: 7/19/2011 11:43 AM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1021 **Date Opened:** 2/13/08 **Date Completed:** 8/5/08

Summary: PMI Seldovia 8/4/08

Resolution: 7/19/2011 11:42 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1024 **Date Opened:** 2/13/08 **Date Completed:** 8/28/08

Summary: PMI Willow Mtn 8/27/08

Resolution: 7/19/2011 11:40 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1025 **Date Opened:** 2/13/08 **Date Completed:** 8/26/08

Summary: PMI Lion's Head 8/25/08

Resolution: 12/9/2008 11:06 AM Alaskan Standard Time - ACROBERTS PMI completed. No trouble found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1026 **Date Opened:** 2/13/08 **Date Completed:** 8/25/08

Summary: PMI Tahneta Pass 8/25/08

Resolution: 7/19/2011 11:38 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1028 **Date Opened:** 2/13/08 **Date Completed:** 8/29/08

Summary: PMI Tsina 8/29/08

Resolution: 7/19/2011 11:37 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1029 **Date Opened:** 2/13/08 **Date Completed:** 8/28/08

Summary: PMI Ernestine 8/27/08

Resolution: 7/19/2011 11:36 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1030 **Date Opened:** 2/13/08 **Date Completed:** 9/22/08

Summary: PMI Valdez 9/22/08

Resolution: 7/19/2011 11:34 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1031 **Date Opened:** 2/13/08 **Date Completed:** 6/3/08

Summary: PMI Garner 6/2/08

Resolution: 6/3/2008 10:35 AM Alaskan Standard Time - ACROBERTS PMI completed. No trouble found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1032 **Date Opened:** 2/13/08 **Date Completed:** 6/2/08

Summary: PMI Nenana 6/2/08

Resolution: 6/2/2008 1:16 PM Alaskan Standard Time - ACROBERTS PMI completed. No issues found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1033 **Date Opened:** 2/13/08 **Date Completed:** 6/4/08

Summary: PMI Yanert 6/4/08

Resolution: 6/5/2008 9:28 AM Alaskan Standard Time - ACROBERTS PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1034 **Date Opened:** 2/13/08 **Date Completed:** 6/3/08

Summary: PMI Moose Pass 6/2/08

Resolution: 6/3/2008 10:30 AM Alaskan Standard Time - ACROBERTS No trouble found during the PMI. PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1035 **Date Opened:** 2/13/08 **Date Completed:** 6/2/08

Summary: PMI Seward 6/2/08

Resolution: 7/19/2011 11:27 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1037 **Date Opened:** 2/13/08 **Date Completed:** 6/30/08

Summary: PMI Girdwood 6/30/08

Resolution: 6/30/2008 3:59 PM Alaskan Standard Time - ACROBERTS PMI is completed. There were no issues found at the site.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1039 **Date Opened:** 2/13/08 **Date Completed:** 9/2/08

Summary: PMI Independent Ridge 9/2/08

Resolution: 7/19/2011 11:24 AM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1040 **Date Opened:** 2/13/08 **Date Completed:** 9/3/08

Summary: PMI Site Summit 9/3/08

Resolution: 7/19/2011 11:22 AM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1041 **Date Opened:** 2/13/08 **Date Completed:** 7/8/08

Summary: PMI Blueberry Hill 7/8/08

Resolution: 7/8/2008 3:43 PM Alaskan Standard Time - ACROBERTS PMI is completed. No trouble was found at the site.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1042 **Date Opened:** 2/13/08 **Date Completed:** 7/21/08

Summary: PMI Auke Lake 7/12/08

Resolution: 7/22/2008 9:06 AM Alaskan Standard Time - ACROBERTS PMI completed. No trouble found.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1043 **Date Opened:** 2/13/08 **Date Completed:** 7/22/08

Summary: PMI Lena Point 7/22/08

Resolution: 7/18/2011 4:28 PM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1044 **Date Opened:** 2/13/08 **Date Completed:** 8/20/08

Summary: PMI Saddle Mtn 8/20/08

Resolution: 10/26/2011 2:51 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1045 **Date Opened:** 2/13/08 **Date Completed:** 7/22/08

Summary: PMI Dimond Courthouse 7/21/08

Resolution: 7/18/2011 4:26 PM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1046 **Date Opened:** 2/13/08 **Date Completed:** 9/22/08

Summary: PMI Heney Range 9/22/08

Resolution:

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1047 **Date Opened:** 2/13/08 **Date Completed:** 7/8/08

Summary: PMI Sawmill 7/7/08

Resolution: 7/8/2008 9:12 AM Alaskan Standard Time - ACROBERTS PMI was completed. No trouble was found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1048 **Date Opened:** 2/13/08 **Date Completed:** 7/8/08

Summary: PMI Tolsona 7/7/08

Resolution: 7/8/2008 9:11 AM Alaskan Standard Time - ACROBERTS PMI completed. No trouble was found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1049 **Date Opened:** 2/13/08 **Date Completed:** 7/8/08

Summary: PMI Glennallen 7/7/08

Resolution: 7/18/2011 4:21 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1050 **Date Opened:** 2/13/08 **Date Completed:** 7/8/08

Summary: PMI Tok 7/8/08

Resolution: 7/8/2008 3:41 PM Alaskan Standard Time - ACROBERTS PMI completed. No trouble found.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1051 **Date Opened:** 2/13/08 **Date Completed:** 7/8/08

Summary: PMI Beaver Creek 7/8/08

Resolution: 7/9/2008 9:34 AM Alaskan Standard Time - ACROBERTS The PMI was completed. There was no trouble found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1052 **Date Opened:** 2/13/08 **Date Completed:** 7/8/08

Summary: PMI Cathedral Rapids 7/8/08

Resolution: 7/9/2008 8:08 AM Alaskan Standard Time - ACROBERTS PMI was completed. There was no trouble found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1053 **Date Opened:** 2/13/08 **Date Completed:** 7/9/08

Summary: PMI Dot Lake 7/9/08

Resolution: 7/10/2008 1:59 PM Alaskan Standard Time - ACROBERTS PMI completed. No trouble found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1054 **Date Opened:** 2/13/08 **Date Completed:** 7/10/08

Summary: PMI Black Rapids 7/9/08

Resolution: 7/16/2008 9:17 AM Alaskan Standard Time - ACROBERTS PMI was completed for Black Rapids. No trouble found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1055 **Date Opened:** 2/13/08 **Date Completed:** 7/11/08

Summary: PMI Trims 7/10/08

Resolution: 7/16/2008 9:20 AM Alaskan Standard Time - ACROBERTS PMI completed. No trouble was found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1056 **Date Opened:** 2/13/08 **Date Completed:** 7/10/08

Summary: PMI Paxson 7/10/08

Resolution: 7/10/2008 1:56 PM Alaskan Standard Time - ACROBERTS PMI completed. No trouble found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1057 **Date Opened:** 2/13/08 **Date Completed:** 7/10/08

Summary: PMI Sourdough 7/10/08

Resolution: 7/10/2008 1:55 PM Alaskan Standard Time - ACROBERTS PMI completed. No trouble found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1058 **Date Opened:** 2/13/08 **Date Completed:** 6/11/08

Summary: PMI Donnelly Dome 6/11/08

Resolution: 6/12/2008 9:31 AM Alaskan Standard Time - ACROBERTS PMI completed. No trouble was found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1059 **Date Opened:** 2/13/08 **Date Completed:** 6/11/08

Summary: PMI Ft Greely 6/11/08

Resolution: 6/11/2008 2:59 PM Alaskan Standard Time - ACROBERTS PMI completed with no trouble reported.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1060 **Date Opened:** 2/13/08 **Date Completed:** 6/12/08

Summary: PMI Harding Lake 6/12/08

Resolution: 6/12/2008 1:30 PM Alaskan Standard Time - ACROBERTS PMI completed with no trouble found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1061 **Date Opened:** 2/13/08 **Date Completed:** 6/12/08

Summary: PMI Canyon Creek 6/12/08

Resolution: 7/18/2011 9:18 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 1062 **Date Opened:** 2/13/08 **Date Completed:** 6/16/08

Summary: PMI Hill 3265 6/13/08

Resolution: 6/16/2008 8:54 AM Alaskan Standard Time - ACROBERTS PMI completed. No trouble found.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 1063 **Date Opened:** 2/13/08 **Date Completed:** 6/16/08

Summary: PMI Pole Hill 6/13/08

Resolution: 6/16/2008 8:55 AM Alaskan Standard Time - ACROBERTS PMI completed. No trouble found.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1064 **Date Opened:** 2/13/08 **Date Completed:** 7/14/08

Summary: PMI Anchor River 7/14/08

Resolution: 7/14/2008 3:46 PM Alaskan Standard Time - ACROBERTS PMI was completed. No trouble found,

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Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1065 **Date Opened:** 2/13/08 **Date Completed:** 7/15/08

Summary: PMI Diamond Ridge 7/14/08

Resolution: 7/14/2008 4:03 PM Alaskan Standard Time - ACROBERTS PMI completed. No trouble found.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1066 **Date Opened:** 2/13/08 **Date Completed:** 7/16/08

Summary: PMI Ninilchik 7/15/08

Resolution: 7/16/2008 9:11 AM Alaskan Standard Time - ACROBERTS PMI completed for site. No trouble was found.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1067 **Date Opened:** 2/13/08 **Date Completed:** 7/16/08

Summary: PMI Kasilof 7/15/08

Resolution: 7/15/2011 4:06 PM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1068 **Date Opened:** 2/13/08 **Date Completed:** 7/16/08

Summary: PMI Pipeline Hills 7/16/08

Resolution: 7/15/2011 4:01 PM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1069 **Date Opened:** 2/13/08 **Date Completed:** 7/18/08

Summary: PMI Sterling 7/16/08

Resolution: 7/15/2011 3:57 PM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1070 **Date Opened:** 2/13/08 **Date Completed:** 7/18/08

Summary: PMI Ski Hill 7/17/08

Resolution: 7/15/2011 3:53 PM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1071 **Date Opened:** 2/13/08 **Date Completed:** 7/19/08

Summary: PMI Kenai 7/18/08

Resolution: 7/21/2008 9:19 AM Alaskan Standard Time - ACROBERTS PMI completed. No trouble found.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 1072 **Date Opened:** 2/13/08 **Date Completed:** 7/19/08

Summary: PMI Nikiski 7/18/08

Resolution: 7/21/2008 9:16 AM Alaskan Standard Time - ACROBERTS PMI completed. No trouble found.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1180 **Date Opened:** 2/26/08 **Date Completed:** 2/26/08

Summary: Database optimization in Zone 1.

Resolution: 2/26/2008 12:54 PM Alaskan Standard Time - ACROBERTS Optimization completed.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 1191 **Date Opened:** 2/27/08 **Date Completed:** 2/27/08

Summary: Motorola - Replacing our T1 with another T1 that goes into the Secure Operations Center.

Resolution: 2/27/2008 10:18 PM Alaskan Standard Time - ACROBERTS Motorola technician just called and said they can see the ALMR system on the new server. Everything is back up and green. Case closed.

Department: ProComm **Priority** 2-Significant System Failure

Service Request #: 1282 **Date Opened:** 2/29/08 **Date Completed:** 3/21/08

Summary: Grounding project at Ft Richardson and Elmendorf March 10-14

Resolution: 8/2/2011 9:32 AM Alaskan Standard Time - jkpannone Grounding work completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 2-Significant System Failure

Service Request #: 1296 **Date Opened:** 3/4/08 **Date Completed:** 3/7/08

Summary: TAN - North Slope Telecom taking TAN offline 3/3 (night)

Resolution: 3/7/2008 3:36 PM Alaskan Standard Time - ACROBERTS Andy Strait turned the site controllers back on.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1346 **Date Opened:** 3/13/08 **Date Completed:** 3/26/08

Summary: Tudor Road Master Site, Zone controller upgrade for both zones.

Resolution: 3/26/2008 8:40 AM Alaskan Standard Time - ACROBERTS Software was installed in the primary and secondary zone controllers.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1349 **Date Opened:** 3/13/08 **Date Completed:** 3/13/08

Summary: Tudor Road Master Site - Reprogramming routers.

Resolution: 3/13/2008 11:19 AM Alaskan Standard Time - ACROBERTS Scheduled service; router reprogramming completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1350 **Date Opened:** 3/13/08 **Date Completed:** 3/10/08

Summary: Birch Hill Master Site - Can Sys log server receive logs from Gold Elite Ops.

Resolution: 9/21/2011 3:12 PM Alaskan Standard Time - adeveau CAUSE: Need to log logs from Gold Elite consoles on Sys log server
RESOLUTION: Installed sys log client on CDM/ADM server

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1406 **Date Opened:** 3/25/08 **Date Completed:** 3/26/08

Summary: Tudor Road Master Site - Switching out gateway router.

Resolution: 3/26/2008 7:37 AM Alaskan Standard Time - ACROBERTS Gateway routers were switched.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1496 **Date Opened:** 4/22/08 **Date Completed:** 4/22/08

Summary: Database optimization in Zone 1.

Resolution: 4/22/2008 9:29 AM Alaskan Standard Time - ACROBERTS Optimizations completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1515 **Date Opened:** 5/1/08 **Date Completed:** 5/1/08

Summary: Bailey Hill - Microwave stiff arm replacement maintenance scheduled.

Resolution: 5/2/2008 8:33 AM Alaskan Standard Time - ACROBERTS Microwave work completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1573 **Date Opened:** 5/19/08 **Date Completed:** 5/19/08

Summary: Database optimization in Zone 1.

Resolution: 5/19/2008 9:35 AM Alaskan Standard Time - ACROBERTS Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1604 **Date Opened:** 5/28/08 **Date Completed:** 5/28/08

Summary: Tudor Road Master Site - Reboot full vision server.

Resolution: 5/28/2008 10:16 AM Alaskan Standard Time - ACROBERTS Server was rebooted.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1620 **Date Opened:** 6/3/08 **Date Completed:** 6/3/08

Summary: Donnelly Dome - Site unknown 3 times in 30 minutes.

Resolution: 6/3/2008 3:10 PM Alaskan Standard Time - ACROBERTS ASRC installed new fiber optic equipment at the site, causing the site to bounce. Users were notified.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1621 **Date Opened:** 6/3/08 **Date Completed:** 6/3/08

Summary: Black Rapids - Site unknown 3 times in 30 minutes.

Resolution: 6/3/2008 3:10 PM Alaskan Standard Time - ACROBERTS ASRC installed new fiber optic equipment at the site, causing the site to bounce. Users were notified.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1657 **Date Opened:** 6/13/08 **Date Completed:** 6/13/08

Summary: Birch Hill Master Site - T1 Testing.

Resolution: 6/13/2008 10:49 AM Alaskan Standard Time - ACROBERTS T1 testing completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 1676 **Date Opened:** 6/17/08 **Date Completed:** 6/17/08

Summary: Atwood 800 - Site maintenance tracking case; site will be reprogrammed.

Resolution: 6/17/2008 3:44 PM Alaskan Standard Time - ACROBERTS Frequency change completed; site turned back on.

Department: System Wide **Priority** 4-Scheduled Maintenance

Service Request #: 1691 **Date Opened:** 6/23/08 **Date Completed:** 6/23/08

Summary: Database optimization in Zone 1 & Zone 2.

Resolution: 6/23/2008 9:02 AM Alaskan Standard Time - ACROBERTS Optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 1746 **Date Opened:** 7/2/08 **Date Completed:** 7/3/08

Summary: Moose Pass - Power reduced at the site.

Resolution: 7/3/2008 11:32 AM Alaskan Standard Time - ACROBERTS Power was restored to full at the site.

Department: System Wide **Priority** 4-Scheduled Maintenance

Service Request #: 1787 **Date Opened:** 7/10/08 **Date Completed:** 7/10/08

Summary: Database optimization in Zone 1 & Zone 2.

Resolution: 7/10/2008 1:58 PM Alaskan Standard Time - ACROBERTS Optimization completed.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 1813 **Date Opened:** 7/18/08 **Date Completed:** 9/3/08

Summary: Motorola - Scheduled maintenance for microwave dehydrator and maintenance at listed sites.

Resolution: 9/27/2011 8:23 PM Alaskan Standard Time - jkpannone No notes on work order to determine resolution.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 1878 **Date Opened:** 7/30/08 **Date Completed:** 7/30/08

Summary: PMI Ski Hill 7/30/08

Resolution: 7/30/2008 11:05 AM Alaskan Standard Time - ACROBERTS PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2007 **Date Opened:** 8/29/08 **Date Completed:** 8/29/08

Summary: PMI Divide 8/29/08

Resolution: 8/29/2008 3:21 PM Alaskan Standard Time - JJONES PMI completed

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Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2026 **Date Opened:** 9/9/08 **Date Completed:** 9/9/08

Summary: Tudor Road Master Site - Request for repair.

Resolution: 9/9/2008 7:36 AM Alaskan Standard Time - ACROBERTS Julie Pannone requested RA for broken oscillator.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2047 **Date Opened:** 9/15/08 **Date Completed:** 9/29/08

Summary: Tudor Road Master Site - Tracking the addition of 3rd Zone - Zone 4

Resolution: 10/25/2011 11:11 AM Alaskan Standard Time - adeveau Upgraded Zone 4 to 7.1.1 and he integrated zone 4 with the UCS and the other 2 zones

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2156 **Date Opened:** 10/14/08 **Date Completed:** 10/14/08

Summary: Tudor Road Master Site - Loading new license keys.

Resolution: 10/14/2008 2:38 PM Alaskan Standard Time - ACROBERTS Keys loaded.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2172 **Date Opened:** 10/23/08 **Date Completed:** 10/31/08

Summary: Donnelly Dome - Site coverage checks in the area.

Resolution: 11/5/2008 10:37 AM Alaskan Standard Time - ACROBERTS Coverage testing completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 2206 **Date Opened:** 10/30/08 **Date Completed:** 10/31/08

Summary: Site Summit - Adding channels.

Resolution: 11/5/2008 9:02 AM Alaskan Standard Time - ACROBERTS Technician completed adding channels.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2227 **Date Opened:** 11/5/08 **Date Completed:** 11/3/08

Summary: Tudor Road Master Site - Failed power supply in GTR 8000.

Resolution: 11/5/2008 10:22 AM Alaskan Standard Time - ACROBERTS Base station serial number 112CHP0127 failed power supply need to return power supply for repair. Created RA- 80484082-1

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2241 **Date Opened:** 11/6/08 **Date Completed:** 11/6/08

Summary: Tudor Road Master Site - Relocating some AMB links circuits to a new microwave.

Resolution: 11/6/2008 9:38 AM Alaskan Standard Time - ACROBERTS Circuit relocation completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2281 **Date Opened:** 11/18/08 **Date Completed:** 11/18/08

Summary: Birch Hill VHF - Master Site, testing interconnect.

Resolution: 11/18/2008 9:59 AM Alaskan Standard Time - ACROBERTS Testing completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2329 **Date Opened:** 11/21/08 **Date Completed:** 11/21/08

Summary: Tudor Road Master Site - Upgrading Zone Controller software.

Resolution: 11/21/2008 1:23 PM Alaskan Standard Time - ACROBERTS Software upgrade completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2330 **Date Opened:** 11/21/08 **Date Completed:** 11/21/08

Summary: Birch Hill Master Site - Unable to open PRNM Suite.

Resolution: 11/21/2008 9:52 AM Alaskan Standard Time - ACROBERTS Zone Controller software update completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2331 **Date Opened:** 11/21/08 **Date Completed:** 11/21/08

Summary: Birch Hill Master Site - Zone Controller software update.

Resolution: 11/21/2008 9:54 AM Alaskan Standard Time - ACROBERTS Software update completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2517 **Date Opened:** 12/2/08 **Date Completed:** 12/4/08

Summary: Birch Hill Master Site - Removing unused equipment from site.

Resolution: 12/4/2008 10:29 AM Alaskan Standard Time - ACROBERTS Equipment move completed.

Department: AML-COF-Dispatch/EOC **Priority** 4-Scheduled Maintenance

Service Request #: 2525 **Date Opened:** 12/4/08 **Date Completed:** 12/11/08

Summary: Fairbanks Dispatch/EOC - Request for addition of Page Group Icon.

Resolution: 4/10/2009 9:09 AM Alaskan Standard Time - JKPANNONE Group page added.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2527 **Date Opened:** 12/6/08 **Date Completed:** 12/5/08

Summary: Ester Dome - Request for RA

Resolution: 11/7/2011 9:46 AM Alaskan Standard Time - adeveau CAUSE: Defective hardware
RESOLUTION: Created RA # 80487242-1

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2537 **Date Opened:** 12/10/08 **Date Completed:** 12/10/08

Summary: Database optimization in Zone 1.

Resolution: 12/10/2008 9:58 AM Alaskan Standard Time - ACROBERTS Optimization was completed in both zones.

Department: DOD-USARAK-FWA **Priority** 3-Intermittent System Failure

Service Request #: 2540 **Date Opened:** 12/12/08 **Date Completed:** 12/17/08

Summary: FWA - Moving police console to fire dispatch.

Resolution: 12/17/2008 12:37 PM Alaskan Standard Time - ACROBERTS Console was moved.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2557 **Date Opened:** 12/17/08 **Date Completed:** 12/17/08

Summary: Database optimization in Zone 1 & Zone 2.

Resolution: 12/17/2008 9:11 AM Alaskan Standard Time - ACROBERTS Optimization completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2558 **Date Opened:** 12/17/08 **Date Completed:** 12/18/08

Summary: Birch Hill Master Site - Upgrading Motobridge software at TAN.

Resolution: 12/18/2008 8:37 AM Alaskan Standard Time - ACROBERTS CAUSE: Upgrading Motobridge software at TAN. In Alaska.
RESOLUTION: upgraded the software

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 2613 **Date Opened:** 12/24/08 **Date Completed:** 1/7/09

Summary: Eielson - Replacing encryption card in op console.

Resolution: 1/8/2009 8:17 AM Alaskan Standard Time - ACROBERTS Card was replaced in op console.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 2716 **Date Opened:** 1/8/09 **Date Completed:** 1/10/09

Summary: Pole Hill - Maintenance adding 2 channels.

Resolution: 1/8/2009 8:04 AM Alaskan Standard Time - ACROBERTS Channels were added to the site. Work completed.

Department: DOD-USARAK-FRA **Priority** 3-Intermittent System Failure

Service Request #: 2734 **Date Opened:** 1/15/09 **Date Completed:** 1/14/09

Summary: FRA - Replacing bad DVD on site.

Resolution: 11/10/2011 2:04 PM Alaskan Standard Time - adeveau Technician replaced the DVD on site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2802 **Date Opened:** 1/29/09 **Date Completed:** 1/30/09

Summary: Heney Range - Site unknown bouncing 3x in 30 minutes.

Resolution: 1/30/2009 9:26 AM Alaskan Standard Time - ACROBERTS CAUSE: Microwave issues.
RESOLUTION: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 2807 **Date Opened:** 1/30/09 **Date Completed:** 1/29/09

Summary: Site Summit - Doing some work with the combiners.

Resolution: 11/28/2011 9:25 AM Alaskan Standard Time - adeveau Completed work on the combiners.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 2882 **Date Opened:** 2/5/09 **Date Completed:** 3/4/09

Summary: PMI R1 North 3/3/09

Resolution: 3/4/2009 9:09 AM Alaskan Standard Time - ACROBERTS The PMI at R1 North was completed. No issues were found.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2883 **Date Opened:** 2/5/09 **Date Completed:** 2/7/09

Summary: PMI TSAIA 2/6/09

Resolution: 2/6/2009 3:50 PM Alaskan Standard Time - ACROBERTS PMI was completed for TSA. No issues were found. Technician was accompanied by Rich Leber.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2884 **Date Opened:** 2/5/09 **Date Completed:** 2/27/09

Summary: PMI Peger Road 2/27/09

Resolution: 2/27/2009 11:45 AM Alaskan Standard Time - ACROBERTS PMI completed. No issues were reported.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 2885 **Date Opened:** 2/5/09 **Date Completed:** 6/10/09

Summary: PMI Quarry Hill 6/8/09 for both RF and Microwave.

Resolution: 6/10/2009 8:20 AM Alaskan Standard Time - JKPANNONE PMI completed and reports received for both the RF Site and Microwave

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Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2886 **Date Opened:** 2/5/09 **Date Completed:** 3/6/09

Summary: PMI Birch Hill VHF 3/5/09

Resolution: 11/22/2011 11:07 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2887 **Date Opened:** 2/5/09 **Date Completed:** 3/4/09

Summary: PMI Ester Dome 3/4/09

Resolution: 3/4/2009 2:30 PM Alaskan Standard Time - ACROBERTS The PMI is complete. There were no issues found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2888 **Date Opened:** 2/5/09 **Date Completed:** 3/5/09

Summary: PMI Portage 3/4/09

Resolution: 3/5/2009 8:59 AM Alaskan Standard Time - ACROBERTS The PMI was completed at Portage. No issues were found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2889 **Date Opened:** 2/5/09 **Date Completed:** 3/4/09

Summary: PMI Whittier 3/4/09

Resolution: 3/4/2009 2:36 PM Alaskan Standard Time - ACROBERTS The PMI at Whittier is complete. There were no issues found.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2890 **Date Opened:** 2/5/09 **Date Completed:** 3/16/09

Summary: PMI Fire Station 12 3/16/09

Resolution: 11/22/2011 11:08 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2891 **Date Opened:** 2/5/09 **Date Completed:** 3/31/09

Summary: PMI Atwood 800 3/30/09

Resolution: 11/22/2011 11:09 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2892 **Date Opened:** 2/5/09 **Date Completed:** 3/31/09

Summary: PMI Atwood VHF 3/30/09

Resolution: 11/22/2011 11:09 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 2893 **Date Opened:** 2/5/09 **Date Completed:** 4/1/09

Summary: PMI Clear 4/1/09

Resolution: 11/22/2011 11:09 AM Alaskan Standard Time - adeveau PMI completed.

Department: System Wide **Priority** 3-Intermittent System Failure

Service Request #: 2897 **Date Opened:** 2/5/09 **Date Completed:** 2/6/09

Summary: Database optimization in Zone 1.

Resolution: 2/6/2009 11:15 AM Alaskan Standard Time - ACROBERTS Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2929 **Date Opened:** 2/10/09 **Date Completed:** 4/1/09

Summary: PMI Alcantra 4/1/09.

Resolution: 12/27/2011 1:22 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2930 **Date Opened:** 2/10/09 **Date Completed:** 4/1/09

Summary: PMI Bailey Hill 4/1/09.

Resolution: 12/27/2011 1:23 PM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2931 **Date Opened:** 2/10/09 **Date Completed:** 4/20/09

Summary: PMI Willow Creek 4/7/09.

Resolution: 4/20/2009 11:34 AM Alaskan Standard Time - JKPANNONE PMI completed and report received.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2932 **Date Opened:** 2/10/09 **Date Completed:** 4/2/09

Summary: PMI Cottonwood Creek 4/2/09.

Resolution: 4/13/2009 9:34 AM Alaskan Standard Time - JKPANNONE PMI Completed and Site Book delivered.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2933 **Date Opened:** 2/10/09 **Date Completed:** 4/3/09

Summary: PMI Rabbit Creek 4/3/09.

Resolution: 4/6/2009 1:44 PM Alaskan Standard Time - JKPANNONE The PMI is complete and the site is operating normally.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2934 **Date Opened:** 2/10/09 **Date Completed:** 4/2/09

Summary: PMI Chulitna 4/2/09.

Resolution: 12/27/2011 1:26 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2935 **Date Opened:** 2/10/09 **Date Completed:** 4/20/09

Summary: PMI Hurricane 4/6/09.

Resolution: 4/13/2009 8:39 AM Alaskan Standard Time - JKPANNONE PMI Completed

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Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2936 **Date Opened:** 2/10/09 **Date Completed:** 6/4/09

Summary: PMI Garner 6/2/09.

Resolution: 6/9/2009 4:19 PM Alaskan Standard Time - JKPANNONE PMI completed and report attached.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2960 **Date Opened:** 2/11/09 **Date Completed:** 6/4/09

Summary: PMI Nenana 6/2/09.

Resolution: 6/9/2009 4:17 PM Alaskan Standard Time - JKPANNONE PMI Completed and report received.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2961 **Date Opened:** 2/11/09 **Date Completed:** 6/5/09

Summary: PMI Moose Pass 6/2/09.

Resolution: 6/9/2009 4:26 PM Alaskan Standard Time - JKPANNONE PMI completed and report received.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2962 **Date Opened:** 2/11/09 **Date Completed:** 6/5/09

Summary: PMI Seward 6/2/09.

Resolution: 6/9/2009 4:29 PM Alaskan Standard Time - JKPANNONE PMI completed and report received.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2963 **Date Opened:** 2/11/09 **Date Completed:** 6/6/09

Summary: PMI Yanert 6/4/09.

Resolution: 6/9/2009 4:35 PM Alaskan Standard Time - JKPANNONE PMI completed and reports received.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2964 **Date Opened:** 2/11/09 **Date Completed:** 2/7/11

Summary: PMI Honolulu 12/16/09 - NEVER COMPLETED.

Resolution: 2/7/2011 9:28 AM Alaskan Standard Time - jkpannone Can't find any indication this was ever done and the Technician doesn't work for us anymore. Closing request.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2971 **Date Opened:** 2/11/09 **Date Completed:** 6/12/09

Summary: PMI Pillar Mtn 6/11/09.

Resolution: 6/12/2009 9:21 AM Alaskan Standard Time - JJONES (Maintenance Completed) PM Completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2972 **Date Opened:** 2/11/09 **Date Completed:** 6/15/09

Summary: PMI Women's Bay 6/11/09.

Resolution: 6/15/2009 7:46 AM Alaskan Standard Time - JKPANNONE PMI completed and reports received.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2973 **Date Opened:** 2/11/09 **Date Completed:** 6/18/09

Summary: PMI Site Summit 6/18/09.

Resolution: 6/26/2009 11:56 AM Alaskan Standard Time - JKPANNONE PMI completed and reports attached.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2974 **Date Opened:** 2/11/09 **Date Completed:** 12/28/10

Summary: PMI Sawmill 10/15/09.

Resolution: 12/28/2010 8:48 AM Alaskan Standard Time - jkpannone Patricelli submitted photos but never submitted his PMI or inventory reports.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2975 **Date Opened:** 2/11/09 **Date Completed:** 10/15/09

Summary: PMI Tolsona 10/15/09.

Resolution: 10/15/2009 12:13 PM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2976 **Date Opened:** 2/11/09 **Date Completed:** 10/15/09

Summary: PMI Glennallen 10/14/09.

Resolution: 11/24/2010 5:04 PM Alaskan Standard Time - jkpannone PMI completed 10/14/10.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2977 **Date Opened:** 2/11/09 **Date Completed:** 8/18/09

Summary: PMI Tok 8/13/09.

Resolution: 9/11/2009 4:22 PM Alaskan Standard Time - JKPANNONE PMI completed and reports attached.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2978 **Date Opened:** 2/11/09 **Date Completed:** 8/18/09

Summary: PMI Beaver Creek 8/13/09.

Resolution: 9/12/2009 11:42 PM Alaskan Standard Time - JKPANNONE PMI Completed and reports attached.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2979 **Date Opened:** 2/11/09 **Date Completed:** 8/17/09

Summary: PMI Cathedral Rapids 8/12/09.

Resolution: 9/13/2009 12:10 AM Alaskan Standard Time - JKPANNONE PMI Completed and reports attached.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2980 **Date Opened:** 2/11/09 **Date Completed:** 8/17/09

Summary: PMI Dot Lake 8/13/09.

Resolution: 9/13/2009 12:14 AM Alaskan Standard Time - JKPANNONE PMI Completed and reports attached.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2981 **Date Opened:** 2/11/09 **Date Completed:** 8/21/09

Summary: PMI Black Rapids 8/20/09

Resolution: 9/13/2009 12:16 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2982 **Date Opened:** 2/11/09 **Date Completed:** 8/28/09

Summary: PMI Blueberry Hill 8/24/09

Resolution: 9/13/2009 12:27 AM Alaskan Standard Time - JKPANNONE PMI Completed and reports attached.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2983 **Date Opened:** 2/11/09 **Date Completed:** 8/25/09

Summary: PMI Trims 8/21/09

Resolution: 9/13/2009 12:17 AM Alaskan Standard Time - JKPANNONE PMI Completed and reports attached.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2984 **Date Opened:** 2/11/09 **Date Completed:** 8/25/09

Summary: PMI Paxson 8/21/09

Resolution: 9/13/2009 12:19 AM Alaskan Standard Time - JKPANNONE PMI Completed and reports attached.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2985 **Date Opened:** 2/11/09 **Date Completed:** 10/15/09

Summary: PMI Sourdough 10/14/09

Resolution: 10/14/2009 4:31 PM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2986 **Date Opened:** 2/11/09 **Date Completed:** 9/8/09

Summary: PMI Girdwood 9/4/09

Resolution: 9/13/2009 12:33 AM Alaskan Standard Time - JKPANNONE PMI Completed and reports attached.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2987 **Date Opened:** 2/11/09 **Date Completed:** 8/25/09

Summary: PMI Donnelly Dome 8/20/09

Resolution: 9/13/2009 12:20 AM Alaskan Standard Time - JKPANNONE PMI Completed and reports attached.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 2988 **Date Opened:** 2/11/09 **Date Completed:** 9/2/09

Summary: PMI Ft Greely 9/1/09

Resolution: 9/13/2009 12:32 AM Alaskan Standard Time - JKPANNONE PMI Completed and reports attached.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2989 **Date Opened:** 2/11/09 **Date Completed:** 6/23/10

Summary: PMI Anchor River 6/23/10

Resolution: 6/23/2010 1:30 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 2990 **Date Opened:** 2/11/09 **Date Completed:** 6/24/10

Summary: PMI Diamond Ridge 6/22/10

Resolution: 6/23/2010 11:42 AM Alaskan Standard Time - adeveau Diamond Ridge PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3009 **Date Opened:** 2/11/09 **Date Completed:** 8/19/09

Summary: PMI Harding Lake 8/18/09

Resolution: 9/9/2009 10:16 PM Alaskan Standard Time - JKPANNONE PMI completed and report received.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3010 **Date Opened:** 2/11/09 **Date Completed:** 8/20/09

Summary: PMI Canyon Creek 8/11/09

Resolution: 9/13/2009 12:41 AM Alaskan Standard Time - JKPANNONE PMI Completed and reports attached.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3011 **Date Opened:** 2/11/09 **Date Completed:** 6/24/10

Summary: PMI Ninilchik 6/23/10

Resolution: 6/24/2010 8:19 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3012 **Date Opened:** 2/11/09 **Date Completed:** 9/9/09

Summary: PMI Kasilof 9/9/09

Resolution: 9/13/2009 12:43 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3013 **Date Opened:** 2/11/09 **Date Completed:** 9/10/09

Summary: PMI Pipeline Hills 9/11/09

Resolution: 9/29/2009 9:28 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3014 **Date Opened:** 2/11/09 **Date Completed:** 9/10/09

Summary: PMI Sterling 9/11/09

Resolution: 9/29/2009 9:29 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3015 **Date Opened:** 2/11/09 **Date Completed:** 9/10/09

Summary: PMI Money Knob 9/11/09

Resolution: 9/29/2009 9:09 AM Alaskan Standard Time - JKPANNONE PMI completed.
9/13/2009 12:44 AM Alaskan Standard Time - JKPANNONE PMI scheduled for 9/11/09.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3016 **Date Opened:** 2/11/09 **Date Completed:** 9/9/09

Summary: PMI Ski Hill 9/9/09

Resolution: 3/21/2011 9:29 AM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3017 **Date Opened:** 2/11/09 **Date Completed:** 9/10/09

Summary: PMI Kenai 9/10/09

Resolution: 3/21/2011 9:24 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 3018 **Date Opened:** 2/11/09 **Date Completed:** 8/27/09

Summary: PMI Hill 3265 8/26/09

Resolution: 9/13/2009 12:23 AM Alaskan Standard Time - JKPANNONE PMI Completed and reports attached.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 3019 **Date Opened:** 2/11/09 **Date Completed:** 8/27/09

Summary: PMI Pole Hill 8/26/09

Resolution: 9/13/2009 12:25 AM Alaskan Standard Time - JKPANNONE PMI Completed and reports attached.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3020 **Date Opened:** 2/11/09 **Date Completed:** 9/10/09

Summary: PMI Nikiski 9/10/09

Resolution: 3/21/2011 9:25 AM Alaskan Standard Time - jkpannone PMI compeleted.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3021 **Date Opened:** 2/11/09 **Date Completed:** 6/16/10

Summary: PMI Auke Lake 6/15/10 (CYE 6/30/10)

Resolution: 6/17/2010 9:31 AM Alaskan Standard Time - adeveau PMI completed 6/15/10.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3022 **Date Opened:** 2/11/09 **Date Completed:** 9/17/09

Summary: PMI Lena Point 9/17/09

Resolution: 9/18/2009 10:17 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3023 **Date Opened:** 2/11/09 **Date Completed:** 9/17/09

Summary: PMI Dimond Courthouse 9/17/09

Resolution: 9/18/2009 10:08 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3024 **Date Opened:** 2/12/09 **Date Completed:** 9/4/10

Summary: PMI Saddle Mtn 9/3/10 (CYE 6/30/10)

Resolution: 9/7/2010 8:11 AM Alaskan Standard Time - adeveau PMI completed.
7/20/2010 8:30 AM Alaskan Standard Time - adeveau 7/20/10 - PMI rescheduled due to weather.
6/17/2010 9:41 AM Alaskan Standard Time - adeveau 6/16/10 - PMI required to be rescheduled due to weather.
9/29/2009 9:31 AM Alaskan Standard Time - JKPANNONE The Technician was unable to get to the mountain due to weather. This will be reschedule after May 1, 2010, when ERA starts flying out of Juneau again.
9/13/2009 12:47 AM Alaskan Standard Time - JKPANNONE PMI scheduled for 9/16/09.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3025 **Date Opened:** 2/12/09 **Date Completed:** 2/7/11

Summary: PMI Cooper Mtn 11/24/09 - NEVER COMPLETED

Resolution: 2/7/2011 9:24 AM Alaskan Standard Time - jkpannone This work was rescheduled for 11/24/09. Can't find any indication this was ever done and Technician no longer works for us. Closing request.
9/29/2009 9:43 AM Alaskan Standard Time - JKPANNONE Technician was unable to get to the mountain due to weather. This work will be rescheduled in the spring.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3026 **Date Opened:** 2/12/09 **Date Completed:** 9/24/09

Summary: PMI Seldovia 9/24/09

Resolution: 9/13/2009 12:48 AM Alaskan Standard Time - JKPANNONE PMI scheduled for 9/24/09.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3027 **Date Opened:** 2/12/09 **Date Completed:** 8/29/09

Summary: PMI Hope 8/27/09

Resolution: 9/13/2009 9:02 PM Alaskan Standard Time - JKPANNONE PMI completed and reports received.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3028 **Date Opened:** 2/12/09 **Date Completed:** 8/29/09

Summary: PMI Silvertip 8/27/09

Resolution: 9/13/2009 9:11 PM Alaskan Standard Time - JKPANNONE PMI completed and reports received.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3029 **Date Opened:** 2/12/09 **Date Completed:** 9/9/09

Summary: PMI Summit Lake 9/3/09

Resolution: 9/13/2009 9:14 PM Alaskan Standard Time - JKPANNONE PMI completed and reports received.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3030 **Date Opened:** 2/12/09 **Date Completed:** 9/3/09

Summary: PMI Wolcott 9/3/09

Resolution: 9/13/2009 9:16 PM Alaskan Standard Time - JKPANNONE PMI completed and reports received.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3031 **Date Opened:** 2/12/09 **Date Completed:** 5/26/10

Summary: PMI Reindeer Hills 5/26/10

Resolution: 5/26/2010 4:13 PM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3032 **Date Opened:** 2/12/09 **Date Completed:** 9/22/09

Summary: PMI Lion's Head 9/21/09

Resolution: 9/21/2009 10:20 PM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3033 **Date Opened:** 2/12/09 **Date Completed:** 9/22/09

Summary: PMI Tahneta Pass 9/21/09

Resolution: 9/21/2009 10:21 PM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3034 **Date Opened:** 2/12/09 **Date Completed:** 10/7/09

Summary: PMI Divide 10/6/09

Resolution: 10/7/2009 2:30 PM Alaskan Standard Time - JKPANNONE 10/6/09 PMI completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 3035 **Date Opened:** 2/12/09 **Date Completed:** 10/6/09

Summary: PMI Tsina 10/6/09

Resolution: 10/7/2009 2:08 PM Alaskan Standard Time - JKPANNONE 10/6/09 PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3036 **Date Opened:** 2/12/09 **Date Completed:** 10/6/09

Summary: PMI Ernestine 10/6/09

Resolution: 10/7/2009 2:01 PM Alaskan Standard Time - JKPANNONE 10/6/09 PMI Completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3037 **Date Opened:** 2/12/09 **Date Completed:** 10/7/09

Summary: PMI Valdez 10/7/09

Resolution: 10/7/2009 2:34 PM Alaskan Standard Time - JKPANNONE 10/7/09 PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3038 **Date Opened:** 2/12/09 **Date Completed:** 11/23/09

Summary: PMI Willow Mtn 11/23/09

Resolution: 11/23/2009 2:07 PM Alaskan Standard Time - JKPANNONE The PMI has been completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3039 **Date Opened:** 2/12/09 **Date Completed:** 4/1/10

Summary: PMI Independent Ridge 3/31/10.

Resolution: 4/2/2010 9:03 AM Alaskan Standard Time - JKPANNONE PMI Completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3040 **Date Opened:** 2/12/09 **Date Completed:** 10/1/09

Summary: PMI Heney Range 10/1/09

Resolution: 10/1/2009 12:34 PM Alaskan Standard Time - JKPANNONE PMI has been completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3041 **Date Opened:** 2/12/09 **Date Completed:** 5/6/10

Summary: PMI Byers Creek 5/5/10

Resolution: 5/6/2010 9:25 AM Alaskan Standard Time - JKPANNONE PMI Completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3042 **Date Opened:** 2/12/09 **Date Completed:** 6/17/10

Summary: PMI Skagway 6/16/10 - Refer to work order 8181.

Resolution: 9/23/2010 6:37 PM Alaskan Standard Time - jkpannone Closing as PMI was tracked under Work Order 8181.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3102 **Date Opened:** 2/18/09 **Date Completed:** 1/23/09

Summary: PMI TAS 1/23/09

Resolution: 2/18/2009 9:21 AM Alaskan Standard Time - ACROBERTS PMI was completed for TAS.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3103 **Date Opened:** 2/18/09 **Date Completed:** 2/21/09

Summary: PMI TAS 2/20/09

Resolution: 2/25/2009 3:21 PM Alaskan Standard Time - ACROBERTS PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3104 **Date Opened:** 2/18/09 **Date Completed:** 3/21/09

Summary: PMI TAS 3/20/09

Resolution: 7/25/2012 11:10 AM Alaskan Standard Time - adeveau PMI competed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3105 **Date Opened:** 2/18/09 **Date Completed:** 4/20/09

Summary: PMI TAS 4/17/09

Resolution: 4/20/2009 2:35 PM Alaskan Standard Time - JKPANNONE PMI Completed and report received.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3106 **Date Opened:** 2/18/09 **Date Completed:** 5/30/09

Summary: PMI TAS 5/29/09 - Canceled due to deployment.

Resolution: 6/9/2009 4:41 PM Alaskan Standard Time - JKPANNONE PMI for May cancelled due to deployment.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3107 **Date Opened:** 2/18/09 **Date Completed:** 6/30/09

Summary: PMI TAS 6/26/09 - Canceled due to deployment.

Resolution: 7/16/2009 1:23 PM Alaskan Standard Time - JKPANNONE June PMI not completed due to deployment.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3108 **Date Opened:** 2/18/09 **Date Completed:** 7/31/09

Summary: PMI TAS 7/31/09

Resolution: 8/31/2009 11:40 AM Alaskan Standard Time - JKPANNONE Received final piece of PMI information.
9/13/2009 9:23 PM Alaskan Standard Time - JKPANNONE PMI completed. Waiting for System Manager to review data.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3109 **Date Opened:** 2/18/09 **Date Completed:** 8/31/09

Summary: PMI TAS 8/31/09

Resolution: 9/17/2009 3:04 PM Alaskan Standard Time - JJONES (Maintenance Completed) PMI completed; form attached

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Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3110 **Date Opened:** 2/18/09 **Date Completed:** 9/15/09

Summary: PMI TAS 9/15/09

Resolution: 7/25/2012 11:07 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3111 **Date Opened:** 2/18/09 **Date Completed:** 10/16/09

Summary: PMI TAS 10/16/09

Resolution: 10/21/2009 3:57 PM Alaskan Standard Time - JKPANNONE PMI completed 10/16/09.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3112 **Date Opened:** 2/18/09 **Date Completed:** 1/27/10

Summary: PMI TAS 11/23/09, Never completed due to shelter being powered down.

Resolution: 2/7/2011 9:46 AM Alaskan Standard Time - jkpannone PMI cancelled for the month since the shelter was powered off.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3113 **Date Opened:** 2/18/09 **Date Completed:** 12/19/09

Summary: PMI TAS 12/18/09 - Canceled due to deployment.

Resolution: 9/23/2010 6:44 PM Alaskan Standard Time - jkpannone No PMI done due to OWIN / IWN Deployment.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3115 **Date Opened:** 2/18/09 **Date Completed:** 2/25/09

Summary: PMI TAN 2/24/09

Resolution: 7/25/2012 11:09 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3116 **Date Opened:** 2/18/09 **Date Completed:** 3/18/09

Summary: PMI TAN 3/17/09

Resolution: 7/25/2012 11:09 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3117 **Date Opened:** 2/18/09 **Date Completed:** 4/28/09

Summary: PMI TAN 4/13/09

Resolution: 4/28/2009 10:16 AM Alaskan Standard Time - JKPANNONE PMI Completed and report received.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3118 **Date Opened:** 2/18/09 **Date Completed:** 5/14/09

Summary: PMI TAN 5/13/09

Resolution: 6/9/2009 4:35 PM Alaskan Standard Time - JKPANNONE PMI complete and report received.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3119 **Date Opened:** 2/18/09 **Date Completed:** 6/25/09

Summary: PMI TAN 6/23/09

Resolution: 6/26/2009 11:58 AM Alaskan Standard Time - JKPANNONE PMI completed and report attached.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3120 **Date Opened:** 2/18/09 **Date Completed:** 7/17/09

Summary: PMI TAN 7/17/09

Resolution: 7/23/2009 8:55 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3121 **Date Opened:** 2/18/09 **Date Completed:** 8/27/09

Summary: PMI TAN 8/27/09

Resolution: 8/28/2009 8:03 AM Alaskan Standard Time - JKPANNONE PMI completed and report attached.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3122 **Date Opened:** 2/18/09 **Date Completed:** 9/22/09

Summary: PMI TAN 9/22/09

Resolution: 9/29/2009 9:40 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3123 **Date Opened:** 2/18/09 **Date Completed:** 10/31/09

Summary: PMI TAN 10/30/09

Resolution: 12/8/2010 4:27 PM Alaskan Standard Time - jkpannone 10/30/09 PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3124 **Date Opened:** 2/18/09 **Date Completed:** 11/18/09

Summary: PMI TAN 11/17/09

Resolution: 9/23/2010 6:47 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3125 **Date Opened:** 2/18/09 **Date Completed:** 9/24/10

Summary: PMI TAN 12/29/09

Resolution: 9/23/2010 6:48 PM Alaskan Standard Time - jkpannone 12/29/09 PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 3126 **Date Opened:** 2/18/09 **Date Completed:** 1/21/09

Summary: PMI TAN 1/20/09

Resolution: 2/18/2009 10:44 AM Alaskan Standard Time - ACROBERTS PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3139 **Date Opened:** 2/23/09 **Date Completed:** 2/23/09

Summary: Birch Hill Master Site - Optimizing full vision database.

Resolution: 2/23/2009 8:44 AM Alaskan Standard Time - ACROBERTS Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3140 **Date Opened:** 2/23/09 **Date Completed:** 2/23/09

Summary: Birch Hill Master Site - Optimizing database server.

Resolution: 2/23/2009 8:47 AM Alaskan Standard Time - ACROBERTS Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3172 **Date Opened:** 3/2/09 **Date Completed:** 3/2/09

Summary: Birch Hill Master Site - Optimizing Full vision server.

Resolution: 3/2/2009 2:07 PM Alaskan Standard Time - ACROBERTS Optimization completed on fullvision server.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3173 **Date Opened:** 3/2/09 **Date Completed:** 3/2/09

Summary: Birch Hill Master Site - Optimizing ZDS.

Resolution: 3/2/2009 2:10 PM Alaskan Standard Time - ACROBERTS Optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3190 **Date Opened:** 3/5/09 **Date Completed:** 3/5/09

Summary: Ft Greely - Checking antenna with Site Master.

Resolution: 3/5/2009 11:34 AM Alaskan Standard Time - ACROBERTS CAUSE: Antenna Check
RESOLUTION: Completed checking antenna

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 3193 **Date Opened:** 3/6/09 **Date Completed:** 3/6/09

Summary: Tudor Road Master Site - ZDS optimization.

Resolution: 1/26/2012 9:17 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 3219 **Date Opened:** 3/10/09 **Date Completed:** 3/10/09

Summary: Chulitna - Request for repair.

Resolution: 3/10/2009 9:05 AM Alaskan Standard Time - ACROBERTS 21844711 Closed; Chulitna-Zone 1 Site 12-Alaska, State of, ALMR System/Bering Straits; SZ0142112; Severity 2; Request for part; 80496496-1

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 3345 **Date Opened:** 4/2/09 **Date Completed:** 4/16/09

Summary: Clear - Rectifier removed to be sent in for servicing.

Resolution: 4/16/2009 3:03 PM Alaskan Standard Time - JKPANNONE Replaced rectifier.

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 3355 **Date Opened:** 4/2/09 **Date Completed:** 4/11/09

Summary: Clear - Site De-sens problem on the receive side of the base stations.

Resolution: 4/10/2009 4:34 PM Alaskan Standard Time - JKPANNONE Rebuilt 2 din type connectors at the base of the tower as they were not built correctly.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3374 **Date Opened:** 4/6/09 **Date Completed:** 4/6/09

Summary: PMI Hurricane 4/6/09 (Duplicate)

Resolution: 4/13/2009 8:40 AM Alaskan Standard Time - JKPANNONE PMI Completed (duplicate)

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 3411 **Date Opened:** 4/9/09 **Date Completed:** 6/29/09

Summary: Donnelly Dome - Need to coordinate new tower install with ALMR so antennas can be moved.

Resolution: 10/16/2011 3:37 PM Alaskan Standard Time - jkpannone Antenna move completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3418 **Date Opened:** 4/13/09 **Date Completed:** 4/13/09

Summary: Database optimization in Zone 1.

Resolution: 4/14/2009 7:47 AM Alaskan Standard Time - JKPANNONE Database Optimization is completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 3681 **Date Opened:** 5/5/09 **Date Completed:** 5/5/09

Summary: Tudor Road Master Site - Loading Configuration in Core Router.

Resolution: 5/5/2009 8:20 AM Alaskan Standard Time - smotech Resolution: Completed loading configuration in the core router.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3872 **Date Opened:** 6/1/09 **Date Completed:** 5/31/09

Summary: Database optimization for Zone 1.

Resolution: 6/1/2009 8:09 AM Alaskan Standard Time - JKPANNONE PM completed

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Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3887 **Date Opened:** 6/2/09 **Date Completed:** 6/29/09

Summary: Quarry Hill - T1 work affecting coverage at Donnelly Dome & Black Rapids scheduled for June 29th.

Resolution: 6/30/2009 8:50 AM Alaskan Standard Time - JKPANNONE Contractor completed circuit move and site is back on line.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3945 **Date Opened:** 6/5/09 **Date Completed:** 6/11/09

Summary: Site Summit - Motorola fine tuning channels due to previous expansion.

Resolution: 6/11/2009 10:03 AM Alaskan Standard Time - JKPANNONE Finished turning on the combiners

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 4638 **Date Opened:** 8/7/09 **Date Completed:** 8/7/09

Summary: Database optimization in Zone 1 & Zone 2.

Resolution: 8/7/2009 9:07 AM Alaskan Standard Time - PWINDERS Completed Database Optimizations for Zone 1 & 2 work.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4736 **Date Opened:** 8/19/09 **Date Completed:** 8/24/09

Summary: PMI Bailey Hill 8/24/09

Resolution: 8/24/2009 3:10 PM Alaskan Standard Time - PWINDERS PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4737 **Date Opened:** 8/19/09 **Date Completed:** 8/25/09

Summary: PMI Alcantra 8/25/09

Resolution:

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 4738 **Date Opened:** 8/19/09 **Date Completed:** 8/25/09

Summary: PMI Cottonwood Creek 8/25/09

Resolution: 11/13/2010 8:18 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4739 **Date Opened:** 8/19/09 **Date Completed:** 8/26/09

Summary: PMI Portage 8/26/09

Resolution: 11/13/2010 9:45 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4740 **Date Opened:** 8/19/09 **Date Completed:** 8/26/09

Summary: PMI Whittier 8/26/09

Resolution:

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 4741 **Date Opened:** 8/19/09 **Date Completed:** 8/28/09

Summary: PMI Site Summit 8/28/09

Resolution: 9/29/2009 8:33 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 4742 **Date Opened:** 8/19/09 **Date Completed:** 6/21/10

Summary: PMI Site Summit to ARRC Microwave Link 6/21/10.

Resolution: 6/28/2010 4:01 PM Alaskan Standard Time - adeveau Microwave PMI competed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4743 **Date Opened:** 8/19/09 **Date Completed:** 9/8/09

Summary: PMI Rabbit Creek 9/8/09

Resolution: 8/24/2011 2:54 PM Alaskan Standard Time - adeveau PMI completed. No photos received.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4744 **Date Opened:** 8/19/09 **Date Completed:** 9/9/09

Summary: PMI Ester Dome 9/9/09

Resolution: 9/29/2009 9:05 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 4745 **Date Opened:** 8/19/09 **Date Completed:** 9/10/09

Summary: PMI Peger Road 9/10/09

Resolution: 9/13/2009 7:07 PM Alaskan Standard Time - JKPANNONE PMI scheduled for 9/10/09.
9/29/2009 9:06 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4746 **Date Opened:** 8/19/09 **Date Completed:** 9/10/09

Summary: PMI Birch Hill VHF 9/10/09

Resolution: 9/13/2009 8:42 PM Alaskan Standard Time - JKPANNONE PMI scheduled for 9/10/09.
9/29/2009 9:07 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 4748 **Date Opened:** 8/20/09 **Date Completed:** 9/23/09

Summary: PMI Clear 9/23/09

Resolution: 9/23/2009 3:37 PM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4749 **Date Opened:** 8/20/09 **Date Completed:** 9/23/09

Summary: PMI Nenana 9/23/09

Resolution: 9/23/2009 3:44 PM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4750 **Date Opened:** 8/20/09 **Date Completed:** 2/7/11

Summary: PMI Chulitna 12/17/09, NEVER COMPLETED.

Resolution: 2/7/2011 9:29 AM Alaskan Standard Time - jkpannone Can't find any indication this was ever done and the Technician doesn't work for us anymore. Closing request.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 4751 **Date Opened:** 8/20/09 **Date Completed:** 2/7/11

Summary: PMI Willow Creek 12/17/09, NEVER COMPLETED.

Resolution: 2/7/2011 9:30 AM Alaskan Standard Time - jkpannone Can't find any indication this was ever done and the Technician doesn't work for us anymore. Closing request.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4752 **Date Opened:** 8/20/09 **Date Completed:** 2/7/11

Summary: PMI Hurricane 12/16/09, NEVER COMPLETED.

Resolution: 2/7/2011 9:29 AM Alaskan Standard Time - jkpannone Can't find any indication this was ever done and the Technician doesn't work for us anymore. Closing request.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 4753 **Date Opened:** 8/20/09 **Date Completed:** 6/24/10

Summary: PMI Pillar Mtn 6/23/10

Resolution: 10/7/2009 3:34 PM Alaskan Standard Time - JKPANNONE PMI being rescheduled due to an illness. Will be rescheduled in conjunction with some tower work being scheduled in Kodiak within the next few weeks.
6/24/2010 8:25 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 4754 **Date Opened:** 8/20/09 **Date Completed:** 6/23/10

Summary: PMI Women's Bay 6/23/10

Resolution: 10/7/2009 3:36 PM Alaskan Standard Time - JKPANNONE PMI being rescheduled due to an illness. Will be rescheduled in conjunction with some tower work being scheduled in Kodiak within the next few weeks.
6/23/2010 1:33 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 4755 **Date Opened:** 8/20/09 **Date Completed:** 6/17/10

Summary: PMI Atwood 800 6/2/10 (duplicate)

Resolution: 10/15/2009 10:23 AM Alaskan Standard Time - JKPANNONE PMI will be rescheduled after 1/1/2010.
6/17/2010 9:35 AM Alaskan Standard Time - adeveau Processed under work order 7858.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 4756 **Date Opened:** 8/20/09 **Date Completed:** 6/17/10

Summary: PMI Atwood VHF 6/2/10 (duplicate)

Resolution: 10/15/2009 10:23 AM Alaskan Standard Time - JKPANNONE PMI to be rescheduled some time after 1/1/2010.
6/17/2010 9:14 AM Alaskan Standard Time - adeveau Processed under work order 7859.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 4757 **Date Opened:** 8/20/09 **Date Completed:** 2/7/11

Summary: PMI Fire Station 12 12/10/09. Never completed as site off line most of the year.

Resolution: 2/7/2011 9:26 AM Alaskan Standard Time - jkpannone This PMI was never completed as the site was off line most of the year. Closing request.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 4758 **Date Opened:** 8/20/09 **Date Completed:** 11/19/09

Summary: PMI Quarry Hill 11/18/09

Resolution: 9/29/2009 9:50 AM Alaskan Standard Time - JKPANNONE PMI rescheduled for 11/18/09
11/19/2009 10:12 AM Alaskan Standard Time - JJONES (Maintenance Completed) PM done

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Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 4759 **Date Opened:** 8/20/09 **Date Completed:** 6/18/10

Summary: PMI Quarry Hill to Birch Hill Microwave Link 6/18/10.

Resolution: 6/18/2010 12:03 PM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4760 **Date Opened:** 8/20/09 **Date Completed:** 10/21/09

Summary: PMI Moose Pass 10/20/09

Resolution: 10/15/2009 10:24 AM Alaskan Standard Time - JKPANNONE PMI Scheduled for 10/20/09.
10/21/2009 7:47 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4761 **Date Opened:** 8/20/09 **Date Completed:** 10/20/09

Summary: PMI Seward 10/20/09

Resolution: 10/15/2009 10:25 AM Alaskan Standard Time - JKPANNONE PMI scheduled for 10/20/09.
10/23/2009 3:10 PM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4762 **Date Opened:** 8/20/09 **Date Completed:** 11/2/09

Summary: PMI Garner 10/27/09

Resolution: 8/4/2011 10:12 AM Alaskan Standard Time - jkpannone PMI Completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 4763 **Date Opened:** 8/20/09 **Date Completed:** 2/1/11

Summary: PMI R1 North 12/15/09 , NEVER COMPLETED.

Resolution: 1/31/2011 3:21 PM Alaskan Standard Time - jkpannone After researching all avenues it does not appear that this PMI was ever done.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 4764 **Date Opened:** 8/20/09 **Date Completed:** 6/23/10

Summary: PMI R1 North to Alcantra Microwave Link 6/22/10

Resolution: 6/29/2010 7:58 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 4765 **Date Opened:** 8/20/09 **Date Completed:** 2/7/11

Summary: PMI TSAIA 12/8/09 - NEVER COMPLETED.

Resolution: 2/7/2011 9:25 AM Alaskan Standard Time - jkpannone Can't find any indication this was ever done and Technician no longer works for us. Closing request.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4886 **Date Opened:** 9/4/09 **Date Completed:** 10/27/09

Summary: PMI Yanert 10/27/09

Resolution: 12/9/2010 9:06 AM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 4889 **Date Opened:** 9/4/09 **Date Completed:** 9/4/09

Summary: Data Base optimization on Zone 1 and 2.

Resolution: 9/4/2009 8:23 AM Alaskan Standard Time - JKPANNONE Data Base optimization on zone 1 and 2 has been completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 5043 **Date Opened:** 10/1/09 **Date Completed:** 10/15/09

Summary: Delta & Tok Consoles need time changed to military time.

Resolution: 10/22/2009 9:01 AM Alaskan Standard Time - JKPANNONE 10/15/09 Andy Strait assisted customer in changing consoles to military time.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5486 **Date Opened:** 10/13/09 **Date Completed:** 10/13/09

Summary: Database optimization in Zone 1 & Zone 2.

Resolution: 10/20/2011 4:06 PM Alaskan Standard Time - adeveau Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5609 **Date Opened:** 10/26/09 **Date Completed:** 10/27/09

Summary: Alcantra - Deviation alignment.

Resolution: 9/24/2010 9:55 AM Alaskan Standard Time - jkpannone Alignment completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5613 **Date Opened:** 10/28/09 **Date Completed:** 10/27/09

Summary: PMI Yanert 10/27/09

Resolution: 10/28/2009 3:47 PM Alaskan Standard Time - JJONES (Maintenance Completed) PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 5617 **Date Opened:** 10/28/09 **Date Completed:** 10/27/09

Summary: Rabbit Creek - Site deviation alignment.

Resolution: 10/28/2009 3:57 PM Alaskan Standard Time - JJONES (Maintenance Completed) Alignments are complete

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5618 **Date Opened:** 10/28/09 **Date Completed:** 10/27/09

Summary: PMI Garner 10/27/09

Resolution: 10/28/2009 3:58 PM Alaskan Standard Time - JJONES (Maintenance Completed) Annual PM completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5619 **Date Opened:** 10/28/09 **Date Completed:** 10/27/09

Summary: Ester Dome - Deviation alignment.

Resolution: 10/28/2009 4:00 PM Alaskan Standard Time - JJONES (Maintenance Completed) Re-Adjusted modulation level on all repeater

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5622 **Date Opened:** 10/29/09 **Date Completed:** 10/29/09

Summary: Donnelly Dome - Deviation alignment.

Resolution: 10/28/2009 4:12 PM Alaskan Standard Time - JJONES (Maintenance Completed) readjusted transmit levels on all repeaters

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5624 **Date Opened:** 10/29/09 **Date Completed:** 10/29/09

Summary: Ft Greely - check transmit levels on repeaters.

Resolution: 10/29/2009 2:15 PM Alaskan Standard Time - JJONES (Maintenance Completed) Check transmit levels on repeaters and levels has been adjusted.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5626 **Date Opened:** 10/29/09 **Date Completed:** 10/29/09

Summary: Harding Lake - Site deviation alignment.

Resolution: 10/29/2009 2:11 PM Alaskan Standard Time - JJONES (Maintenance Completed) Re-Adjusting audio levels on transmitters.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5627 **Date Opened:** 10/29/09 **Date Completed:** 10/29/09

Summary: Canyon Creek - Site deviation alignment.

Resolution: 10/29/2009 2:17 PM Alaskan Standard Time - JJONES (Maintenance Completed) Readjusted the transmit deviation level

---

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5628 **Date Opened:** 10/29/09 **Date Completed:** 10/29/09

Summary: Blueberry Hill - Site deviation alignment.

Resolution: 10/29/2009 2:22 PM Alaskan Standard Time - JJONES (Maintenance Completed) Deviation alignments complete

---

Department: DOD-USAF-13th SWS **Priority** 3-Intermittent System Failure

Service Request #: 5629 **Date Opened:** 10/29/09 **Date Completed:** 10/29/09

Summary: Clear - Site deviation alignment.

Resolution: 10/29/2009 2:28 PM Alaskan Standard Time - JJONES (Maintenance Completed) Readjusting Transmit Deviations completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5630 **Date Opened:** 10/29/09 **Date Completed:** 10/30/09

Summary: Nenana - Site deviation alignment.

Resolution: 10/29/2009 4:17 PM Alaskan Standard Time - JJONES (Maintenance Completed) deviation adjusted properly

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5631 **Date Opened:** 10/30/09 **Date Completed:** 10/30/09

Summary: Black Rapids - Site deviation alignment.

Resolution: 10/29/2009 4:19 PM Alaskan Standard Time - JJONES (Maintenance Completed) Adjusted the transmitter modulation levels

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5632 **Date Opened:** 10/30/09 **Date Completed:** 10/30/09

Summary: Whittier - Site deviation alignment.

Resolution: 9/24/2010 10:16 AM Alaskan Standard Time - jkpannone Alignment completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5633 **Date Opened:** 10/30/09 **Date Completed:** 10/30/09

Summary: Paxson - Site deviation alignment.

Resolution: 10/29/2009 4:30 PM Alaskan Standard Time - JJONES (Maintenance Completed) Realign transmitter modulation levels complete

---

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5634 **Date Opened:** 10/30/09 **Date Completed:** 10/30/09

Summary: Peger Road - Deviation alignment.

Resolution: 10/29/2009 4:35 PM Alaskan Standard Time - JJONES (Maintenance Completed) adjusted the transmit deviations levels

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5635 **Date Opened:** 10/30/09 **Date Completed:** 10/30/09

Summary: Portage - Site deviation alignment.

Resolution: 10/29/2009 4:34 PM Alaskan Standard Time - JJONES (Maintenance Completed) deviation alignments are done

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5637 **Date Opened:** 10/30/09 **Date Completed:** 10/30/09

Summary: Trims - Site deviation alignment.

Resolution: 10/29/2009 4:40 PM Alaskan Standard Time - JJONES (Maintenance Completed) Adjusting transmitter modulation levels is complete

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5638 **Date Opened:** 10/30/09 **Date Completed:** 10/29/09

Summary: Bailey Hill - Site deviation alignment.

Resolution: 10/30/2009 11:10 AM Alaskan Standard Time - JJONES (Maintenance Completed) Alignment was not needed - No trouble found

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5640 **Date Opened:** 10/30/09 **Date Completed:** 10/30/09

Summary: Dot Lake - Site deviation alignment.

Resolution: 10/30/2009 1:21 PM Alaskan Standard Time - JJONES (Maintenance Completed) Transmit deviations adjustment is done

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5641 **Date Opened:** 10/30/09 **Date Completed:** 10/30/09

Summary: Moose Pass - Site deviation alignment.

Resolution: 10/30/2009 1:22 PM Alaskan Standard Time - JJONES (Maintenance Completed) Deviation alignment complete; no trouble found

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5642 **Date Opened:** 10/30/09 **Date Completed:** 10/30/09

Summary: Cathedral Rapids - Site deviation alignment.

Resolution: 10/30/2009 1:26 PM Alaskan Standard Time - JJONES (Maintenance Completed) readjusted transmit levels

---

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 5643 **Date Opened:** 10/30/09 **Date Completed:** 10/30/09

Summary: Hill 3265 - Site deviation alignment.

Resolution: 10/30/2009 2:01 PM Alaskan Standard Time - JJONES (Maintenance Completed) Adjusted transmitter modulation

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5644 **Date Opened:** 10/30/09 **Date Completed:** 10/30/09

Summary: Tok - Site deviation alignment.

Resolution: 10/30/2009 2:42 PM Alaskan Standard Time - JJONES (Maintenance Completed) readjusted the deviation

---

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5645 **Date Opened:** 10/30/09 **Date Completed:** 10/30/09

Summary: Kasilof - Site deviation alignment.

Resolution: 10/30/2009 3:10 PM Alaskan Standard Time - JJONES (Maintenance Completed) Deviation and alignment on site is done

---

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5646 **Date Opened:** 10/30/09 **Date Completed:** 10/31/09

Summary: Beaver Creek - Site deviation alignment.

Resolution: 11/2/2009 4:41 PM Alaskan Standard Time - JJONES (Maintenance Completed) completed

---

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 5647 **Date Opened:** 10/30/09 **Date Completed:** 10/31/09

Summary: Pole Hill - Site deviation alignment.

Resolution: 10/30/2009 3:58 PM Alaskan Standard Time - JJONES (Maintenance Completed) Completed Adjusting transmitting modulation levels

---

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5648 **Date Opened:** 10/30/09 **Date Completed:** 10/31/09

Summary: Kenai - Site deviation alignment.

Resolution: 10/30/2009 4:22 PM Alaskan Standard Time - JJONES (Maintenance Completed) Deviation alignment is complete

---

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5652 **Date Opened:** 11/3/09 **Date Completed:** 10/31/09

Summary: Nikiski - Site deviation alignment.

Resolution: 11/2/2009 4:54 PM Alaskan Standard Time - JJONES (Maintenance Completed) Completed deviation alignment

---

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5653 **Date Opened:** 11/3/09 **Date Completed:** 11/1/09

Summary: Ski Hill - Site deviation alignment.

Resolution: 11/2/2009 4:59 PM Alaskan Standard Time - JJONES (Maintenance Completed) Maintenance complete

---

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5654 **Date Opened:** 11/3/09 **Date Completed:** 11/1/09

Summary: Sterling - Site deviation alignment.

Resolution: 11/2/2009 5:07 PM Alaskan Standard Time - JJONES (Maintenance Completed) Completed the Deviation alignments

---

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5655 **Date Opened:** 11/3/09 **Date Completed:** 11/1/09

Summary: Pipeline Hills - Site deviation alignment.

Resolution: 11/2/2009 5:13 PM Alaskan Standard Time - JJONES (Maintenance Completed) alignment is completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5656 **Date Opened:** 11/3/09 **Date Completed:** 11/1/09

Summary: Girdwood - Site deviation alignment.

Resolution: 11/2/2009 5:16 PM Alaskan Standard Time - JJONES (Maintenance Completed) Completed the Deviation Alignments on Site

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5657 **Date Opened:** 11/3/09 **Date Completed:** 11/2/09

Summary: Sourdough - Site deviation alignment.

Resolution: 11/2/2009 5:21 PM Alaskan Standard Time - JJONES (Maintenance Completed) Completed the Deviation alignments

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5658 **Date Opened:** 11/3/09 **Date Completed:** 11/2/09

Summary: Glennallen - Site deviation alignment.

Resolution: 11/2/2009 5:32 PM Alaskan Standard Time - JJONES (Maintenance Completed) Maintenance complete

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5659 **Date Opened:** 11/3/09 **Date Completed:** 11/2/09

Summary: Tolsona - Site deviation alignment.

Resolution: 11/2/2009 5:30 PM Alaskan Standard Time - JJONES (Maintenance Completed) Completed the Deviation Alignment on Site

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5670 **Date Opened:** 11/4/09 **Date Completed:** 11/4/09

Summary: Silvertip - Site deviation alignment.

Resolution: 11/3/2009 4:30 PM Alaskan Standard Time - JKPANNONE Deviation alignment completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5683 **Date Opened:** 11/4/09 **Date Completed:** 11/4/09

Summary: Sawmill - Site deviation alignment.

Resolution: 11/4/2009 2:59 PM Alaskan Standard Time - JKPANNONE completed deviation alignments

---

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5688 **Date Opened:** 11/5/09 **Date Completed:** 11/5/09

Summary: Dimond Courthouse - Site deviation alignment.

Resolution: 11/5/2009 2:59 PM Alaskan Standard Time - kneagle (Maintenance Completed) Deviation alignment is completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5689 **Date Opened:** 11/6/09 **Date Completed:** 11/6/09

Summary: Lena Point - Site deviation alignment.

Resolution: 11/5/2009 3:45 PM Alaskan Standard Time - kneagle (Maintenance Completed) Deviation Alignment is complete

---

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 5782 **Date Opened:** 11/24/09 **Date Completed:** 11/24/09

Summary: Tahneta Pass - Site Deviation Alignments.

Resolution: 11/24/2009 8:13 AM Alaskan Standard Time - JKPANNONE Deviation alignment completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 5783 **Date Opened:** 11/24/09 **Date Completed:** 11/24/09

Summary: Lion's Head - Site Deviation Alignment.

Resolution: 11/24/2009 8:25 AM Alaskan Standard Time - JKPANNONE Maintenance not completed due to weather. Will open new case when we can get back to site.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5789 **Date Opened:** 11/27/09 **Date Completed:** 11/25/09

Summary: Wolcott - Deviation alignments

Resolution: 11/27/2009 11:39 AM Alaskan Standard Time - JJONES (Maintenance Completed) Alignments Complete

---

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5790 **Date Opened:** 11/27/09 **Date Completed:** 11/25/09

Summary: Lion's Head - Deviation alignments.

Resolution: 11/27/2009 11:46 AM Alaskan Standard Time - JJONES (Maintenance Completed) Alignments completed

---

Department: BSIT **Priority** 4-Scheduled Maintenance

Service Request #: 5798 **Date Opened:** 12/1/09 **Date Completed:** 12/1/09

Summary: Site Summit - Replacing Antenna.

Resolution: 11/30/2009 3:04 PM Alaskan Standard Time - JKPANNONE Replaced the lower BA1010-1 antenna.

Department: System Wide **Priority** 3-Intermittent System Failure

Service Request #: 5907 **Date Opened:** 12/10/09 **Date Completed:** 12/10/09

Summary: Database optimization in Zone 1 & Zone 2. Also disable ATR server.

Resolution: 12/10/2009 11:44 AM Alaskan Standard Time - lsmith Completed Database optimization on both Zone 1 and Zone 2 also disable ATR server

---

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 5932 **Date Opened:** 12/14/09 **Date Completed:** 12/14/09

Summary: Seldovia - Site deviation alignment.

Resolution: 12/14/2009 1:20 PM Alaskan Standard Time - lsmith Phone Log 12/14/2009 3:12:37 PM Start = 12/14/2009 03:12:28 PM, End = 12/14/2009 03:12:37 PM, Contact = James Jones.
*** Phone Log 12/14/2009 3:12:37 PM W14714Case Action Type: Incoming call
CREATED BY: Manny Librando CORE_ID: W14714
CURRENT UPDATE/ACTION TAKEN: NMO verified that no active alarm is latched prior to closure
ACTION PLAN AND/OR DEFERRAL: CCO will close the case
FOLLOW UP: none

manny / nmo
Case Close 12/14/2009 3:12:29 PM Status = Closed, Resolution Code = Please Specify.
*** Case Close 12/14/2009 3:12:29 PM fjh436
DESCRIPTION: Performing deviation alignments
CAUSE: Performing deviation alignments
RESOLUTION: Completed deviation alignments
CLOSURE APPROVED BY: James Jones/FT/STATE OF ALASKA ALMR/9072695750
WAS A TECHNICIAN REQUIRED TO GO TO SITE? Yes
Hristo P./CCO
Phone Log 12/14/2009 3:12:23 PM Start = 12/14/2009 03:10:38 PM, End = 12/14/2009 03:12:23 PM, Contact = James Jones.
*** Phone Log 12/14/2009 3:12:23 PM fjh436Case Action Type: Incoming call
CREATED BY: Hristo Petkov CORE_ID: fjh436
CURRENT UPDATE/ACTION TAKEN: James Jones/FT/STATE OF ALASKA ALMR/9072695750, called in to close the case.
ACTION PLAN AND/OR DEFERRAL: CCO claled Manny L./NMO to verify site.
FOLLOW UP: Closing case.
Hristo P./CCO

12/14/2009 1:20 PM Alaskan Standard Time - lsmith From: Motorola AutoNotify-CSC075 [mailto:CSC075@motorola.com]
Sent: Monday, December 14, 2009 12:12 PM
To: ALMR Helpdesk; Casey Borg; 9078308589@mobile.celloneusa.com; Strayer Tim-cts034
Subject: 22147553 Closed

22147553 Closed; Seldovia-Zone 1 Site 32 Alaska, State of, ALMR/Bering Straits; SZ0142132 ; Severity 2; Performing deviation alignments;

12/14/2009 1:16 PM Alaskan Standard Time - lsmith Phone Log 12/14/2009 2:12:16 PM Start = 12/14/2009 02:09:58 PM, End = 12/14/2009 02:12:16 PM, Contact = James Jones.
*** Phone Log 12/14/2009 2:12:16 PM tcq364Case Action Type: Incoming call
CREATED BY: Adrienne Trice CORE_ID: tcq364
DESCRIPTION/ACTION TAKEN: James Jones/FT/STATE OF ALASKA ALMR/9072695750, called in to open the case and report site arrival @ 2:11pm CST
ACTION PLAN AND/OR DEFERRAL: James stated that he is onsite
FOLLOW UP: Waiting on case update. Dispatching case to CCO queue
Adrienne T/CCO

12/14/2009 1:06 PM Alaskan Standard Time - lsmith 22147553 Assigned; Seldovia-Zone 1 Site 32 Alaska, State of, ALMR/Bering Straits; SZ0142132 ; Severity 2; Performing deviation alignments;

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 5983 **Date Opened:** 12/29/09 **Date Completed:** 12/29/09

Summary: Heney Range - Site deviation alignment.

Resolution: 12/29/2009 2:01 PM Alaskan Standard Time - JKPANNONE Deviation alignment complete.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 6398 **Date Opened:** 1/15/10 **Date Completed:** 1/15/10

Summary: Tudor Road Master Site - Installing license keys for Genesis.

Resolution: 1/15/2010 8:10 AM Alaskan Standard Time - JKPANNONE License Key installations completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 6516 **Date Opened:** 1/27/10 **Date Completed:** 2/2/10

Summary: PMI TAS 1/29/10

Resolution: 2/2/2010 1:34 PM Alaskan Standard Time - AK Wireless (Maintenance Completed) PMI completed

---

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 6544 **Date Opened:** 1/28/10 **Date Completed:** 1/29/10

Summary: Seward - Tracking identify interference source.

Resolution: 1/29/2010 11:25 AM Alaskan Standard Time - JKPANNONE Julie Pannone, 9072695748, Bering Straits called to close the case due to duplicate case 22163139. Refer to case 22163139 for details of this issue.

1/28/2010 8:45 AM Alaskan Standard Time - JKPANNONE I contacted Motorola with the update on the case and asked for deferral until 3:00pm on February 1.
1/28/2010 8:41 AM Alaskan Standard Time - JKPANNONE Per Bart Browning/ETS they located the problem at the site and are working on a resolution.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 6555 **Date Opened:** 1/28/10 **Date Completed:** 1/27/10

Summary: PMI TAN 1/27/10

Resolution: 1/28/2010 1:38 PM Alaskan Standard Time - JKPANNONE PMI completed and report received.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 6861 **Date Opened:** 2/16/10 **Date Completed:** 2/15/10

Summary: Database optimization for Zone 1

Resolution: 2/16/2010 8:37 AM Alaskan Standard Time - JKPANNONE CAUSE: Database Optimization
RESOLUTION: Completed Optimization on Z1 and Z2

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 7135 **Date Opened:** 3/22/10 **Date Completed:** 3/26/10

Summary: Tudor Road Master Site - Request for advance replacement for bad GGSN Router.

Resolution: 3/25/2010 6:55 PM Alaskan Standard Time - JKPANNONE Bad router returned to Motorola today.
3/24/2010 7:20 PM Alaskan Standard Time - JKPANNONE Unit replaced with ALMR1001872. Asset records updated.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7152 **Date Opened:** 3/24/10 **Date Completed:** 3/25/10

Summary: PMI TAN 3/24/10

Resolution: 3/25/2010 11:17 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7153 **Date Opened:** 3/24/10 **Date Completed:** 3/25/10

Summary: PMI TAS 3/24/10

Resolution: 12/10/2010 9:31 AM Alaskan Standard Time - jkpannone 3/24/10 PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 7267 **Date Opened:** 4/7/10 **Date Completed:** 4/7/10

Summary: Tudor Road Master Site - Remove and replace the GGSN Router.

Resolution: 4/7/2010 11:02 AM Alaskan Standard Time - adeveau GGSN Router replaced without incident.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7459 **Date Opened:** 4/11/10 **Date Completed:** 4/13/10

Summary: PMI TAS 4/13/10

Resolution: 4/13/2010 2:28 PM Alaskan Standard Time - adeveau TAS PMI Completed ahead of schedule.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7460 **Date Opened:** 4/11/10 **Date Completed:** 4/14/10

Summary: PMI TAN 4/14/10

Resolution: 5/11/2010 5:12 PM Alaskan Standard Time - JKPANNONE 4/14/10 PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7461 **Date Opened:** 4/11/10 **Date Completed:** 5/21/10

Summary: ALCOM - Test Mesh System on TAS.

Resolution: 7/15/2010 12:57 PM Alaskan Standard Time - AK Wireless Tested and documented performance
5/11/2010 5:25 PM Alaskan Standard Time - JKPANNONE Will be tested during the Arctic Edge deployment.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7462 **Date Opened:** 4/11/10 **Date Completed:** 4/13/10

Summary: ALCOM - Test Ultra Cells on TAS.

Resolution: 5/11/2010 5:26 PM Alaskan Standard Time - JKPANNONE Cells tested and results sent to Casey Borg.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 7471 **Date Opened:** 4/11/10 **Date Completed:** 5/21/10

Summary: Independent Ridge - install Moscad SDM 3000.

Resolution: 5/21/2010 3:17 PM Alaskan Standard Time - adeveau Cause: Bad cable connector at site.
Resolution: Installed spare SDM 3000 and crimped the cable.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7627 **Date Opened:** 4/29/10 **Date Completed:** 5/1/10

Summary: PMI TAS 4/29/10, Deployment PMI.

Resolution: 5/3/2010 9:36 AM Alaskan Standard Time - adeveau PMI completed on the TAS Communications Shelter.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 7822 **Date Opened:** 5/19/10 **Date Completed:** 5/20/10

Summary: Birch Hill Master Site - Power Line Upgrade.

Resolution: 5/21/2010 8:30 AM Alaskan Standard Time - adeveau Power line work completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7856 **Date Opened:** 5/24/10 **Date Completed:** 5/25/10

Summary: PMI TAN 5/25/10

Resolution: 5/26/2010 10:23 AM Alaskan Standard Time - JKPANNONE PMI completed and report received.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7857 **Date Opened:** 5/24/10 **Date Completed:** 5/27/10

Summary: PMI TAS 5/26/10

Resolution: 5/28/2010 4:29 PM Alaskan Standard Time - JKPANNONE PMI completed and report received.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 7858 **Date Opened:** 5/24/10 **Date Completed:** 6/3/10

Summary: PMI Atwood 800 6/2/10

Resolution: 6/3/2010 8:20 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 7859 **Date Opened:** 5/24/10 **Date Completed:** 6/3/10

Summary: PMI Atwood VHF 6/2/10

Resolution: 6/3/2010 8:16 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7868 **Date Opened:** 5/24/10 **Date Completed:** 5/25/10

Summary: ALCOM - Request to check the Secure Wireless Access Bridge on TAS as it keeps resetting itself.

Resolution: 6/10/2010 10:22 AM Alaskan Standard Time - adeveau Technician reset and reloaded the ES-520. It is working fine.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7962 **Date Opened:** 5/26/10 **Date Completed:** 7/10/10

Summary: ALCOM - Obtain quote and scheduling for repairing right rear bent pedestal on the TAN Transporter.

Resolution: 7/9/2010 6:11 PM Alaskan Standard Time - JKPANNONE Transporter right rear pedestal repair completed.
6/30/2010 2:37 PM Alaskan Standard Time - JKPANNONE Waiting to hear back from Stan at Holaday-Parks on a solution.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7964 **Date Opened:** 5/26/10 **Date Completed:** 6/9/10

Summary: ALCOM - Obtain quote and scheduling for repairing fuel/water separator on the TAN Generator motor.

Resolution: 6/11/2010 8:13 AM Alaskan Standard Time - adeveau Work completed; both parts received for the generator were installed and air was bled from the fuel system. Generator was test ran to observe for additional leaks. None found.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8076 **Date Opened:** 6/4/10 **Date Completed:** 6/4/10

Summary: Database optimization in Zone 1 & Zone 2.

Resolution: 6/4/2010 8:20 AM Alaskan Standard Time - adeveau Optimization on Zone 1 and 2 is complete

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Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 8088 **Date Opened:** 6/7/10 **Date Completed:** 6/8/10

Summary: PMI Glennallen 6/8/10

Resolution: 6/8/2010 3:54 PM Alaskan Standard Time - adeveau PMI Completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 8104 **Date Opened:** 6/9/10 **Date Completed:** 6/10/10

Summary: PMI TAN 6/9/10

Resolution: 6/10/2010 2:28 PM Alaskan Standard Time - adeveau Post-deployment PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 8178 **Date Opened:** 6/16/10 **Date Completed:** 6/16/10

Summary: PMI Auke Lake 6/15/10 (Duplicate see 3021)

Resolution: 6/17/2010 9:32 AM Alaskan Standard Time - adeveau Duplicate work order. Please see work order 3021.
6/16/2010 1:34 PM Alaskan Standard Time - adeveau PMI completed 6/15/10.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 8180 **Date Opened:** 6/16/10 **Date Completed:** 6/17/10

Summary: PMI Saddle Mtn 9/3/10 (Duplicate)

Resolution: 6/17/2010 9:42 AM Alaskan Standard Time - adeveau Processed under work order 3024.
6/16/2010 1:57 PM Alaskan Standard Time - adeveau PMI required to be rescheduled due to weather.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 8181 **Date Opened:** 6/16/10 **Date Completed:** 6/16/10

Summary: PMI Skagway 6/16/10

Resolution: 6/17/2010 7:56 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 8182 **Date Opened:** 6/16/10 **Date Completed:** 6/16/10

Summary: PMI TAN 6/16/10

Resolution: 6/17/2010 7:53 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 8183 **Date Opened:** 6/16/10 **Date Completed:** 6/18/10

Summary: ALCOM - SMO KMF Connectivity Testing.

Resolution: 6/21/2010 1:37 PM Alaskan Standard Time - adeveau Duplicate work order. See WO#7451.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8201 **Date Opened:** 6/18/10 **Date Completed:** 6/18/10

Summary: Database optimization in Zone 1 & Zone 2.

Resolution: 6/18/2010 8:11 AM Alaskan Standard Time - adeveau Completed Database Optimization for Zone 1 and 2.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 8203 **Date Opened:** 6/18/10 **Date Completed:** 6/18/10

Summary: PMI Birch Hill to Quarry Hill Microwave Link 6/18/10.

Resolution: 6/18/2010 10:27 AM Alaskan Standard Time - JKPANNONE PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 8204 **Date Opened:** 6/18/10 **Date Completed:** 6/21/10

Summary: PMI ARRC to Site Summit Microwave Link 6/21/10.

Resolution: 6/21/2010 12:05 PM Alaskan Standard Time - adeveau PMI Completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 8205 **Date Opened:** 6/18/10 **Date Completed:** 6/21/10

Summary: PMI Tudor Road to Site Summit Microwave Link 6/21/10.

Resolution: 6/21/2010 12:04 PM Alaskan Standard Time - adeveau PMI Completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 8206 **Date Opened:** 6/18/10 **Date Completed:** 6/21/10

Summary: PMI Willow Creek to Site Summit Microwave Link 6/21/10.

Resolution: 6/21/2010 12:03 PM Alaskan Standard Time - adeveau PMI Completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8310 **Date Opened:** 6/28/10 **Date Completed:** 6/29/10

Summary: Tudor Road Master Site - OS and Motobridge upgrades on MGEG 2.

Resolution: 6/29/2010 10:39 AM Alaskan Standard Time - adeveau
Cause: OS and Motobridge upgrades on MGEG 2.
Resolution: Upgrade completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 8320 **Date Opened:** 6/29/10 **Date Completed:** 6/29/10

Summary: PMI TAS 6/29/10

Resolution: 6/29/2010 11:00 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 8322 **Date Opened:** 6/29/10 **Date Completed:** 9/20/10

Summary: Diamond Ridge - Re-testing channel 1.

Resolution: 9/21/2010 10:57 AM Alaskan Standard Time - adeveau Re-testing completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 8403 **Date Opened:** 7/7/10 **Date Completed:** 7/7/10

Summary: Atwood VHF - Combiner Testing.

Resolution: 7/7/2010 6:27 PM Alaskan Standard Time - JKPANNONE Combiner testing is complete

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Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 8414 **Date Opened:** 7/8/10 **Date Completed:** 7/8/10

Summary: PMI Silvertip 7/8/10

Resolution: 7/9/2010 8:54 AM Alaskan Standard Time - JKPANNONE Completed PMI.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8415 **Date Opened:** 7/8/10 **Date Completed:** 8/8/10

Summary: PMI Hope 8/7/10

Resolution: 8/9/2010 8:27 AM Alaskan Standard Time - adeveau James Jones/FT/BERING STRAITS TECH SERVICES DBA ALASKA WIRELESS/907-230-0391 called to close the case and stated that he completed the PM.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 8443 **Date Opened:** 7/12/10 **Date Completed:** 7/15/10

Summary: PMI Site Summit 7/14/10

Resolution: 7/14/2010 4:30 PM Alaskan Standard Time - adeveau PMI Completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 8446 **Date Opened:** 7/12/10 **Date Completed:** 7/29/10

Summary: PMI TAN 7/28/10

Resolution: 7/28/2010 3:59 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 8447 **Date Opened:** 7/12/10 **Date Completed:** 7/27/10

Summary: PMI TAS 7/27/10

Resolution: 7/27/2010 11:20 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8540 **Date Opened:** 7/16/10 **Date Completed:** 7/16/10

Summary: Database Optimization in Zone 1 & Zone 2.

Resolution: 7/16/2010 8:50 AM Alaskan Standard Time - adeveau Optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 8832 **Date Opened:** 7/28/10 **Date Completed:** 7/29/10

Summary: PMI Cooper Mtn 7/28/10 (for CYE 6/30/10)

Resolution: 7/28/2010 3:46 PM Alaskan Standard Time - adeveau PMI Completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8840 **Date Opened:** 7/28/10 **Date Completed:** 7/29/10

Summary: Silvertip - Retest transmit antennas. Site off; user requested.

Resolution: 7/29/2010 7:46 AM Alaskan Standard Time - adeveau

Cause: Loose connection on transmit antennas.
Resolution: Loose connection corrected and alignment completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 8980 **Date Opened:** 8/9/10 **Date Completed:** 8/10/10

Summary: Database optimization in Zone 1 & Zone 2.

Resolution: 8/9/2010 8:09 AM Alaskan Standard Time - adeveau Completed Optimization for Zones 1 and 2.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 8981 **Date Opened:** 8/9/10 **Date Completed:** 9/15/10

Summary: PMI Wolcott 9/15/10

Resolution: 9/15/2010 10:53 AM Alaskan Standard Time - adeveau PMI completed.
9/10/2010 12:39 PM Alaskan Standard Time - jkpannone PMI not completed as weathered out. Helo is scheduled to go to site on September 15 to finish up the PMI.
9/9/2010 9:53 AM Alaskan Standard Time - adeveau James Jones,Tech,Bearing Straits,,
907-230-0391- Contacted CCO to defer case until 09/15/10 at 4pm CST. Deb/NMO approved and Roger Ash/Case Originator approved deferral. Deferral reason waiting on Helicopter.

8/9/2010 8:38 AM Alaskan Standard Time - adeveau PMI not completed; rescheduled due to weather. Case re-opened pending completion. Roger Ash, 9073822458, tech, ALASKA CUST TECH DISPATCH called to reopen and defer until 9/9 due to they haven't completed the work.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 8995 **Date Opened:** 8/10/10 **Date Completed:** 8/11/10

Summary: PMI Bailey Hill 8/10/10

Resolution: 8/10/2010 4:13 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 8998 **Date Opened:** 8/10/10 **Date Completed:** 8/12/10

Summary: PMI Alcantra 8/11/10

Resolution: 8/12/2010 11:54 AM Alaskan Standard Time - adeveau Channel work completed.
8/12/2010 10:23 AM Alaskan Standard Time - adeveau PMI Completed. Returning to site 8/12 to complete work on Channels 4 and 5.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 8999 **Date Opened:** 8/10/10 **Date Completed:** 8/19/10

Summary: PMI Cottonwood Creek 8/18/10

Resolution: 8/18/2010 4:16 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 9000 **Date Opened:** 8/10/10 **Date Completed:** 8/19/10

Summary: PMI Blueberry Hill 8/19/10

Resolution: 8/19/2010 11:36 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 9066 **Date Opened:** 8/17/10 **Date Completed:** 8/17/10

Summary: PMI TAN 8/17/10

Resolution: 8/17/2010 1:03 PM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 9067 **Date Opened:** 8/17/10 **Date Completed:** 8/17/10

Summary: PMI TAS 8/17/10

Resolution: 8/17/2010 1:04 PM Alaskan Standard Time - JKPANNONE PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 9175 **Date Opened:** 8/23/10 **Date Completed:** 8/21/10

Summary: Database optimization for Zone 2.

Resolution: 8/23/2010 8:19 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9194 **Date Opened:** 8/24/10 **Date Completed:** 8/24/10

Summary: PMI Paxson 8/24/10

Resolution: 8/24/2010 1:42 PM Alaskan Standard Time - adeveau PMI Completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9195 **Date Opened:** 8/24/10 **Date Completed:** 8/25/10

Summary: PMI Trims 8/24/10

Resolution: 8/25/2010 8:06 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9196 **Date Opened:** 8/24/10 **Date Completed:** 8/25/10

Summary: PMI Sourdough 8/25/10

Resolution: 8/25/2010 10:17 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 9213 **Date Opened:** 8/26/10 **Date Completed:** 8/26/10

Summary: ALCOM - TAN Channel 4 off line due to power supply failure.

Resolution: 8/26/2010 3:20 PM Alaskan Standard Time - adeveau Fix action: replaced power supply (with original).

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 9280 **Date Opened:** 8/30/10 **Date Completed:** 5/4/11

Summary: PMI Hill 3265 5/4/11

Resolution: 5/4/2011 2:40 PM Alaskan Standard Time - adeveau PMI completed.
12/10/2010 3:37 PM Alaskan Standard Time - adeveau According to the technician, interference with the FAA is no longer an issue. The site visit just needs to be scheduled, preferably in the spring (late May) because site access in the winter can be a challenge.

9/28/2010 9:19 AM Alaskan Standard Time - adeveau PMI reschedule date to be determined.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 9323 **Date Opened:** 9/2/10 **Date Completed:** 9/2/10

Summary: Database optimization in Zone 1 & Zone 2.

Resolution: 9/2/2010 8:41 AM Alaskan Standard Time - adeveau Monthly database optimization on zones 1 & 2 is completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9421 **Date Opened:** 9/7/10 **Date Completed:** 9/8/10

Summary: PMI Girdwood 9/7/10

Resolution: 9/8/2010 8:28 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9489 **Date Opened:** 9/10/10 **Date Completed:** 9/13/10

Summary: PMI Dot Lake 9/13/10

Resolution: 9/13/2010 3:06 PM Alaskan Standard Time - adeveau PMI Completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9490 **Date Opened:** 9/10/10 **Date Completed:** 9/14/10

Summary: PMI Cathedral Rapids 9/13/10

Resolution: 9/14/2010 8:17 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9491 **Date Opened:** 9/10/10 **Date Completed:** 9/14/10

Summary: PMI Tok 9/14/10

Resolution: 9/14/2010 11:37 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9492 **Date Opened:** 9/10/10 **Date Completed:** 9/16/10

Summary: PMI Donnelly Dome 9/15/10

Resolution: 9/16/2010 10:03 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9493 **Date Opened:** 9/10/10 **Date Completed:** 9/15/10

Summary: PMI Black Rapids 9/15/10

Resolution: 9/15/2010 10:59 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 9494 **Date Opened:** 9/10/10 **Date Completed:** 9/20/10

Summary: PMI Beaver Creek 9/15 thru 9/17/10

Resolution: 9/20/2010 9:53 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 9495 **Date Opened:** 9/10/10 **Date Completed:** 9/15/10

Summary: PMI Seldovia 9/15/10

Resolution: 9/16/2010 8:03 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 9594 **Date Opened:** 9/20/10 **Date Completed:** 9/20/10

Summary: Diamond Ridge - Site unusual measurements out of combiner need to be researched.

Resolution: 9/20/2010 1:40 PM Alaskan Standard Time - jkpannone Cause: Power out on Channel 1.
Resolution: Adjusted power out on Channel 1.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 9600 **Date Opened:** 9/20/10 **Date Completed:** 9/21/10

Summary: PMI TAN 9/21/10

Resolution: 9/21/2010 1:44 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 9601 **Date Opened:** 9/20/10 **Date Completed:** 9/21/10

Summary: PMI TAS 9/21/10

Resolution: 9/21/2010 1:56 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9602 **Date Opened:** 9/20/10 **Date Completed:** 9/22/10

Summary: PMI Lion's Head 9/22/10

Resolution: 9/22/2010 1:19 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9603 **Date Opened:** 9/20/10 **Date Completed:** 9/23/10

Summary: PMI Willow Mtn 9/22/10

Resolution: 9/23/2010 8:07 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 9668 **Date Opened:** 9/23/10 **Date Completed:** 9/23/10

Summary: Database optimization in Zone 1 & Zone 2.

Resolution: 9/23/2010 8:18 AM Alaskan Standard Time - adeveau Optimization completed in zones 1 and 2.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9707 **Date Opened:** 9/28/10 **Date Completed:** 9/28/10

Summary: PMI Harding Lake 9/28/10

Resolution: 9/28/2010 1:22 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9708 **Date Opened:** 9/28/10 **Date Completed:** 9/29/10

Summary: PMI Tahneta Pass 9/29/10

Resolution: 9/29/2010 2:55 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9709 **Date Opened:** 9/28/10 **Date Completed:** 9/30/10

Summary: PMI Canyon Creek 9/30/10

Resolution: 9/30/2010 3:05 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 9791 **Date Opened:** 10/4/10 **Date Completed:** 10/6/10

Summary: PMI Pole Hill 10/5/10

Resolution: 10/6/2010 3:34 PM Alaskan Standard Time - adeveau PMI Completed and control board in channel 4 replaced.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 9792 **Date Opened:** 10/4/10 **Date Completed:** 10/8/10

Summary: PMI Quarry Hill 10/7/10

Resolution: 10/8/2010 2:49 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 9826 **Date Opened:** 10/8/10 **Date Completed:** 10/8/10

Summary: Database optimization in Zone 1.

Resolution: 10/8/2010 8:14 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 9850 **Date Opened:** 10/12/10 **Date Completed:** 10/13/10

Summary: PMI Money Knob 10/12/10

Resolution: 10/13/2010 3:27 PM Alaskan Standard Time - jkpannone PMI Completed and reports received.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 9883 **Date Opened:** 10/18/10 **Date Completed:** 10/18/10

Summary: Pole Hill - Site replacing pre-selectors.

Resolution: 10/18/2010 3:06 PM Alaskan Standard Time - adeveau Cause: PreSelector was not capable of supporting the two additional Channels added in August.
Resolution: Replaced PreSelector and tested Channels 1 and 3.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9885 **Date Opened:** 10/18/10 **Date Completed:** 10/20/10

Summary: PMI Portage 10/20/10

Resolution: 10/20/2010 3:33 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 9886 **Date Opened:** 10/18/10 **Date Completed:** 10/20/10

Summary: PMI Whittier 10/20/10

Resolution: 10/20/2010 2:17 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 9898 **Date Opened:** 10/18/10 **Date Completed:** 10/19/10

Summary: PMI TAN 10/19/10.

Resolution: 10/19/2010 3:57 PM Alaskan Standard Time - adeveau PMI Completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 9899 **Date Opened:** 10/18/10 **Date Completed:** 10/19/10

Summary: PMI TAS 10/19/10.

Resolution: 10/19/2010 11:39 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 10042 **Date Opened:** 10/25/10 **Date Completed:** 10/27/10

Summary: PMI Rabbit Creek 10/27/10

Resolution: 10/27/2010 2:14 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 10187 **Date Opened:** 11/8/10 **Date Completed:** 11/8/10

Summary: Database Optimization in Zone 1 & Zone 2.

Resolution: 11/8/2010 8:10 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 10191 **Date Opened:** 11/8/10 **Date Completed:** 11/9/10

Summary: Rabbit Creek - Site recheck of equipment following PMI 10/27/10.

Resolution: 11/9/2010 11:45 AM Alaskan Standard Time - adeveau Testing completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 10216 **Date Opened:** 11/9/10 **Date Completed:** 11/10/10

Summary: PMI Ft Greely 11/9/10

Resolution: 11/10/2010 9:17 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10225 **Date Opened:** 11/9/10 **Date Completed:** 11/9/10

Summary: Ft Greely - Site off user requested (duplicate case of 22499931).

Resolution: 11/9/2010 1:10 PM Alaskan Standard Time - adeveau Duplicate case. Refer to Motorola case #22499931.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 10367 **Date Opened:** 11/16/10 **Date Completed:** 11/17/10

Summary: PMI TAN 11/17/10

Resolution: 11/17/2010 1:50 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 10369 **Date Opened:** 11/16/10 **Date Completed:** 11/17/10

Summary: PMI TAS 11/16/10

Resolution: 11/16/2010 3:02 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 10402 **Date Opened:** 11/17/10 **Date Completed:** 11/18/10

Summary: Diamond Ridge - Site receiver testing.

Resolution: 11/17/2010 4:29 PM Alaskan Standard Time - adeveau
Completed receiver testing.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 10567 **Date Opened:** 11/30/10 **Date Completed:** 11/30/10

Summary: Database optimization in Zone 1 & Zone 2.

Resolution: 11/30/2010 8:27 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 10570 **Date Opened:** 11/30/10 **Date Completed:** 12/2/10

Summary: Birch Hill Master Site - Upgrading MGEG and installing MotoPatch.

Resolution: 12/1/2010 3:34 PM Alaskan Standard Time - adeveau RESOLUTION: Finished Upgrading MGEG and installing MotoPatch.

Department: AML-COP-DPS-Palmer PD **Priority** 3-Intermittent System Failure

Service Request #: 10580 **Date Opened:** 12/1/10 **Date Completed:** 12/2/10

Summary: Palmer PD - Verify cache credentials on Palmer PD system. (10573 - 22519905)

Resolution: 12/2/2010 1:47 PM Alaskan Standard Time - adeveau Security Manager reconnected the consoles to the system.
12/1/2010 11:04 AM Alaskan Standard Time - adeveau Security Manager completed testing site's IP connectivity.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 10635 **Date Opened:** 12/6/10 **Date Completed:** 12/3/10

Summary: R1 North - Replacing the router - swapping out the spare.

Resolution: 12/6/2010 8:21 AM Alaskan Standard Time - adeveau Cause: Router failed.
Resolution: Replaced the router.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 10646 **Date Opened:** 12/7/10 **Date Completed:** 12/7/10

Summary: Tudor Road Master Site - Customer is loading encryption keys.

Resolution: 12/7/2010 8:12 AM Alaskan Standard Time - adeveau
Cause: Customer is loading encryption keys.
Resolution: Encryption keys loaded.

Department: DOD-USARAK-FWA **Priority** 3-Intermittent System Failure

Service Request #: 10647 **Date Opened:** 12/7/10 **Date Completed:** 12/14/10

Summary: FWA - AIS service pack upgrade and MotoPatch Install.

Resolution: 12/14/2010 8:45 AM Alaskan Standard Time - adeveau Cause: Service Pack upgrade and MotoPatch install.
Resolution: Service Pack upgrade and MotoPatch install completed.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 10698 **Date Opened:** 12/9/10 **Date Completed:** 12/20/10

Summary: Eielson - Upgrading computers and installing MotoPatches.

Resolution: 12/20/2010 3:10 PM Alaskan Standard Time - adeveau
Cause: Upgrading computers and installing MotoPatches.
Resolution: Upgraded and MotoPatches install completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 10702 **Date Opened:** 12/10/10 **Date Completed:** 2/24/10

Summary: PMI TAN 2/24/10

Resolution: 12/10/2010 8:32 AM Alaskan Standard Time - jkpannone 2/24/10 PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 10703 **Date Opened:** 12/10/10 **Date Completed:** 2/25/10

Summary: PMI TAS 2/25/10

Resolution: 12/10/2010 8:40 AM Alaskan Standard Time - jkpannone 2/25/10 PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 10738 **Date Opened:** 12/15/10 **Date Completed:** 12/15/10

Summary: Tudor Road Master Site - Synchronize the UCS and Zone 4 ZDS.

Resolution: 12/15/2010 8:44 AM Alaskan Standard Time - adeveau
Cause: Scheduled Synchronization for the UCS and Zone 4 ZDZ.
Resolution: Completed Synchronizing.

Department: DOD-USARAK-FRA **Priority** 4-Scheduled Maintenance

Service Request #: 10801 **Date Opened:** 12/17/10 **Date Completed:** 12/17/10

Summary: FRA - Fire OS Upgrade and MotoPatch.

Resolution: 12/17/2010 8:41 AM Alaskan Standard Time - adeveau Upgrade and MotoPatch installation completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 10873 **Date Opened:** 12/21/10 **Date Completed:** 12/21/10

Summary: PMI TAS 12/21/10

Resolution: 12/21/2010 3:39 PM Alaskan Standard Time - adeveau PMI Completed

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Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 10874 **Date Opened:** 12/21/10 **Date Completed:** 12/22/10

Summary: PMI TAN 12/21/10

Resolution: 12/21/2010 3:30 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11135 **Date Opened:** 12/28/10 **Date Completed:** 1/5/11

Summary: PMI TSAIA 1/4/11

Resolution: 1/5/2011 9:28 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11136 **Date Opened:** 12/28/10 **Date Completed:** 1/7/11

Summary: PMI Sawmill 1/6/11

Resolution: 1/7/2011 10:07 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11137 **Date Opened:** 12/28/10 **Date Completed:** 1/7/11

Summary: PMI Glennallen 1/7/11

Resolution: 1/7/2011 1:14 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11138 **Date Opened:** 12/28/10 **Date Completed:** 1/8/11

Summary: PMI Tolsona 1/7/11

Resolution: 1/7/2011 4:33 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 11196 **Date Opened:** 12/29/10 **Date Completed:** 12/29/10

Summary: ALCOM - Request to configure the KVM switch for the ALMR servers at the DeBarr office.

Resolution: 12/29/2010 1:32 PM Alaskan Standard Time - adeveau The Security Manager completed the cable installation for the KVM switch to enable console access to ALMR03.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11252 **Date Opened:** 1/4/11 **Date Completed:** 1/12/11

Summary: PMI Fire Station 12 1/11/11

Resolution: 1/12/2011 7:54 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11253 **Date Opened:** 1/4/11 **Date Completed:** 1/12/11

Summary: PMI Peger Road 1/11/11

Resolution: 1/11/2011 3:41 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 11254 **Date Opened:** 1/4/11 **Date Completed:** 1/18/11

Summary: PMI TAN 1/18/11

Resolution: 1/18/2011 2:03 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 11255 **Date Opened:** 1/4/11 **Date Completed:** 1/18/11

Summary: PMI TAS 1/18/11

Resolution: 1/18/2011 11:39 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 11256 **Date Opened:** 1/5/11 **Date Completed:** 1/5/11

Summary: Database optimization in Zone 1.

Resolution: 1/5/2011 8:18 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 11315 **Date Opened:** 1/6/11 **Date Completed:** 1/5/11

Summary: Database optimization in Zone 2.

Resolution: 1/5/2011 8:18 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11440 **Date Opened:** 1/12/11 **Date Completed:** 1/13/11

Summary: TSAIA - Request to take site off line for additional antenna testing.

Resolution: 1/12/2011 4:14 PM Alaskan Standard Time - adeveau Testing completed.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 11480 **Date Opened:** 1/13/11 **Date Completed:** 1/13/11

Summary: Eielson - Alt WOC upgrading computer to SP3 and installing MotoPatches.

Resolution: 1/13/2011 2:45 PM Alaskan Standard Time - adeveau Cause: Upgrading computer to SP3 and installing MotoPatches
Resolution: Upgrading computer to SP3 and installing MotoPatches completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11520 **Date Opened:** 1/14/11 **Date Completed:** 7/31/12

Summary: Peger Road - Request for additional receive and multicoupler testing.

Resolution: 6/29/2012 4:34 PM Alaskan Standard Time - jkpannone Will pass responsibility on to SOA on 7/12/12 then close.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11542 **Date Opened:** 1/19/11 **Date Completed:** 3/23/11

Summary: TSAIA - Site return loss, VSWR and distance to fault testing requested.

Resolution: 3/23/2011 8:27 AM Alaskan Standard Time - adeveau
Cause: Bad transmit antenna.
Resolution: Antenna replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11554 **Date Opened:** 1/19/11 **Date Completed:** 1/20/11

Summary: Peger Road - Multicoupler testing. Request for scheduling site down time.

Resolution: 1/19/2011 2:40 PM Alaskan Standard Time - jkpannone Testing completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11557 **Date Opened:** 1/19/11 **Date Completed:** 1/20/11

Summary: Seward - Technician testing on noise related issues requesting scheduled site down time.

Resolution: 1/19/2011 4:30 PM Alaskan Standard Time - adeveau Testing completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11579 **Date Opened:** 1/21/11 **Date Completed:** 1/21/11

Summary: Database optimization in Zone 1.

Resolution: 1/21/2011 8:08 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11580 **Date Opened:** 1/21/11 **Date Completed:** 1/21/11

Summary: Database optimization in Zone 2.

Resolution: 1/21/2011 8:08 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 11744 **Date Opened:** 2/1/11 **Date Completed:** 2/10/11

Summary: PMI R1 North 2/9/11

Resolution: 2/10/2011 8:14 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11745 **Date Opened:** 2/1/11 **Date Completed:** 2/11/11

Summary: PMI Birch Hill VHF 2/10/11

Resolution: 2/11/2011 9:05 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11746 **Date Opened:** 2/1/11 **Date Completed:** 2/1/11

Summary: Harding Lake - Recheck the symbol deviation measurements on all three channels.

Resolution: 2/1/2011 2:56 PM Alaskan Standard Time - adeveau Cause: Rechecking transmitter deviation.
Resolution: Symbol deviation adjusted on all three channels.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11799 **Date Opened:** 2/1/11 **Date Completed:** 2/9/11

Summary: Beaver Creek - Site controller replacement.

Resolution: 2/8/2011 4:29 PM Alaskan Standard Time - adeveau Site controller replaced.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 11810 **Date Opened:** 2/3/11 **Date Completed:** 2/16/11

Summary: PMI TAN 2/15/11

Resolution: 2/15/2011 4:38 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 11811 **Date Opened:** 2/3/11 **Date Completed:** 2/15/11

Summary: PMI TAS 2/15/11

Resolution: 2/15/2011 1:06 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11812 **Date Opened:** 2/3/11 **Date Completed:** 2/17/11

Summary: PMI Hurricane 2/16/11

Resolution: 2/16/2011 4:06 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11813 **Date Opened:** 2/3/11 **Date Completed:** 3/16/11

Summary: PMI Chulitna 3/16/11

Resolution: 3/16/2011 3:10 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 11904 **Date Opened:** 2/4/11 **Date Completed:** 2/4/11

Summary: Database optimization in Zone 1.

Resolution: 2/4/2011 8:13 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 11905 **Date Opened:** 2/4/11 **Date Completed:** 2/4/11

Summary: Database optimization in Zone 2.

Resolution: 2/4/2011 8:13 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 11924 **Date Opened:** 2/4/11 **Date Completed:** 2/4/11

Summary: Pole Hill - Site channels require adjustments to transmitter deviations.

Resolution: 2/4/2011 2:48 PM Alaskan Standard Time - adeveau Cause: Transmitters out of alignment.
Resolution: Technician completed aligning the transmitters on Channels 1 and 3.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11963 **Date Opened:** 2/9/11 **Date Completed:** 5/29/07

Summary: PMI Silvertip 5/29/07

Resolution: 7/30/2007 3:58 PM Alaskan Standard Time - Track-It! Migration 5/29/2007 9:20:25 AM (GMT-8:00) Alaskan Daylight Time, Logged by: Anneliese Roberts -
Site PM's are done with the exception of Cooper Mountain. Casey Borg asked that Cooper Mountain be deferred.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 11964 **Date Opened:** 2/9/11 **Date Completed:** 5/29/07

Summary: PMI Cooper Mtn 5/29/07

Resolution: 7/30/2007 3:58 PM Alaskan Standard Time - Track-It! Migration 5/29/2007 9:20:25 AM (GMT-8:00) Alaskan Daylight Time, Logged by: Anneliese Roberts -
Site PM's are done with the exception of Cooper Mountain. Casey Borg asked that Cooper Mountain be deferred.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 12105 **Date Opened:** 2/12/11 **Date Completed:** 3/3/11

Summary: R1 North - Request to have the PreSelectors tuned.

Resolution: 3/3/2011 2:03 PM Alaskan Standard Time - adeveau
Cause: Technician tuning preselectors and testing Channels 1 and 4.
Resolution: Tuning and testing completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12300 **Date Opened:** 2/22/11 **Date Completed:** 2/19/11

Summary: Database optimization in Zone 1.

Resolution: 2/22/2011 8:13 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12301 **Date Opened:** 2/22/11 **Date Completed:** 2/19/11

Summary: Database optimization in Zone 2.

Resolution: 2/22/2011 8:13 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12353 **Date Opened:** 2/25/11 **Date Completed:** 8/4/12

Summary: Birch Hill VHF - Request for receiver testing due to 5 % bit error rate on antenna.

Resolution: 8/7/2012 9:17 AM Alaskan Standard Time - jkpannone The only resolution is to move the antenna however there is no space on the tower to move it. They could move it down so there would be the 20' spread between antennas however it would be closer to another tower and would cause coverage issues.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12430 **Date Opened:** 2/28/11 **Date Completed:** 3/10/11

Summary: PMI Honolulu 3/9/11

Resolution: 3/9/2011 5:03 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 12438 **Date Opened:** 3/1/11 **Date Completed:** 3/1/11

Summary: PMI Quarry Hill to Birch Hill Microwave Link 3/1/11

Resolution: 3/2/2011 8:07 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12439 **Date Opened:** 3/1/11 **Date Completed:** 3/1/11

Summary: PMI Birch Hill to Quarry Hill Microwave Link 3/1/11

Resolution: 3/1/2011 11:52 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 12440 **Date Opened:** 3/1/11 **Date Completed:** 3/15/11

Summary: PMI TAN 3/15/11

Resolution: 3/15/2011 1:54 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 12441 **Date Opened:** 3/1/11 **Date Completed:** 3/15/11

Summary: PMI TAS 3/15/11

Resolution: 3/15/2011 1:12 PM Alaskan Standard Time - adeveau PMI Completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12442 **Date Opened:** 3/1/11 **Date Completed:** 3/18/11

Summary: PMI Moose Pass 3/17/11

Resolution: 3/18/2011 8:42 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12443 **Date Opened:** 3/1/11 **Date Completed:** 3/18/11

Summary: PMI Seward 3/17/11

Resolution: 3/17/2011 4:13 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 12444 **Date Opened:** 3/1/11 **Date Completed:** 3/24/11

Summary: PMI Willow Creek 3/23/11

Resolution: 3/24/2011 7:59 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12445 **Date Opened:** 3/1/11 **Date Completed:** 3/29/11

Summary: PMI Independent Ridge 3/29/11

Resolution: 3/29/2011 1:51 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12767 **Date Opened:** 3/7/11 **Date Completed:** 3/5/11

Summary: Database optimization in Zone 1.

Resolution: 3/7/2011 8:27 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12768 **Date Opened:** 3/7/11 **Date Completed:** 3/8/11

Summary: Database optimization in Zone 2.

Resolution: 3/7/2011 8:27 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 12969 **Date Opened:** 3/17/11 **Date Completed:** 3/18/11

Summary: Moose Pass - Site antenna replacement.

Resolution: 3/21/2011 12:05 PM Alaskan Standard Time - adeveau Antenna work completed. Technicians replaced the jumper.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 12984 **Date Opened:** 3/22/11 **Date Completed:** 4/4/11

Summary: PMI Nikiski 4/4/11

Resolution: 4/4/2011 4:10 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 12985 **Date Opened:** 3/22/11 **Date Completed:** 4/5/11

Summary: PMI Kenai 4/4/11

Resolution: 4/5/2011 9:00 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 12986 **Date Opened:** 3/22/11 **Date Completed:** 4/5/11

Summary: PMI Sterling 4/5/11

Resolution: 4/5/2011 1:34 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 12987 **Date Opened:** 3/22/11 **Date Completed:** 4/5/11

Summary: PMI Pipeline Hills 4/5/11

Resolution: 4/5/2011 3:39 PM Alaskan Standard Time - adeveau PMI Completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 12988 **Date Opened:** 3/22/11 **Date Completed:** 4/6/11

Summary: PMI Ski Hill 4/6/11

Resolution: 4/6/2011 12:12 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 12989 **Date Opened:** 3/22/11 **Date Completed:** 4/7/11

Summary: PMI Kasilof 4/6/11

Resolution: 4/6/2011 4:13 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 12990 **Date Opened:** 3/22/11 **Date Completed:** 4/7/11

Summary: PMI Ninilchik 4/7/11

Resolution: 4/7/2011 1:37 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 12991 **Date Opened:** 3/22/11 **Date Completed:** 4/8/11

Summary: PMI Diamond Ridge 4/7/11

Resolution: 4/8/2011 8:10 AM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 12992 **Date Opened:** 3/22/11 **Date Completed:** 4/8/11

Summary: PMI Anchor River 4/8/11

Resolution: 4/8/2011 12:09 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 13038 **Date Opened:** 3/23/11 **Date Completed:** 9/13/11

Summary: Seward - Finalize antenna work.

Resolution: 9/13/2011 2:22 PM Alaskan Standard Time - adeveau Antenna repair completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 13154 **Date Opened:** 3/29/11 **Date Completed:** 3/29/11

Summary: Database optimization in Zone 1.

Resolution: 3/29/2011 8:28 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 13155 **Date Opened:** 3/29/11 **Date Completed:** 3/29/11

Summary: Database optimization in Zone 2.

Resolution: 3/29/2011 8:28 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 13162 **Date Opened:** 3/29/11 **Date Completed:** 4/11/12

Summary: Independent Ridge - 1/2 watt reflected on Channel 3. Need isolator for testing.

Resolution: 4/11/2012 10:14 AM Alaskan Standard Time - jkpannone Replaced the Isolator on channel 3.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 13195 **Date Opened:** 3/31/11 **Date Completed:** 4/1/11

Summary: Cottonwood Creek - Radio testing.

Resolution: 4/1/2011 8:27 AM Alaskan Standard Time - adeveau Radio testing completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 13236 **Date Opened:** 4/4/11 **Date Completed:** 4/12/11

Summary: PMI Ester Dome 4/11/11

Resolution: 4/12/2011 8:44 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 13237 **Date Opened:** 4/4/11 **Date Completed:** 6/16/11

Summary: PMI Atwood 800 6/15/11

Resolution: 6/16/2011 12:53 PM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 13238 **Date Opened:** 4/4/11 **Date Completed:** 6/16/11

Summary: PMI Atwood VHF 6/15/11

Resolution: 6/16/2011 1:02 PM Alaskan Standard Time - jkpannone PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 13239 **Date Opened:** 4/4/11 **Date Completed:** 4/19/11

Summary: PMI TAS 4/19/11

Resolution: 4/19/2011 2:27 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 13240 **Date Opened:** 4/4/11 **Date Completed:** 4/20/11

Summary: PMI TAN 4/20/11

Resolution: 4/20/2011 2:33 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 13241 **Date Opened:** 4/4/11 **Date Completed:** 4/27/11

Summary: PMI High Mtn 4/27/11

Resolution: 4/27/2011 1:56 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 13414 **Date Opened:** 4/8/11 **Date Completed:** 5/9/11

Summary: Diamond Ridge - Replace Transmit Cable on Channel 1.

Resolution: 5/9/2011 10:01 AM Alaskan Standard Time - adeveau Transmit cable replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 13419 **Date Opened:** 4/8/11 **Date Completed:** 7/26/11

Summary: Ski Hill - Channel 4 Isolator needs tuning/repair.

Resolution: 7/25/2011 1:31 PM Alaskan Standard Time - adeveau The technician replaced the bad isolator on Channel 4.
6/29/2011 1:37 PM Alaskan Standard Time - adeveau Case to remain open until bad isolator is repaired and re-installed at the site.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 13498 **Date Opened:** 4/13/11 **Date Completed:** 4/13/11

Summary: Ester Dome - Aligning site controller 2 reference oscillator.

Resolution: 4/14/2011 8:15 AM Alaskan Standard Time - adeveau The technician aligned the site controller 2 reference oscillator.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 13545 **Date Opened:** 4/18/11 **Date Completed:** 5/6/11

Summary: PMI Pillar Mtn 5/4/11

Resolution: 5/5/2011 8:16 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 13546 **Date Opened:** 4/18/11 **Date Completed:** 5/5/11

Summary: PMI Women's Bay 5/4/11

Resolution: 5/5/2011 8:19 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 13547 **Date Opened:** 4/18/11 **Date Completed:** 6/13/11

Summary: PMI Byers Creek 6/13/11

Resolution: 6/13/2011 1:48 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 13671 **Date Opened:** 4/21/11 **Date Completed:** 6/29/11

Summary: Sterling - Request to replace the shift button on Channel 2 control board.

Resolution: 6/29/2011 12:32 PM Alaskan Standard Time - adeveau Channel 2 control board replaced.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 14072 **Date Opened:** 5/9/11 **Date Completed:** 5/9/11

Summary: Database optimization in Zone 1.

Resolution: 5/9/2011 8:27 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 14073 **Date Opened:** 5/9/11 **Date Completed:** 5/9/11

Summary: Database optimization in Zone 2.

Resolution: 5/9/2011 8:27 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 14080 **Date Opened:** 5/10/11 **Date Completed:** 5/12/11

Summary: Hill 3265 - Poor modulation fidelity on Channel 1.

Resolution: 5/12/2011 4:02 PM Alaskan Standard Time - adeveau The technician replaced the station control board and aligned the channel.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 14183 **Date Opened:** 5/13/11 **Date Completed:** 5/17/11

Summary: Pole Hill - Power amp failure on Channel 4.

Resolution: 5/17/2011 8:58 AM Alaskan Standard Time - adeveau Power amp replaced on Channel 4.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14221 **Date Opened:** 5/16/11 **Date Completed:** 5/26/11

Summary: PMI Summit Lake 5/26/11

Resolution: 5/26/2011 12:53 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 14222 **Date Opened:** 5/16/11 **Date Completed:** 5/25/11

Summary: PMI Clear 5/24/11

Resolution: 5/25/2011 8:30 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14223 **Date Opened:** 5/16/11 **Date Completed:** 5/24/11

Summary: PMI Nenana 5/24/11

Resolution: 5/24/2011 1:39 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 14230 **Date Opened:** 5/17/11 **Date Completed:** 5/17/11

Summary: PMI TAS 5/17/11

Resolution: 5/17/2011 11:07 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 14231 **Date Opened:** 5/17/11 **Date Completed:** 5/18/11

Summary: PMI TAN 5/18/11

Resolution: 5/19/2011 9:30 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14420 **Date Opened:** 5/24/11 **Date Completed:** 6/2/11

Summary: PMI Heney Range 6/2/11

Resolution: 6/2/2011 11:22 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14421 **Date Opened:** 5/24/11 **Date Completed:** 6/4/11

Summary: PMI Valdez 6/3/11

Resolution: 6/6/2011 8:21 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14422 **Date Opened:** 5/24/11 **Date Completed:** 6/3/11

Summary: PMI Divide 6/2/11

Resolution: 6/2/2011 4:22 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14423 **Date Opened:** 5/24/11 **Date Completed:** 6/1/11

Summary: PMI Tsina 6/1/11

Resolution: 6/1/2011 1:43 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14424 **Date Opened:** 5/24/11 **Date Completed:** 6/2/11

Summary: PMI Ernestine 6/1/11

Resolution: 6/2/2011 8:02 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14425 **Date Opened:** 5/24/11 **Date Completed:** 6/6/11

Summary: PMI Garner 6/6/11

Resolution: 6/6/2011 12:43 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14426 **Date Opened:** 5/24/11 **Date Completed:** 6/10/11

Summary: PMI Yanert 6/6/11

Resolution: 6/10/2011 12:52 PM Alaskan Standard Time - adeveau PMI completed.
6/8/2011 12:12 PM Alaskan Standard Time - adeveau PMI pending completion when tech can return to site. Site-off not allowable during scheduled PMI due to Alaska State Trooper search and rescue in progress in and around Denali Park.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14427 **Date Opened:** 5/24/11 **Date Completed:** 6/6/11

Summary: PMI Auke Lake 6/6/11

Resolution: 6/6/2011 2:04 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14428 **Date Opened:** 5/24/11 **Date Completed:** 6/7/11

Summary: PMI Saddle Mtn 6/6/11

Resolution: 6/7/2011 8:16 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14429 **Date Opened:** 5/24/11 **Date Completed:** 6/7/11

Summary: PMI Reindeer Hills 6/7/11

Resolution: 6/7/2011 11:24 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14430 **Date Opened:** 5/24/11 **Date Completed:** 6/9/11

Summary: PMI Dimond Courthouse 6/7/11

Resolution: 6/9/2011 11:08 AM Alaskan Standard Time - jkpannone PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14431 **Date Opened:** 5/24/11 **Date Completed:** 6/7/11

Summary: PMI Lena Point 6/7/11

Resolution: 6/7/2011 1:12 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14432 **Date Opened:** 5/24/11 **Date Completed:** 6/8/11

Summary: PMI Haines 6/8/11

Resolution: 6/8/2011 3:29 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14433 **Date Opened:** 5/24/11 **Date Completed:** 6/9/11

Summary: PMI Skagway 6/8/11

Resolution: 6/9/2011 8:38 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 14482 **Date Opened:** 5/27/11 **Date Completed:** 5/27/11

Summary: Database optimization in Zone 1 & Zone 2.

Resolution: 5/27/2011 8:45 AM Alaskan Standard Time - jkpannone Optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 14540 **Date Opened:** 6/2/11 **Date Completed:** 6/2/11

Summary: Cottonwood Creek - Site coverage testing.

Resolution: 6/2/2011 8:22 AM Alaskan Standard Time - adeveau Site coverage testing completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 14775 **Date Opened:** 6/8/11 **Date Completed:** 6/8/11

Summary: Cottonwood Creek - Testing on site.

Resolution: 6/8/2011 8:32 AM Alaskan Standard Time - adeveau Cause: Coverage issues. Resolution: Coverage testing completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 14803 **Date Opened:** 6/10/11 **Date Completed:** 6/13/11

Summary: Yanert - Channel 2 station control reference failure.

Resolution: 6/13/2011 3:15 PM Alaskan Standard Time - adeveau The technician rebooted the station without the reference connected.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 14887 **Date Opened:** 6/14/11 **Date Completed:** 6/21/11

Summary: PMI TAN 6/21/11

Resolution: 6/21/2011 3:00 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 14888 **Date Opened:** 6/14/11 **Date Completed:** 6/21/11

Summary: PMI TAS 6/21/11

Resolution: 6/21/2011 2:51 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14889 **Date Opened:** 6/14/11 **Date Completed:** 6/22/11

Summary: PMI Cooper Mtn 6/22/11

Resolution: 6/22/2011 1:18 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14890 **Date Opened:** 6/14/11 **Date Completed:** 6/24/11

Summary: PMI Site Summit to ARRC Microwave Link 6/23/11

Resolution: 6/23/2011 4:28 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14891 **Date Opened:** 6/14/11 **Date Completed:** 6/24/11

Summary: PMI ARRC to Site Summit Microwave Link 6/24/11

Resolution: 6/28/2011 9:09 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14892 **Date Opened:** 6/14/11 **Date Completed:** 6/23/11

Summary: PMI Tudor Road to Site Summit Microwave Link 6/23/11

Resolution: 6/24/2011 1:37 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 14893 **Date Opened:** 6/14/11 **Date Completed:** 6/24/11

Summary: PMI Willow Creek to Site Summit Microwave Link 6/24/11

Resolution: 6/24/2011 1:01 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 14894 **Date Opened:** 6/14/11 **Date Completed:** 6/24/11

Summary: PMI R1 North to Alcantra Microwave Link 6/24/11

Resolution: 6/24/2011 1:01 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 14917 **Date Opened:** 6/16/11 **Date Completed:** 6/16/11

Summary: Database optimization in Zone 1.

Resolution: 6/16/2011 1:29 PM Alaskan Standard Time - jkpannone CAUSE: Tech on site.
RESOLUTION: Data base optimization in zone 1 & 2. is done.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 14918 **Date Opened:** 6/16/11 **Date Completed:** 6/16/11

Summary: Database optimization in Zone 2.

Resolution: 6/16/2011 1:29 PM Alaskan Standard Time - jkpannone CAUSE: Tech on site.
RESOLUTION: Data base optimization in zone 1 & 2. is done.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 15494 **Date Opened:** 7/1/11 **Date Completed:** 7/1/11

Summary: Database optimization in Zone 1.

Resolution: 7/1/2011 9:12 AM Alaskan Standard Time - jkpannone Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 15684 **Date Opened:** 7/6/11 **Date Completed:** 9/22/11

Summary: PMI Site Summit 9/22/11

Resolution: 9/22/2011 3:54 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 15716 **Date Opened:** 7/11/11 **Date Completed:** 7/14/11

Summary: Moose Pass - Installation of new antenna jumper cable.

Resolution: 7/14/2011 11:44 AM Alaskan Standard Time - adeveau Technician completed installation of a new antenna jumper cable.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 15775 **Date Opened:** 7/14/11 **Date Completed:** 7/19/11

Summary: PMI TAN 7/19/11

Resolution: 7/19/2011 2:07 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 15777 **Date Opened:** 7/15/11 **Date Completed:** 7/15/11

Summary: Database optimization in Zone 1.

Resolution: 7/15/2011 8:08 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 15778 **Date Opened:** 7/15/11 **Date Completed:** 7/15/11

Summary: Database optimization in Zone 2.

Resolution: 7/15/2011 8:08 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 16224 **Date Opened:** 7/26/11 **Date Completed:** 7/26/11

Summary: PMI TAS 7/26/11

Resolution: 7/26/2011 3:09 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 16240 **Date Opened:** 7/29/11 **Date Completed:** 7/29/11

Summary: Database optimization in Zone 1.

Resolution: 7/29/2011 8:26 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 16241 **Date Opened:** 7/29/11 **Date Completed:** 7/29/11

Summary: Database optimization in Zone 2.

Resolution: 7/29/2011 8:26 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 16420 **Date Opened:** 8/1/11 **Date Completed:** 6/30/11

Summary: PMI Alcantra to R1 North Microwave Link 6/30/11

Resolution: 8/1/2011 9:00 AM Alaskan Standard Time - adeveau Microwave PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 16467 **Date Opened:** 8/2/11 **Date Completed:** 10/13/11

Summary: PMI Bailey Hill 10/12/11

Resolution: 10/12/2011 4:10 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 16468 **Date Opened:** 8/2/11 **Date Completed:** 10/13/11

Summary: PMI Alcantra 10/13/11

Resolution: 10/13/2011 3:23 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 16989 **Date Opened:** 8/15/11 **Date Completed:** 8/13/11

Summary: Database optimization in Zone 1.

Resolution: 8/15/2011 8:45 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 16990 **Date Opened:** 8/15/11 **Date Completed:** 8/13/11

Summary: Database optimization in Zone 2.

Resolution: 8/15/2011 8:45 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 17128 **Date Opened:** 8/23/11 **Date Completed:** 8/23/11

Summary: PMI TAN 8/23/11

Resolution: 8/23/2011 2:03 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 17129 **Date Opened:** 8/23/11 **Date Completed:** 8/24/11

Summary: PMI TAS 8/24/11

Resolution: 8/24/2011 2:01 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17130 **Date Opened:** 8/23/11 **Date Completed:** 8/31/11

Summary: PMI Trims 8/31/11

Resolution: 8/31/2011 2:35 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17131 **Date Opened:** 8/23/11 **Date Completed:** 9/1/11

Summary: PMI Paxson 8/31/11

Resolution: 9/1/2011 8:33 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17132 **Date Opened:** 8/23/11 **Date Completed:** 9/1/11

Summary: PMI Sourdough 9/1/11

Resolution: 9/1/2011 11:36 AM Alaskan Standard Time - adeveau PMI Completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17133 **Date Opened:** 8/23/11 **Date Completed:** 9/7/11

Summary: PMI Harding Lake 9/7/11

Resolution: 9/7/2011 1:49 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 17134 **Date Opened:** 8/23/11 **Date Completed:** 9/8/11

Summary: PMI Pole Hill 9/8/11

Resolution: 9/8/2011 2:52 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 17135 **Date Opened:** 8/23/11 **Date Completed:** 9/10/11

Summary: PMI Quarry Hill 9/9/11

Resolution: 9/12/2011 8:51 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17342 **Date Opened:** 9/1/11 **Date Completed:** 8/13/07

Summary: Database optimization in Zone 2.

Resolution: 8/13/2007 11:27 AM Alaskan Standard Time - ACROBERTS Optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17343 **Date Opened:** 9/1/11 **Date Completed:** 9/7/07

Summary: Database optimization in Zone 2.

Resolution: 9/7/2007 10:17 AM Alaskan Standard Time - ACROBERTS Optimizations completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17344 **Date Opened:** 9/1/11 **Date Completed:** 1/24/08

Summary: Database optimization in Zone 2.

Resolution: 1/24/2008 9:17 AM Alaskan Standard Time - ACROBERTS Optimization for both zones completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17345 **Date Opened:** 9/1/11 **Date Completed:** 4/22/08

Summary: Database optimization in Zone 2.

Resolution: 4/22/2008 9:29 AM Alaskan Standard Time - ACROBERTS Optimizations completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17346 **Date Opened:** 9/1/11 **Date Completed:** 7/1/11

Summary: Database optimization in Zone 2.

Resolution: 7/1/2011 9:12 AM Alaskan Standard Time - jkpannone Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17348 **Date Opened:** 9/1/11 **Date Completed:** 9/12/11

Summary: PMI Money Knob 9/12/11

Resolution: 9/12/2011 2:12 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17349 **Date Opened:** 9/1/11 **Date Completed:** 9/13/11

Summary: PMI Dot lake 9/13/11

Resolution: 9/13/2011 3:10 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17350 **Date Opened:** 9/1/11 **Date Completed:** 9/14/11

Summary: PMI Cathedral Rapids 9/13/11

Resolution: 9/14/2011 10:05 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17351 **Date Opened:** 9/1/11 **Date Completed:** 9/14/11

Summary: PMI Tok 9/14/11

Resolution: 9/14/2011 12:06 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17352 **Date Opened:** 9/1/11 **Date Completed:** 9/15/11

Summary: PMI Beaver Creek 9/14/11

Resolution: 9/15/2011 8:31 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17353 **Date Opened:** 9/1/11 **Date Completed:** 9/15/11

Summary: PMI Seldovia 9/15/11

Resolution: 9/15/2011 2:28 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17357 **Date Opened:** 9/2/11 **Date Completed:** 9/2/11

Summary: Database optimization in Zone 1.

Resolution: 9/2/2011 8:28 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17358 **Date Opened:** 9/2/11 **Date Completed:** 9/2/11

Summary: Database optimization in Zone 2.

Resolution: 9/2/2011 8:28 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 17466 **Date Opened:** 9/13/11 **Date Completed:** 4/5/12

Summary: Dot Lake - Check the isolator on Channel 3.

Resolution: 4/5/2012 1:21 PM Alaskan Standard Time - adeveau Technician replaced the isolator on Channel 3.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 17467 **Date Opened:** 9/13/11 **Date Completed:** 1/18/12

Summary: Dot Lake - Check the transmit antenna. (Refer to WO 17504)

Resolution: 1/17/2012 9:50 PM Alaskan Standard Time - jkpannone Work being tracked under WO 17504.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17472 **Date Opened:** 9/14/11 **Date Completed:** 7/30/12

Summary: Seward - Ground kit installation and tower cable removal.

Resolution: 7/30/2012 4:08 PM Alaskan Standard Time - adeveau Ground kit installed and tower cable removed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17480 **Date Opened:** 9/14/11 **Date Completed:** 10/19/11

Summary: PMI Blueberry Hill 10/19/11

Resolution: 10/19/2011 2:34 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17481 **Date Opened:** 9/14/11 **Date Completed:** 10/14/11

Summary: PMI Cottonwood Creek 10/14/11

Resolution: 10/14/2011 1:55 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17482 **Date Opened:** 9/14/11 **Date Completed:** 10/3/11

Summary: PMI Lion's Head 10/3/11

Resolution: 10/3/2011 12:37 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17483 **Date Opened:** 9/14/11 **Date Completed:** 9/28/11

Summary: PMI Willow Mtn 9/28/11

Resolution: 9/28/2011 2:59 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17484 **Date Opened:** 9/14/11 **Date Completed:** 9/29/11

Summary: PMI Tahneta Pass 9/29/11

Resolution: 9/29/2011 3:05 PM Alaskan Standard Time - jkpannone PM completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17485 **Date Opened:** 9/14/11 **Date Completed:** 9/30/11

Summary: PMI Canyon Creek 9/30/11

Resolution: 9/30/2011 1:50 PM Alaskan Standard Time - jkpannone PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17498 **Date Opened:** 9/16/11 **Date Completed:** 6/24/11

Summary: PMI Site Summit to Willow Creek Microwave Link 6/24/11

Resolution: 6/24/2011 1:01 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17499 **Date Opened:** 9/16/11 **Date Completed:** 6/23/11

Summary: PMI Site Summit to Tudor Road Microwave Link 6/23/11

Resolution: 6/24/2011 1:37 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17502 **Date Opened:** 9/16/11 **Date Completed:** 6/21/11

Summary: PMI Site Summit to Willow Creek Microwave Link 6/21/10.

Resolution: 6/21/2010 12:03 PM Alaskan Standard Time - adeveau PMI Completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17504 **Date Opened:** 9/16/11 **Date Completed:** 8/9/12

Summary: Dot Lake - Reflected power issue needs to be corrected and check the transmit antenna.

Resolution: 8/9/2012 2:59 PM Alaskan Standard Time - adeveau Replaced the transmit antenna.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17505 **Date Opened:** 9/16/11 **Date Completed:** 9/20/11

Summary: Money Knob - Test the talk-in coverage with a portable due to zero reported noise at site.

Resolution: 9/20/2011 3:52 PM Alaskan Standard Time - adeveau No coverage issues found.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17511 **Date Opened:** 9/19/11 **Date Completed:** 9/19/11

Summary: Database optimization in Zone 1.

Resolution: 9/19/2011 10:05 AM Alaskan Standard Time - jkpannone Cause: Database Optimization
Resolution: Optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17512 **Date Opened:** 9/19/11 **Date Completed:** 9/19/11

Summary: Database optimization in Zone 2.

Resolution: 9/19/2011 10:05 AM Alaskan Standard Time - jkpannone Cause: Database Optimization
Resolution: Optimization completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 17533 **Date Opened:** 9/20/11 **Date Completed:** 9/21/11

Summary: PMI TAN 9/21/11

Resolution: 9/21/2011 1:44 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 17534 **Date Opened:** 9/20/11 **Date Completed:** 9/26/11

Summary: PMI TAS 9/26/11

Resolution: 9/26/2011 4:06 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17537 **Date Opened:** 9/20/11 **Date Completed:** 11/18/11

Summary: Seldovia - Channel 2 alignment and Channels 3 and 4 significant degradation.

Resolution: 11/18/2011 1:45 PM Alaskan Standard Time - adeveau Cause: Channel work.
Resolution: Channel work completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 17538 **Date Opened:** 9/21/11 **Date Completed:** 9/26/11

Summary: Quarry Hill - Replace the missing 50 ohm caps on two multicouplers.

Resolution: 9/27/2011 9:48 AM Alaskan Standard Time - adeveau Multicoupler caps replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 17829 **Date Opened:** 9/27/11 **Date Completed:** 10/5/11

Summary: Site Summit - System adjustments that need to be made based on PMI results.

Resolution: 10/5/2011 3:44 PM Alaskan Standard Time - adeveau Adjustments completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 17843 **Date Opened:** 9/27/11 **Date Completed:** 5/19/08

Summary: Database optimization in Zone 2.

Resolution: 5/19/2008 9:36 AM Alaskan Standard Time - ACROBERTS Optimization completed.

Department: System Wide **Priority** 4-Scheduled Maintenance

Service Request #: 17921 **Date Opened:** 9/30/11 **Date Completed:** 9/30/11

Summary: Database optimization in Zone 1.

Resolution: 10/4/2011 12:08 PM Alaskan Standard Time - adeveau Database optimization completed.

Department: System Wide **Priority** 4-Scheduled Maintenance

Service Request #: 17922 **Date Opened:** 9/30/11 **Date Completed:** 9/30/11

Summary: Database optimization in Zone 2.

Resolution: 10/4/2011 12:08 PM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 18078 **Date Opened:** 10/3/11 **Date Completed:** 11/29/11

Summary: Canyon Creek - Modulation, deviation and reflected power need to be rechecked.

Resolution: 11/29/2011 3:17 PM Alaskan Standard Time - adeveau Channel testing completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 18118 **Date Opened:** 10/5/11 **Date Completed:** 4/17/12

Summary: Tahneta Pass - Reflected power out of spec on Channels 1 and 2. Need to replace isolators.

Resolution: 4/17/2012 11:33 AM Alaskan Standard Time - adeveau Isolators replaced on Channels 1 and 2.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 18119 **Date Opened:** 10/5/11 **Date Completed:** 12/29/11

Summary: Lion's Head - Adjustment needed on Channel 1.

Resolution: 12/29/2011 2:49 PM Alaskan Standard Time - adeveau Technician completed adjustments to Channel 1.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 18158 **Date Opened:** 10/6/11 **Date Completed:** 1/5/12

Summary: Ft Greely - Eltek 1500 Flatpack has failed; needs to be repaired.

Resolution: 2/6/2012 5:50 PM Alaskan Standard Time - jkpannone Equipment received back from repair.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 18176 **Date Opened:** 10/7/11 **Date Completed:** 10/11/11

Summary: Delta to Fort Greely Microwave - Replace bad DC DC Converter at Delta microwave site.

Resolution: 10/11/2011 3:11 PM Alaskan Standard Time - jkpannone Replaced DC DC Converter.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 18667 **Date Opened:** 10/17/11 **Date Completed:** 10/17/11

Summary: Database Optimization in Zone 1.

Resolution: 10/17/2011 8:40 AM Alaskan Standard Time - adeveau Database synchronization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 18668 **Date Opened:** 10/17/11 **Date Completed:** 10/17/11

Summary: Database Optimization in Zone 2.

Resolution: 10/17/2011 8:40 AM Alaskan Standard Time - adeveau Database synchronization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 18675 **Date Opened:** 10/17/11 **Date Completed:** 11/17/11

Summary: PMI Rabbit Creek 11/16/11

Resolution: 11/16/2011 4:06 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 18676 **Date Opened:** 10/17/11 **Date Completed:** 11/9/11

Summary: PMI Ft Greely 11/9/11

Resolution: 11/9/2011 2:41 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 18678 **Date Opened:** 10/17/11 **Date Completed:** 10/18/11

Summary: PMI TAN 10/18/11

Resolution: 10/18/2011 3:25 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 18679 **Date Opened:** 10/17/11 **Date Completed:** 10/20/11

Summary: PMI TAS 10/20/11

Resolution: 10/20/2011 2:51 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 18811 **Date Opened:** 10/19/11 **Date Completed:** 4/19/12

Summary: Cottonwood Creek - Channel 1 isolator out of spec and Channel 2 PA needs to be aligned.

Resolution: 4/18/2012 4:06 PM Alaskan Standard Time - adeveau Isolator on Channel 1 swapped out; power amp on Channel 2 adjusted to specifications.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 18906 **Date Opened:** 10/21/11 **Date Completed:** 8/7/12

Summary: Blueberry Hill - Channel 4 isolator is out of spec; 1.4w reflected.

Resolution: 7/24/2012 10:35 AM Alaskan Standard Time - jkpannone Site visit scheduled for 8/7/12.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 18960 **Date Opened:** 10/25/11 **Date Completed:** 8/9/12

Summary: Saddle Mtn - Interference with Coast Guard.

Resolution: 8/9/2012 2:20 PM Alaskan Standard Time - adeveau There was no indication of interference found during the annual PMI.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 19176 **Date Opened:** 11/2/11 **Date Completed:** 11/3/11

Summary: Ft Greely - Coverage testing; site will go off air.

Resolution: 11/3/2011 8:48 AM Alaskan Standard Time - adeveau Coverage testing completed.

Department: System Wide **Priority** 3-Intermittent System Failure

Service Request #: 19200 **Date Opened:** 11/4/11 **Date Completed:** 11/4/11

Summary: Database optimization in Zone 1.

Resolution: 11/4/2011 8:18 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: System Wide **Priority** 3-Intermittent System Failure

Service Request #: 19201 **Date Opened:** 11/4/11 **Date Completed:** 11/4/11

Summary: Database optimization in Zone 2.

Resolution: 11/4/2011 8:18 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 19315 **Date Opened:** 11/11/11 **Date Completed:** 11/30/11

Summary: Ft Greely - Follow up from PMI; recheck the station operating frequencies.

Resolution: 11/30/2011 9:36 AM Alaskan Standard Time - adeveau Duplicate Case - Refer to work order #19487.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 19371 **Date Opened:** 11/14/11 **Date Completed:** 11/12/11

Summary: R1 North - Adjusting transmit power.

Resolution: 11/14/2011 8:39 AM Alaskan Standard Time - adeveau Cause: Scheduled adjustment to the transmit power.
Resolution: Transmit power adjusted.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 19415 **Date Opened:** 11/15/11 **Date Completed:** 11/16/11

Summary: PMI TAS 11/15/11.

Resolution: 11/15/2011 4:09 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 19483 **Date Opened:** 11/21/11 **Date Completed:** 11/21/11

Summary: Database optimization in Zone 1.

Resolution: 11/21/2011 11:07 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 19484 **Date Opened:** 11/21/11 **Date Completed:** 11/21/11

Summary: Database optimization in Zone 2.

Resolution: 11/21/2011 11:06 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 19487 **Date Opened:** 11/21/11 **Date Completed:** 11/29/11

Summary: Ft Greely - Retesting of 3500 and fallback oscillators required following PMI.

Resolution: 11/29/2011 3:15 PM Alaskan Standard Time - adeveau Channel testing completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 19500 **Date Opened:** 11/22/11 **Date Completed:** 11/23/11

Summary: PMI TAN 11/22/11

Resolution: 11/28/2011 9:31 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 19507 **Date Opened:** 11/26/11 **Date Completed:** 12/14/11

Summary: PMI Donnelly Dome 11/28/11

Resolution: 12/14/2011 2:14 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 19508 **Date Opened:** 11/26/11 **Date Completed:** 11/30/11

Summary: PMI Black Rapids 11/30/11

Resolution: 11/30/2011 2:06 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 19826 **Date Opened:** 12/12/11 **Date Completed:** 4/17/12

Summary: Sunny Hay - AP&T to replace antenna for SOA.

Resolution: 4/17/2012 7:53 AM Alaskan Standard Time - adeveau The antenna has been replaced by AP&T.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20047 **Date Opened:** 12/16/11 **Date Completed:** 12/16/11

Summary: Birch Hill Master Site - Zone 1 & 2 Zone Controllers rolled while Technician was rebuilding UCS.

Resolution: 12/16/2011 8:04 AM Alaskan Standard Time - jkpannone Resolution: Server rebuild completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 20048 **Date Opened:** 12/16/11 **Date Completed:** 12/23/11

Summary: PMI TAS 12/21/11

Resolution: 12/22/2011 10:00 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 20049 **Date Opened:** 12/16/11 **Date Completed:** 12/22/11

Summary: PMI TAN 12/22/11

Resolution: 12/22/2011 1:13 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 20050 **Date Opened:** 12/16/11 **Date Completed:** 1/4/12

Summary: PMI TSAIA 1/4/12

Resolution: 1/4/2012 2:58 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 20051 **Date Opened:** 12/16/11 **Date Completed:** 4/18/12

Summary: PMI Sawmill 4/17/12

Resolution: 4/17/2012 4:33 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 20052 **Date Opened:** 12/16/11 **Date Completed:** 1/10/12

Summary: PMI Glennallen 1/9/12

Resolution: 1/9/2012 4:17 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 20053 **Date Opened:** 12/16/11 **Date Completed:** 1/10/12

Summary: PMI Tolsona 1/10/12

Resolution: 1/10/2012 12:20 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 20274 **Date Opened:** 12/30/11 **Date Completed:** 1/19/12

Summary: PMI Fire Station 12 1/18/12

Resolution: 1/18/2012 4:09 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 20275 **Date Opened:** 12/30/11 **Date Completed:** 1/19/12

Summary: PMI Birch Hill VHF 1/18/12

Resolution: 1/18/2012 4:09 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 20276 **Date Opened:** 12/30/11 **Date Completed:** 1/20/12

Summary: PMI Peger Road 1/19/12

Resolution: 1/19/2012 4:14 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 20278 **Date Opened:** 12/30/11 **Date Completed:** 1/21/12

Summary: PMI TAN 1/20/12

Resolution: 1/20/2012 4:27 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 20279 **Date Opened:** 12/30/11 **Date Completed:** 1/18/12

Summary: PMI TAS 1/17/12

Resolution: 1/18/2012 9:59 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 20862 **Date Opened:** 1/12/12 **Date Completed:** 3/21/12

Summary: PMI R1 North 3/20/12

Resolution: 3/21/2012 8:14 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 20897 **Date Opened:** 1/18/12 **Date Completed:** 1/21/12

Summary: Birch Hill Master Site - Replacing blown surge protectors.

Resolution: 1/20/2012 4:12 PM Alaskan Standard Time - adeveau Cause: Blown surge protectors.
Resolution: Technician replaced blown surge protectors.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 20915 **Date Opened:** 1/20/12 **Date Completed:** 1/20/12

Summary: Database optimization in Zone 1.

Resolution: 1/20/2012 8:44 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 20916 **Date Opened:** 1/20/12 **Date Completed:** 1/20/12

Summary: Database optimization in Zone 2.

Resolution: 1/20/2012 8:44 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 20918 **Date Opened:** 1/20/12 **Date Completed:** 2/16/12

Summary: PMI TAN 2/15/12

Resolution: 2/16/2012 8:04 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 20919 **Date Opened:** 1/20/12 **Date Completed:** 2/15/12

Summary: PMI TAS 2/15/12

Resolution: 2/15/2012 2:00 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 20920 **Date Opened:** 1/20/12 **Date Completed:** 2/17/12

Summary: PMI Hurricane 2/16/12

Resolution: 2/16/2012 3:26 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21434 **Date Opened:** 2/10/12 **Date Completed:** 3/15/12

Summary: PMI Kasilof 3/15/12

Resolution: 3/15/2012 11:59 AM Alaskan Standard Time - jkpannone PM completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 21435 **Date Opened:** 2/10/12 **Date Completed:** 3/7/12

Summary: PMI Honolulu 3/6/12

Resolution: 3/6/2012 3:27 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21436 **Date Opened:** 2/10/12 **Date Completed:** 3/15/12

Summary: PMI Ninilchik 3/15/12

Resolution: 3/15/2012 3:46 PM Alaskan Standard Time - jkpannone PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21437 **Date Opened:** 2/10/12 **Date Completed:** 3/16/12

Summary: PMI Diamond Ridge 3/16/12

Resolution: 3/19/2012 9:40 AM Alaskan Standard Time - jkpannone PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21438 **Date Opened:** 2/10/12 **Date Completed:** 4/20/12

Summary: PMI Anchor River 4/20/12

Resolution: 4/20/2012 1:42 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 21635 **Date Opened:** 2/17/12 **Date Completed:** 3/6/12

Summary: PMI Chulitna 3/6/12

Resolution: 3/6/2012 2:47 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 21636 **Date Opened:** 2/17/12 **Date Completed:** 3/15/12

Summary: PMI TAN 3/15/12

Resolution: 3/15/2012 3:55 PM Alaskan Standard Time - jkpannone PM completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 21637 **Date Opened:** 2/17/12 **Date Completed:** 3/9/12

Summary: PMI TAS 3/9/12

Resolution: 3/9/2012 2:37 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 21716 **Date Opened:** 2/27/12 **Date Completed:** 2/27/12

Summary: Database optimization in Zone 1.

Resolution: 2/27/2012 8:26 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 21717 **Date Opened:** 2/27/12 **Date Completed:** 2/27/12

Summary: Database optimization in Zone 2.

Resolution: 2/27/2012 8:26 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21856 **Date Opened:** 3/2/12 **Date Completed:** 3/8/12

Summary: PMI Willow Creek 3/7/12

Resolution: 3/8/2012 9:26 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21857 **Date Opened:** 3/2/12 **Date Completed:** 4/20/12

Summary: PMI Nikiski 4/19/12

Resolution: 4/20/2012 8:01 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21858 **Date Opened:** 3/2/12 **Date Completed:** 3/13/12

Summary: PMI Kenai 3/12/12

Resolution: 3/12/2012 4:41 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21859 **Date Opened:** 3/2/12 **Date Completed:** 3/14/12

Summary: PMI Sterling 3/14/12

Resolution: 3/14/2012 2:37 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21860 **Date Opened:** 3/2/12 **Date Completed:** 3/15/12

Summary: PMI Pipeline Hills 3/14/12

Resolution: 3/29/2012 3:57 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21861 **Date Opened:** 3/2/12 **Date Completed:** 3/13/12

Summary: PMI Ski Hill 3/13/12

Resolution: 3/13/2012 2:03 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 21862 **Date Opened:** 3/2/12 **Date Completed:** 3/27/12

Summary: PMI Ester Dome 3/27/12

Resolution: 3/27/2012 3:14 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 21863 **Date Opened:** 3/2/12 **Date Completed:** 5/15/12

Summary: PMI Independent Ridge 4/10/12.

Resolution: 4/10/2012 4:19 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 21873 **Date Opened:** 3/3/12 **Date Completed:** 3/24/12

Summary: Fire Station 12 - Reinstall repaired VHF 125W Power Amp R2 in Channel 10.

Resolution: 3/23/2012 4:32 PM Alaskan Standard Time - adeveau Power amp replaced on Channel 10.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22230 **Date Opened:** 3/19/12 **Date Completed:** 3/19/12

Summary: Database optimization in Zone 1.

Resolution: 3/19/2012 10:07 AM Alaskan Standard Time - jkpannone Cause: Optimizing database.
Resolution: Optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22231 **Date Opened:** 3/19/12 **Date Completed:** 3/19/12

Summary: Database optimization in Zone 2.

Resolution: 3/19/2012 10:07 AM Alaskan Standard Time - jkpannone Cause: Optimizing database.
Resolution: Optimization completed.

Department: System Wide **Priority** 4-Scheduled Maintenance

Service Request #: 22260 **Date Opened:** 3/21/12 **Date Completed:** 3/27/12

Summary: Rework all Playback stations in Zone 2.

Resolution: 3/27/2012 11:17 AM Alaskan Standard Time - jkpannone Reworked all Playback stations.

Department: System Wide **Priority** 4-Scheduled Maintenance

Service Request #: 22262 **Date Opened:** 3/21/12 **Date Completed:** 3/23/12

Summary: Rework all Playback stations in Zone 1.

Resolution: 3/23/2012 12:01 PM Alaskan Standard Time - jkpannone Mark Jenks stated there are no issues with the Zone 1 Playback Stations.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 22359 **Date Opened:** 3/30/12 **Date Completed:** 4/26/12

Summary: PMI TAN 4/26/12

Resolution: 4/26/2012 2:40 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 22360 **Date Opened:** 3/30/12 **Date Completed:** 4/23/12

Summary: PMI TAS 4/23/12

Resolution: 4/26/2012 2:39 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22498 **Date Opened:** 4/5/12 **Date Completed:** 4/5/12

Summary: Database optimization in Zone 1.

Resolution: 4/5/2012 8:29 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22499 **Date Opened:** 4/5/12 **Date Completed:** 4/5/12

Summary: Database optimization in Zone 2.

Resolution: 4/5/2012 8:29 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22549 **Date Opened:** 4/6/12 **Date Completed:** 6/5/12

Summary: PMI High Mtn 6/5/12

Resolution: 6/5/2012 3:29 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 22550 **Date Opened:** 4/6/12 **Date Completed:** 5/1/12

Summary: PMI Hill 3265 5/1/12

Resolution: 5/1/2012 1:50 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22707 **Date Opened:** 4/11/12 **Date Completed:** 4/18/12

Summary: PMI Byers Creek 4/18/12

Resolution: 4/18/2012 3:57 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22755 **Date Opened:** 4/13/12 **Date Completed:** 5/8/12

Summary: PMI Pillar Mtn 5/7/12

Resolution: 5/8/2012 7:58 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22756 **Date Opened:** 4/13/12 **Date Completed:** 5/8/12

Summary: PMI Women's Bay 5/8/12

Resolution: 5/8/2012 1:55 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22757 **Date Opened:** 4/13/12 **Date Completed:** 4/13/12

Summary: Database optimization in Zone 1.

Resolution: 4/13/2012 8:36 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22758 **Date Opened:** 4/13/12 **Date Completed:** 4/13/12

Summary: Database optimization in Zone 2.

Resolution: 4/13/2012 8:36 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22835 **Date Opened:** 4/19/12 **Date Completed:** 11/20/12

Summary: Byers Creek - Desens testing needs to be done at the site.

Resolution: 11/20/2012 2:11 PM Alaskan Standard Time - adeveau Desens testing completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22837 **Date Opened:** 4/19/12 **Date Completed:** 5/22/12

Summary: Wolcott - Request to swap out the DC AC Inverter.

Resolution: 5/22/2012 2:17 PM Alaskan Standard Time - adeveau State had already replaced the inverter.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 22839 **Date Opened:** 4/20/12 **Date Completed:** 5/15/12

Summary: PMI TAS 5/15/12

Resolution: 5/15/2012 2:26 PM Alaskan Standard Time - AKWireless TAS PMI complete.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 22840 **Date Opened:** 4/20/12 **Date Completed:** 5/30/12

Summary: PMI TAN 5/30/12

Resolution: 5/30/2012 12:14 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22841 **Date Opened:** 4/20/12 **Date Completed:** 6/8/12

Summary: PMI Garner 6/8/12

Resolution: 6/8/2012 3:14 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22842 **Date Opened:** 4/20/12 **Date Completed:** 5/15/12

Summary: PMI Auke Lake 5/14/12

Resolution: 5/15/2012 9:26 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22843 **Date Opened:** 4/20/12 **Date Completed:** 5/15/12

Summary: PMI Saddle Mtn 5/15/12

Resolution: 5/15/2012 2:18 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22844 **Date Opened:** 4/20/12 **Date Completed:** 5/17/12

Summary: PMI Haines 5/17/12

Resolution: 5/17/2012 2:45 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22845 **Date Opened:** 4/20/12 **Date Completed:** 5/16/12

Summary: PMI Skagway 5/16/12

Resolution: 5/16/2012 2:53 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22846 **Date Opened:** 4/20/12 **Date Completed:** 5/18/12

Summary: PMI Dimond Courthouse 5/18/12

Resolution: 5/18/2012 4:10 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22847 **Date Opened:** 4/20/12 **Date Completed:** 5/18/12

Summary: PMI Lena Point 5/18/12

Resolution: 5/18/2012 1:11 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22848 **Date Opened:** 4/20/12 **Date Completed:** 4/20/12

Summary: PMI High Mtn 6/5/12

Resolution: 6/4/2012 8:46 AM Alaskan Standard Time - jkpannone Duplicate work order. Refer to WO 22549.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22849 **Date Opened:** 4/20/12 **Date Completed:** 6/7/12

Summary: PMI Yanert 6/7/12

Resolution: 6/7/2012 2:06 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 22860 **Date Opened:** 4/23/12 **Date Completed:** 4/23/12

Summary: Tudor Road Master Site - Preventative maintenance in Zone 1.

Resolution: 4/23/2012 8:43 AM Alaskan Standard Time - adeveau Preventative maintenance completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 22861 **Date Opened:** 4/23/12 **Date Completed:** 4/23/12

Summary: Birch Hill Master Site - Preventative maintenance in Zone 2.

Resolution: 4/23/2012 8:43 AM Alaskan Standard Time - adeveau Preventative maintenance completed.

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 22976 **Date Opened:** 4/26/12 **Date Completed:** 5/21/12

Summary: PMI Clear 5/21/12

Resolution: 5/21/2012 3:33 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22977 **Date Opened:** 4/26/12 **Date Completed:** 5/31/12

Summary: PMI Nenana 5/31/12.

Resolution: 5/31/2012 1:11 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22978 **Date Opened:** 4/26/12 **Date Completed:** 6/1/12

Summary: PMI Atwood VHF 5/31/12.

Resolution: 6/1/2012 8:06 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 22987 **Date Opened:** 4/30/12 **Date Completed:** 4/30/12

Summary: Database optimization in Zone 1.

Resolution: 4/30/2012 8:39 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 22988 **Date Opened:** 4/30/12 **Date Completed:** 4/30/12

Summary: Database optimization in Zone 2.

Resolution: 4/30/2012 8:39 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23002 **Date Opened:** 5/1/12 **Date Completed:** 5/2/12

Summary: Dimond Courthouse - Replacing a bad switch and possibly a bad site controller.

Resolution: 5/2/2012 1:53 PM Alaskan Standard Time - adeveau Replaced switch 1 and reset the site controller.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23127 **Date Opened:** 5/4/12 **Date Completed:** 5/16/12

Summary: PMI Heney Range 5/16/12

Resolution: 5/16/2012 3:12 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 23128 **Date Opened:** 5/4/12 **Date Completed:** 5/16/12

Summary: PMI Tsina 5/16/12

Resolution: 5/16/2012 11:00 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 23129 **Date Opened:** 5/4/12 **Date Completed:** 5/29/12

Summary: PMI Reindeer Hills 5/29/12

Resolution: 5/29/2012 2:22 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 23166 **Date Opened:** 5/8/12 **Date Completed:** 5/8/12

Summary: Database optimization in Zone 1.

Resolution: 5/8/2012 8:17 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 23167 **Date Opened:** 5/8/12 **Date Completed:** 5/8/12

Summary: Database optimization in Zone 2.

Resolution: 5/8/2012 8:17 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 23168 **Date Opened:** 5/8/12 **Date Completed:** 5/8/12

Summary: Tudor Road Master Site - Patch syslog server.

Resolution: 5/8/2012 8:30 AM Alaskan Standard Time - adeveau Patch load completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23203 **Date Opened:** 5/10/12 **Date Completed:** 5/9/12

Summary: Atwood 800 - Request to turn the site off.

Resolution: 5/9/2012 4:28 PM Alaskan Standard Time - adeveau Site turned off.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 23420 **Date Opened:** 5/18/12 **Date Completed:** 6/22/12

Summary: PMI TAN 6/22/12

Resolution: 6/22/2012 1:26 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 23421 **Date Opened:** 5/18/12 **Date Completed:** 6/22/12

Summary: PMI TAS 6/22/12

Resolution: 6/22/2012 1:28 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 23502 **Date Opened:** 5/21/12 **Date Completed:** 5/21/12

Summary: Database optimization in Zone 1.

Resolution: 5/21/2012 10:19 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 23503 **Date Opened:** 5/21/12 **Date Completed:** 5/21/12

Summary: Database optimization in Zone 2.

Resolution: 5/21/2012 10:19 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23629 **Date Opened:** 5/25/12 **Date Completed:** 6/7/12

Summary: Haines - High reflected power; Channel 3 testing.

Resolution: 6/7/2012 3:47 PM Alaskan Standard Time - adeveau Channel 3 testing completed; transmit antenna replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23730 **Date Opened:** 6/1/12 **Date Completed:** 6/1/12

Summary: Database optimization in Zone 1.

Resolution: 6/1/2012 8:17 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 23731 **Date Opened:** 6/1/12 **Date Completed:** 6/1/12

Summary: Database optimization in Zone 2.

Resolution: 6/1/2012 8:17 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 23984 **Date Opened:** 6/11/12 **Date Completed:** 8/31/12

Summary: Heney Range - Retune spare Isolators and swap out on Channel 2 and 3.

Resolution: 8/31/2012 9:43 AM Alaskan Standard Time - jkpannone Isolator replacements were not required.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 24040 **Date Opened:** 6/13/12 **Date Completed:** 6/13/12

Summary: Peger Road - Site controller testing.

Resolution: 6/13/2012 2:00 PM Alaskan Standard Time - adeveau Ideal equipment for testing site controller not available at this site.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 24055 **Date Opened:** 6/14/12 **Date Completed:** 7/3/12

Summary: Eielson - Security Forces Router is seeing alarms.

Resolution: 7/3/2012 11:12 AM Alaskan Standard Time - adeveau Cause: Checking the router for errors.
Resolution: Reseated T1 connector on the router.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24228 **Date Opened:** 6/19/12 **Date Completed:** 6/19/12

Summary: Database optimization in Zone 1.

Resolution: 6/19/2012 8:25 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 24229 **Date Opened:** 6/19/12 **Date Completed:** 6/19/12

Summary: Database optimization in Zone 2.

Resolution: 6/19/2012 8:25 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24417 **Date Opened:** 6/29/12 **Date Completed:** 7/28/12

Summary: PMI Sawmill 7/27/12

Resolution: 7/27/2012 4:10 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24418 **Date Opened:** 6/29/12 **Date Completed:** 7/26/12

Summary: PMI TAN 7/26/12

Resolution: 7/26/2012 2:14 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24419 **Date Opened:** 6/29/12 **Date Completed:** 7/26/12

Summary: PMI TAS 7/26/12

Resolution: 7/26/2012 1:38 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24431 **Date Opened:** 7/2/12 **Date Completed:** 8/9/12

Summary: PMI Trims 8/8/12.

Resolution: 8/9/2012 8:43 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24432 **Date Opened:** 7/2/12 **Date Completed:** 8/9/12

Summary: PMI Paxson 8/8/12.

Resolution: 8/9/2012 8:10 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24433 **Date Opened:** 7/2/12 **Date Completed:** 8/8/12

Summary: PMI Seldovia 8/8/12.

Resolution: 8/8/2012 2:58 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24434 **Date Opened:** 7/2/12 **Date Completed:** 8/9/12

Summary: PMI Sourdough 8/9/12.

Resolution: 8/9/2012 11:03 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24435 **Date Opened:** 7/2/12 **Date Completed:** 8/13/12

Summary: PMI Lion's Head 8/13/12.

Resolution: 8/13/2012 3:59 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24436 **Date Opened:** 7/2/12 **Date Completed:** 8/14/12

Summary: PMI Willow Mtn 8/13/12.

Resolution: 8/14/2012 11:03 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24437 **Date Opened:** 7/2/12 **Date Completed:** 8/14/12

Summary: PMI Ernestine 8/14/12.

Resolution: 8/14/2012 11:53 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24438 **Date Opened:** 7/2/12 **Date Completed:** 8/15/12

Summary: PMI Tsina 8/15/12.

Resolution: 8/15/2012 1:52 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24439 **Date Opened:** 7/2/12 **Date Completed:** 8/16/12

Summary: PMI Divide 8/15/12.

Resolution: 8/15/2012 4:13 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24440 **Date Opened:** 7/2/12 **Date Completed:** 8/15/12

Summary: PMI Heney Range 8/14/12.

Resolution: 8/14/2012 4:08 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24441 **Date Opened:** 7/2/12 **Date Completed:** 8/16/12

Summary: PMI Valdez 8/15/12.

Resolution: 8/16/2012 9:36 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24442 **Date Opened:** 7/2/12 **Date Completed:** 8/14/12

Summary: PMI Harding Lake 8/14/12.

Resolution: 8/14/2012 4:14 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24443 **Date Opened:** 7/2/12 **Date Completed:** 11/21/12

Summary: PMI Willow Creek 11/21/12

Resolution: 12/24/2012 9:23 AM Alaskan Standard Time - jkpannone PM Completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 24444 **Date Opened:** 7/2/12 **Date Completed:** 8/25/12

Summary: PMI Pole Hill 8/24/12.

Resolution: 8/27/2012 8:08 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24445 **Date Opened:** 7/2/12 **Date Completed:** 8/24/12

Summary: PMI TAN 8/23/12.

Resolution: 8/23/2012 4:03 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 24446 **Date Opened:** 7/2/12 **Date Completed:** 8/28/12

Summary: PMI Hill 3265 8/28/12.

Resolution: 8/28/2012 1:46 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24447 **Date Opened:** 7/2/12 **Date Completed:** 8/29/12

Summary: PMI TAS 8/29/12.

Resolution: 8/29/2012 2:34 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24448 **Date Opened:** 7/2/12 **Date Completed:** 8/24/12

Summary: PMI Honolulu 8/24/12.

Resolution: 8/24/2012 11:34 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24449 **Date Opened:** 7/2/12 **Date Completed:** 9/5/12

Summary: PMI Money Knob 9/5/12.

Resolution: 9/5/2012 2:35 PM Alaskan Standard Time - jkpannone PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24450 **Date Opened:** 7/2/12 **Date Completed:** 8/29/12

Summary: PMI Hope 8/29/12

Resolution: 8/29/2012 4:20 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24451 **Date Opened:** 7/2/12 **Date Completed:** 9/7/12

Summary: PMI Silvertip 9/7/12.

Resolution: 9/7/2012 11:37 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24452 **Date Opened:** 7/2/12 **Date Completed:** 9/7/12

Summary: PMI Summit Lake 9/7/12.

Resolution: 9/7/2012 2:39 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24453 **Date Opened:** 7/2/12 **Date Completed:** 9/6/12

Summary: PMI Cooper Mtn 9/6/12.

Resolution: 9/6/2012 1:31 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24454 **Date Opened:** 7/2/12 **Date Completed:** 9/7/12

Summary: PMI Wolcott 9/6/12.

Resolution: 9/7/2012 8:13 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24455 **Date Opened:** 7/2/12 **Date Completed:** 8/10/12

Summary: PMI Dot Lake 8/9/12.

Resolution: 8/10/2012 1:51 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 24456 **Date Opened:** 7/2/12 **Date Completed:** 9/10/12

Summary: PMI Black Rapids 9/10/12.

Resolution: 9/10/2012 1:53 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24457 **Date Opened:** 7/2/12 **Date Completed:** 9/11/12

Summary: PMI Cathedral Rapids 9/11/12.

Resolution: 9/11/2012 11:09 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24458 **Date Opened:** 7/2/12 **Date Completed:** 9/19/12

Summary: PMI Tok 9/19/12.

Resolution: 9/19/2012 2:40 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24459 **Date Opened:** 7/2/12 **Date Completed:** 9/20/12

Summary: PMI Beaver Creek 9/20/12.

Resolution: 9/20/2012 2:55 PM Alaskan Standard Time - jkpannone PM completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24460 **Date Opened:** 7/2/12 **Date Completed:** 9/26/12

Summary: PMI TAN 9/26/12.

Resolution: 9/26/2012 1:22 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24461 **Date Opened:** 7/2/12 **Date Completed:** 9/26/12

Summary: PMI TAS 9/25/12.

Resolution: 9/25/2012 5:02 PM Alaskan Standard Time - AKWireless PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24462 **Date Opened:** 7/2/12 **Date Completed:** 9/27/12

Summary: PMI Site Summit 9/27/12.

Resolution: 9/27/2012 1:58 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24468 **Date Opened:** 7/2/12 **Date Completed:** 10/9/12

Summary: PMI Tahneta Pass 10/9/12.

Resolution: 10/9/2012 11:55 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 24469 **Date Opened:** 7/2/12 **Date Completed:** 11/15/12

Summary: PMI Ft Greely 11/14/12.

Resolution: 11/14/2012 4:23 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24470 **Date Opened:** 7/2/12 **Date Completed:** 10/19/12

Summary: PMI Byers Creek 10/18/12.

Resolution: 10/19/2012 7:52 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24471 **Date Opened:** 7/2/12 **Date Completed:** 10/18/12

Summary: PMI Reindeer Hills 10/18/12.

Resolution: 10/18/2012 2:52 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24472 **Date Opened:** 7/2/12 **Date Completed:** 10/25/12

Summary: PMI TAS 10/25/12.

Resolution: 10/25/2012 3:10 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24473 **Date Opened:** 7/2/12 **Date Completed:** 11/2/12

Summary: PMI Blueberry Hill 11/1/12.

Resolution: 11/1/2012 4:01 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24474 **Date Opened:** 7/2/12 **Date Completed:** 11/1/12

Summary: PMI TAN 10/31/12.

Resolution: 10/31/2012 4:18 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 24475 **Date Opened:** 7/2/12 **Date Completed:** 11/2/12

Summary: PMI Donnelly Dome 11/1/12.

Resolution: 11/1/2012 4:25 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 24476 **Date Opened:** 7/2/12 **Date Completed:** 11/6/12

Summary: PMI Birch Hill VHF 11/5/12.

Resolution: 11/6/2012 7:53 AM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24477 **Date Opened:** 7/2/12 **Date Completed:** 11/6/12

Summary: PMI Peger Road 11/6/12

Resolution: 11/6/2012 2:59 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24478 **Date Opened:** 7/2/12 **Date Completed:** 11/7/12

Summary: PMI TSAIA 11/6/12.

Resolution: 11/6/2012 4:04 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24479 **Date Opened:** 7/2/12 **Date Completed:** 11/7/12

Summary: PMI Glennallen 11/7/12.

Resolution: 11/7/2012 12:59 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24480 **Date Opened:** 7/2/12 **Date Completed:** 11/8/12

Summary: PMI Tolsona 11/7/12.

Resolution: 11/7/2012 3:05 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24481 **Date Opened:** 7/2/12 **Date Completed:** 11/15/12

Summary: PMI Fire Station 12 11/14/12.

Resolution: 11/14/2012 3:31 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24482 **Date Opened:** 7/2/12 **Date Completed:** 11/15/12

Summary: PMI Girdwood 11/15/12.

Resolution: 11/15/2012 2:03 PM Alaskan Standard Time - adeveau PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24483 **Date Opened:** 7/2/12 **Date Completed:** 10/28/12

Summary: PMI Hurricane 10/28/12.

Resolution: 10/29/2012 7:45 AM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 24484 **Date Opened:** 7/2/12 **Date Completed:** 9/17/12

Summary: PMI Birch Hill to Quarry Hill-Microwave Link 9/17/12.

Resolution: 9/17/2012 3:02 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 24485 **Date Opened:** 7/2/12 **Date Completed:** 9/18/12

Summary: PMI Quarry Hill to Birch Hill-Microwave Link 9/17/12.

Resolution: 9/17/2012 12:56 PM Alaskan Standard Time - adeveau PMI completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 24486 **Date Opened:** 7/2/12 **Date Completed:** 12/12/12

Summary: PMI R1 North 12/11/12.

Resolution: 12/12/2012 11:09 AM Alaskan Standard Time - drice PMI Conducted. Awaiting documentation.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24487 **Date Opened:** 7/2/12 **Date Completed:** 11/30/12

Summary: PMI TAS 11/29/12.

Resolution: 11/29/2012 4:39 PM Alaskan Standard Time - jkpannone
PM completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24488 **Date Opened:** 7/2/12 **Date Completed:** 11/28/12

Summary: PMI TAN 11/28/12.

Resolution: 11/28/2012 4:07 PM Alaskan Standard Time - jkpannone
PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24489 **Date Opened:** 7/2/12 **Date Completed:** 11/28/12

Summary: PMI Chulitna 11/28/12.

Resolution: 11/28/2012 1:49 PM Alaskan Standard Time - jkpannone
PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24490 **Date Opened:** 7/2/12 **Date Completed:** 11/29/12

Summary: PMI Canyon Creek 11/29/12.

Resolution: 11/29/2012 2:28 PM Alaskan Standard Time - jkpannone
PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24491 **Date Opened:** 7/2/12 **Date Completed:** 12/6/12

Summary: PMI Bailey Hill 12/5/12.

Resolution: 12/6/2012 9:58 AM Alaskan Standard Time - jkpannone
PM Completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24492 **Date Opened:** 7/2/12 **Date Completed:** 12/7/12

Summary: PMI Alcantra 12/6/12.

Resolution: 12/7/2012 12:50 PM Alaskan Standard Time - jkpannone
PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24493 **Date Opened:** 7/2/12 **Date Completed:** 12/12/12

Summary: PMI Cottonwood Creek 12/12/12.

Resolution: 12/12/2012 12:10 PM Alaskan Standard Time - drice PMI complete. Pending reports.
12/12/2012 12:10 PM Alaskan Standard Time - drice Work being conducted 12-12-2012.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 24494 **Date Opened:** 7/2/12 **Date Completed:** 12/13/12

Summary: PMI Quarry Hill 12/12/12.

Resolution:

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24495 **Date Opened:** 7/2/12 **Date Completed:** 12/13/12

Summary: PMI Rabbit Creek 12/13/12.

Resolution: 12/21/2012 2:51 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24496 **Date Opened:** 7/2/12 **Date Completed:** 12/19/12

Summary: PMI TAS 12/19/12.

Resolution: 12/19/2012 2:58 PM Alaskan Standard Time - jkpannone PMI Completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24497 **Date Opened:** 7/2/12 **Date Completed:** 12/27/12

Summary: PMI TAN 12/27/12.

Resolution: 12/27/2012 2:22 PM Alaskan Standard Time - jkpannone
PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24498 **Date Opened:** 7/2/12 **Date Completed:** 1/10/13

Summary: PMI Moose Pass 1/9/13.

Resolution: 1/10/2013 8:24 AM Alaskan Standard Time - jkpannone
PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24499 **Date Opened:** 7/2/12 **Date Completed:** 1/9/13

Summary: PMI Seward 1/9/13.

Resolution: 1/9/2013 1:52 PM Alaskan Standard Time - jkpannone
PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24500 **Date Opened:** 7/2/12 **Date Completed:** 1/11/13

Summary: PMI Ester Dome 1/10/13.

Resolution: 1/11/2013 10:40 AM Alaskan Standard Time - jkpannone
PM Completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 24501 **Date Opened:** 7/2/12 **Date Completed:** 1/17/13

Summary: PMI Alcantra to R1 North-Microwave Link 1/16/13.

Resolution: 1/18/2013 3:16 PM Alaskan Standard Time - jkpannone
PM completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 24502 **Date Opened:** 7/2/12 **Date Completed:** 1/18/13

Summary: PMI R1 North to Alcantra-Microwave Link 1/16/13.

Resolution: 1/18/2013 3:15 PM Alaskan Standard Time - jkpannone
PM completed.

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 24503 **Date Opened:** 7/2/12 **Date Completed:** 1/26/13

Summary: PMI Clear 1/25/13.

Resolution: 1/25/2013 4:00 PM Alaskan Standard Time - jkpannone
PM completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24504 **Date Opened:** 7/2/12 **Date Completed:** 1/24/13

Summary: PMI TAN 1/24/13.

Resolution: 1/25/2013 8:04 AM Alaskan Standard Time - jkpannone
PM completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24505 **Date Opened:** 7/2/12 **Date Completed:** 1/26/13

Summary: PMI TAS 1/25/13.

Resolution: 1/25/2013 3:13 PM Alaskan Standard Time - jkpannone
PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24506 **Date Opened:** 7/2/12 **Date Completed:** 6/7/13

Summary: PMI Nenana 6/7/13.

Resolution: 6/7/2013 2:43 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24507 **Date Opened:** 7/2/12 **Date Completed:** 6/9/13

Summary: PMI Garner 6/8/13.

Resolution: 6/10/2013 7:44 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24508 **Date Opened:** 7/2/12 **Date Completed:** 6/9/13

Summary: PMI Yanert 6/8/13.

Resolution: 6/10/2013 7:44 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24509 **Date Opened:** 7/2/12 **Date Completed:** 2/28/13

Summary: PMI Atwood VHF 2/27/13.

Resolution: 2/28/2013 8:29 AM Alaskan Standard Time - jkpannone
PM completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24510 **Date Opened:** 7/2/12 **Date Completed:** 2/23/13

Summary: PMI TAN 2/22/13.

Resolution: 2/25/2013 3:52 PM Alaskan Standard Time - jkpannone
PM completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24511 **Date Opened:** 7/2/12 **Date Completed:** 3/1/13

Summary: PMI TAS 3/1/13 (for February 2013).

Resolution: 3/1/2013 2:55 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24512 **Date Opened:** 7/2/12 **Date Completed:** 3/4/13

Summary: PMI Portage 3/4/13.

Resolution: 3/4/2013 2:13 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24513 **Date Opened:** 7/2/12 **Date Completed:** 3/7/13

Summary: PMI Whittier 3/7/13.

Resolution: 3/7/2013 9:42 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24514 **Date Opened:** 7/2/12 **Date Completed:** 3/28/13

Summary: PMI TAS 3/28/13.

Resolution: 3/28/2013 3:12 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24515 **Date Opened:** 7/2/12 **Date Completed:** 3/28/13

Summary: PMI TAN 3/28/13.

Resolution: 3/28/2013 3:10 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24516 **Date Opened:** 7/2/12 **Date Completed:** 4/20/13

Summary: PMI Pillar Mtn 4/18/13.

Resolution: 4/19/2013 7:44 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24517 **Date Opened:** 7/2/12 **Date Completed:** 4/18/13

Summary: PMI Women's Bay 4/18/13.

Resolution: 4/18/2013 12:10 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24518 **Date Opened:** 7/2/12 **Date Completed:** 4/30/13

Summary: PMI TAN 4/29/13.

Resolution: 4/30/2013 1:00 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24519 **Date Opened:** 7/2/12 **Date Completed:** 4/26/13

Summary: PMI TAS 4/26/13.

Resolution: 4/29/2013 11:18 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24520 **Date Opened:** 7/2/12 **Date Completed:** 4/15/13

Summary: PMI Independent Ridge 4/15/13.

Resolution: 4/16/2013 7:53 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24521 **Date Opened:** 7/2/12 **Date Completed:** 4/23/13

Summary: PMI Nikiski 4/23/13.

Resolution: 4/23/2013 1:37 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24522 **Date Opened:** 7/2/12 **Date Completed:** 4/23/13

Summary: PMI Kenai 4/23/13.

Resolution: 4/23/2013 9:23 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24523 **Date Opened:** 7/2/12 **Date Completed:** 4/23/13

Summary: PMI Sterling 4/22/13.

Resolution: 4/23/2013 8:05 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24524 **Date Opened:** 7/2/12 **Date Completed:** 4/22/13

Summary: PMI Pipeline Hills 4/22/13.

Resolution: 4/22/2013 12:45 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24525 **Date Opened:** 7/2/12 **Date Completed:** 4/24/13

Summary: PMI Ski Hill 4/24/13.

Resolution: 4/24/2013 4:19 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24526 **Date Opened:** 7/2/12 **Date Completed:** 4/25/13

Summary: PMI Kasilof 4/24/13.

Resolution: 4/25/2013 7:53 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24527 **Date Opened:** 7/2/12 **Date Completed:** 4/26/13

Summary: PMI Ninilchik 4/25/13.

Resolution: 4/25/2013 4:36 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24528 **Date Opened:** 7/2/12 **Date Completed:** 4/25/13

Summary: PMI Anchor River 4/25/13.

Resolution: 4/25/2013 1:50 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24529 **Date Opened:** 7/2/12 **Date Completed:** 4/25/13

Summary: PMI Diamond Ridge 4/25/13.

Resolution: 4/25/2013 11:16 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24530 **Date Opened:** 7/2/12 **Date Completed:** 4/30/13

Summary: PMI High Mtn 4/30/13.

Resolution: 4/30/2013 2:22 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24532 **Date Opened:** 7/2/12 **Date Completed:** 4/30/13

Summary: PMI Sunny Hay 4/29/13.

Resolution: 4/30/2013 7:54 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24534 **Date Opened:** 7/2/12 **Date Completed:** 10/3/13

Summary: PMI Haines 10/2/13 (CYE 6/30/13)

Resolution: 10/2/2013 4:09 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24536 **Date Opened:** 7/2/12 **Date Completed:** 10/2/13

Summary: PMI Skagway 10/2/13 (CYE 6/30/13)

Resolution: 10/2/2013 1:27 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24538 **Date Opened:** 7/2/12 **Date Completed:** 5/2/13

Summary: PMI Dimond Courthouse 5/1/13.

Resolution: 5/1/2013 1:20 PM Alaskan Standard Time - jkpannone
PM completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24539 **Date Opened:** 7/2/12 **Date Completed:** 5/21/13

Summary: PMI Saddle Mtn 5/21/13.

Resolution: 5/21/2013 12:57 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24540 **Date Opened:** 7/2/12 **Date Completed:** 5/2/13

Summary: PMI Auke Lake 5/2/13.

Resolution: 5/2/2013 3:18 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24542 **Date Opened:** 7/2/12 **Date Completed:** 5/2/13

Summary: PMI Lena Point 5/2/13.

Resolution: 5/2/2013 9:31 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24543 **Date Opened:** 7/2/12 **Date Completed:** 5/31/13

Summary: PMI TAS 5/30/13.

Resolution: 5/31/2013 8:27 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24544 **Date Opened:** 7/2/12 **Date Completed:** 5/28/13

Summary: PMI TAN 5/28/13.

Resolution: 5/29/2013 8:09 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24545 **Date Opened:** 7/2/12 **Date Completed:** 6/29/13

Summary: PMI TAS 6/28/13.

Resolution: 6/28/2013 4:28 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 24546 **Date Opened:** 7/2/12 **Date Completed:** 6/21/13

Summary: PMI TAN 6/21/13.

Resolution: 6/24/2013 8:59 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24639 **Date Opened:** 7/5/12 **Date Completed:** 8/2/12

Summary: Atwood VHF - Replace Channel 2 isolator.

Resolution: 8/2/2012 1:09 PM Alaskan Standard Time - adeveau Cause: Bad isolator on Channel 2.
Resolution: Isolator replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 24663 **Date Opened:** 7/6/12 **Date Completed:** 7/6/12

Summary: Database optimization in Zone 1.

Resolution: 7/6/2012 8:17 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 24664 **Date Opened:** 7/6/12 **Date Completed:** 7/6/12

Summary: Database optimization in Zone 2.

Resolution: 7/6/2012 8:17 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 24740 **Date Opened:** 7/13/12 **Date Completed:** 7/13/12

Summary: Database optimization in Zone 1.

Resolution: 7/13/2012 10:28 AM Alaskan Standard Time - jkpannone Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 25006 **Date Opened:** 8/1/12 **Date Completed:** 8/3/12

Summary: Birch Hill VHF - Sensitivity testing on multiple channels.

Resolution: 8/3/2012 12:57 PM Alaskan Standard Time - adeveau Duplicate of 12353

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25007 **Date Opened:** 8/1/12 **Date Completed:** 8/4/12

Summary: Ester Dome - Interference testing. No outage expected.

Resolution: 8/3/2012 4:07 PM Alaskan Standard Time - adeveau No interference issues found at the site.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 25034 **Date Opened:** 8/1/12 **Date Completed:** 8/1/12

Summary: Database optimization in Zone 1.

Resolution: 8/1/2012 8:46 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 25035 **Date Opened:** 8/1/12 **Date Completed:** 8/1/12

Summary: Database optimization in Zone 2.

Resolution: 8/1/2012 8:46 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 25039 **Date Opened:** 8/1/12 **Date Completed:** 8/1/12

Summary: Eielson - Security Forces routine maintenance on radio logger.

Resolution: 8/1/2012 2:43 PM Alaskan Standard Time - adeveau Cause: Routine maintenance.
Resolution: Routine maintenance completed.

Department: SOA-DEC **Priority** 4-Scheduled Maintenance

Service Request #: 25070 **Date Opened:** 8/6/12 **Date Completed:** 8/9/12

Summary: DEC - Spill prevention exercise at Eielson; Hill 3265 affected 8/7/12.

Resolution: 9/10/2012 9:13 AM Alaskan Standard Time - jkpannone Exercise completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25077 **Date Opened:** 8/6/12 **Date Completed:** 8/12/12

Summary: Saddle Mtn - Microwave cutover 8/11/12

Resolution: 8/13/2012 2:09 PM Alaskan Standard Time - adeveau The microwave cutover has been completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25098 **Date Opened:** 8/7/12 **Date Completed:** 8/7/12

Summary: Sawmill - Replacing control board on channel 1.

Resolution: 8/7/2012 10:55 AM Alaskan Standard Time - adeveau Cause: Bad control board on channel 1.
Resolution: Replaced control board on channel 1.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 25108 **Date Opened:** 8/9/12 **Date Completed:** 8/9/12

Summary: Elmendorf - NICE cleaning C drive on logger.

Resolution: 8/9/2012 8:13 AM Alaskan Standard Time - adeveau Cause: Scheduled cleaning.
Resolution: Cleaning completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25152 **Date Opened:** 8/10/12 **Date Completed:** 8/28/12

Summary: Seldovia - Request to have re-tests done on problem areas from 8/8/12 PMI.

Resolution: 8/27/2012 4:32 PM Alaskan Standard Time - adeveau PM testing completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25293 **Date Opened:** 8/15/12 **Date Completed:** 8/15/12

Summary: Harding Lake - Site controller testing.

Resolution: 8/15/2012 9:29 AM Alaskan Standard Time - adeveau Testing completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25305 **Date Opened:** 8/16/12 **Date Completed:** 9/11/12

Summary: Dot Lake - Request to complete PM test line 8.

Resolution: 9/11/2012 1:16 PM Alaskan Standard Time - adeveau Testing completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 25318 **Date Opened:** 8/17/12 **Date Completed:** 8/17/12

Summary: Database optimization in Zone 1.

Resolution: 8/17/2012 8:41 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 25319 **Date Opened:** 8/17/12 **Date Completed:** 8/17/12

Summary: Database optimization in Zone 2.

Resolution: 8/17/2012 8:45 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 25363 **Date Opened:** 8/20/12 **Date Completed:** 8/22/12

Summary: Clear - AT&T circuit work Aug. 22 between 2-4 am.

Resolution: 8/22/2012 8:30 AM Alaskan Standard Time - adeveau Fiber cutover completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25370 **Date Opened:** 8/21/12 **Date Completed:** 8/22/12

Summary: Trims - Request to do PM tests 8, 20 and 25.

Resolution: 9/10/2012 9:15 AM Alaskan Standard Time - jkpannone Testing completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25371 **Date Opened:** 8/21/12 **Date Completed:** 8/29/12

Summary: Paxson - Request to do PM tests 8 and 20.

Resolution: 8/29/2012 12:21 PM Alaskan Standard Time - adeveau Testing completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25372 **Date Opened:** 8/21/12 **Date Completed:** 8/29/12

Summary: Sourdough - Request to do PM tests 8 and 20.

Resolution: 8/29/2012 2:14 PM Alaskan Standard Time - adeveau Testing completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 25693 **Date Opened:** 8/24/12 **Date Completed:** 10/12/12

Summary: TAN - Request to replace the Tower Skid generator battery.

Resolution: 10/12/2012 1:58 PM Alaskan Standard Time - adeveau Tower skid generator battery replaced.

Department: Revl **Priority** 4-Scheduled Maintenance

Service Request #: 25724 **Date Opened:** 8/24/12 **Date Completed:** 8/31/12

Summary: EF Johnson - Request for completion of a System Key Authorization form.

Resolution: 8/31/2012 1:27 PM Alaskan Standard Time - adeveau System key authorization form completed and provided to the vendor.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 25735 **Date Opened:** 8/27/12 **Date Completed:** 8/25/12

Summary: Database optimization in Zone 1.

Resolution: 8/27/2012 8:13 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 25736 **Date Opened:** 8/27/12 **Date Completed:** 8/25/12

Summary: Database optimization in Zone 2.

Resolution: 8/27/2012 8:13 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 25904 **Date Opened:** 9/6/12 **Date Completed:** 9/6/12

Summary: Database optimization in Zone 1.

Resolution: 9/6/2012 9:00 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 25905 **Date Opened:** 9/6/12 **Date Completed:** 9/6/12

Summary: Database optimization in Zone 2.

Resolution: 9/6/2012 9:00 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 25910 **Date Opened:** 9/6/12 **Date Completed:** 10/24/12

Summary: Elmendorf - Request assistance with ALMR interface on new 911 system.

Resolution: 10/24/2012 11:47 AM Alaskan Standard Time - adeveau Installed and tested wireless headset interface.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25914 **Date Opened:** 9/7/12 **Date Completed:** 9/7/12

Summary: Hope - Additional PM testing.

Resolution: 9/7/2012 1:50 PM Alaskan Standard Time - adeveau Testing completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25916 **Date Opened:** 9/7/12 **Date Completed:** 9/7/12

Summary: Wolcott - ETS doing antenna work.

Resolution: 9/7/2012 2:26 PM Alaskan Standard Time - adeveau Replaced the transmit antenna.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 25978 **Date Opened:** 9/10/12 **Date Completed:** 10/2/12

Summary: Sawmill - Swap out the isolator on Channel 3.

Resolution: 10/2/2012 11:53 AM Alaskan Standard Time - adeveau Isolator on Channel 3 swapped out.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 26351 **Date Opened:** 9/27/12 **Date Completed:** 9/27/12

Summary: Database optimization in Zone 1.

Resolution: 9/27/2012 8:07 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 26352 **Date Opened:** 9/27/12 **Date Completed:** 9/27/12

Summary: Database optimization in Zone 2.

Resolution: 9/27/2012 8:07 AM Alaskan Standard Time - adeveau Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 26547 **Date Opened:** 10/1/12 **Date Completed:** 10/3/12

Summary: Site Summit - Swapping out a transmit cable on Channel 8.

Resolution: 11/10/2012 1:41 PM Alaskan Standard Time - jkpannone
Cause: Bad transmit cable on Channel 8.
Resolution: Replaced the cable on channel 8between the Quantar to the isolator.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 26570 **Date Opened:** 10/5/12 **Date Completed:** 10/5/12

Summary: Database optimization in Zone 1.

Resolution: 10/5/2012 11:24 AM Alaskan Standard Time - AKWireless Completed database optimization.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 26572 **Date Opened:** 10/9/12 **Date Completed:** 10/6/12

Summary: Database optimization in Zone 2.

Resolution: 10/5/2012 11:24 AM Alaskan Standard Time - AKWireless
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 26585 **Date Opened:** 10/9/12 **Date Completed:** 4/18/16

Summary: Divide - Interference at the site.

Resolution: 4/18/2016 11:36 AM Alaskan Standard Time - drice

Two PMs since this and no issues reported.

Department: DOD-USARAK-FRA **Priority** 3-Intermittent System Failure

Service Request #: 26761 **Date Opened:** 10/19/12 **Date Completed:** 10/20/12

Summary: FRA - Fire hooking up headset interface.

Resolution: 10/22/2012 9:22 AM Alaskan Standard Time - adeveau
Cause: Hooking up headset interface.
Resolution: Interface installed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 26764 **Date Opened:** 10/22/12 **Date Completed:** 10/22/12

Summary: Database optimization in Zone 1.

Resolution: 10/22/2012 11:20 AM Alaskan Standard Time - adeveau
Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 26765 **Date Opened:** 10/22/12 **Date Completed:** 10/22/12

Summary: Database optimization in Zone 2.

Resolution: 10/22/2012 9:46 AM Alaskan Standard Time - adeveau
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 26861 **Date Opened:** 10/29/12 **Date Completed:** 10/27/12

Summary: Database optimization in Zone 1.

Resolution: 10/29/2012 8:19 AM Alaskan Standard Time - adeveau
Cause: Database optimization.
Resolution: Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 26862 **Date Opened:** 10/29/12 **Date Completed:** 10/27/12

Summary: Database optimization in Zone 2.

Resolution: 10/29/2012 8:19 AM Alaskan Standard Time - adeveau
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 27003 **Date Opened:** 11/5/12 **Date Completed:** 11/5/12

Summary: Database optimization in Zone 1.

Resolution: 11/5/2012 8:50 AM Alaskan Standard Time - adeveau
Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 27004 **Date Opened:** 11/5/12 **Date Completed:** 11/5/12

Summary: Database optimization in Zone 2.

Resolution: 11/5/2012 8:50 AM Alaskan Standard Time - adeveau
Database optimization completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 27041 **Date Opened:** 11/7/12 **Date Completed:** 1/9/13

Summary: Hill 3265 - Request to test Multicoupler and identify antenna concerns to Eielson.

Resolution: 1/10/2013 7:45 AM Alaskan Standard Time - jkpannone
Resolution: Installed 6 db pad into the Multicoupler.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27056 **Date Opened:** 11/7/12 **Date Completed:** 11/30/12

Summary: Dot Lake - Request to remove 3db pad from the Multicoupler and redo some PM tests.

Resolution: 11/30/2012 12:50 PM Alaskan Standard Time - jkpannone
Removed the 3db pad from the Multicoupler.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27057 **Date Opened:** 11/7/12 **Date Completed:** 11/20/12

Summary: Byers Creek - Request to adjust Site Controller 2 and test Multicoupler.

Resolution: 11/20/2012 2:17 PM Alaskan Standard Time - adeveau
Multicoupler tested and site controller 2 adjusted.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27062 **Date Opened:** 11/8/12 **Date Completed:** 10/7/13

Summary: Wolcott - Request to check the TX Antenna.

Resolution: 10/7/2013 10:14 AM Alaskan Standard Time - jkpannone
Antenna has been checked and SOA deemed that it was within tolerance.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27066 **Date Opened:** 11/8/12 **Date Completed:** 9/5/13

Summary: Cooper Mtn - Request to recheck the Rx PM tests.

Resolution: 9/10/2013 10:48 AM Alaskan Standard Time - jkpannone
Cause: Bad TX antenna.
Resolution: Antenna replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27069 **Date Opened:** 11/8/12 **Date Completed:** 9/6/13

Summary: Summit Lake - Request to have the Isolator swapped out on Channel 2.

Resolution: 9/10/2013 10:50 AM Alaskan Standard Time - jkpannone
Reflective power was ok so the isolator did not have to be swapped out.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27074 **Date Opened:** 11/9/12 **Date Completed:** 11/8/13

Summary: Hope - Request to retune the Multicoupler.

Resolution: 11/12/2013 1:56 PM Alaskan Standard Time - jkpannone
System Manager determined retuning was not required.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 27126 **Date Opened:** 11/14/12 **Date Completed:** 5/30/13

Summary: Black Rapids - Request to add 4db attenuation to the Multicoupler and notify Army of antenna issues.

Resolution: 5/30/2013 1:53 PM Alaskan Standard Time - jkpannone
Cause: Too much gain in the Multicoupler.
Resolution: Added 4 db attenuation to the Multicoupler.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27127 **Date Opened:** 11/14/12 **Date Completed:** 12/26/12

Summary: Blueberry Hill - Request to identify antenna concerns with the SOA.

Resolution: 12/26/2012 2:35 PM Alaskan Standard Time - jkpannone
Testing completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27141 **Date Opened:** 11/15/12 **Date Completed:** 11/15/12

Summary: Tolsona - Swap out inverter.

Resolution: 11/15/2012 12:48 PM Alaskan Standard Time - adeveau
Cause: Undetermined.
Resolution: No trouble found.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27142 **Date Opened:** 11/15/12 **Date Completed:** 11/15/12

Summary: Database optimization in Zone 1.

Resolution: 11/15/2012 9:23 AM Alaskan Standard Time - adeveau
Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 27143 **Date Opened:** 11/15/12 **Date Completed:** 11/15/12

Summary: Database optimization in Zone 2.

Resolution: 11/15/2012 9:23 AM Alaskan Standard Time - adeveau
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27177 **Date Opened:** 11/19/12 **Date Completed:** 11/20/12

Summary: Ester Dome - Technician requested site off for FAA testing.

Resolution: 11/20/2012 3:13 PM Alaskan Standard Time - adeveau
Testing completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27451 **Date Opened:** 12/3/12 **Date Completed:** 12/3/12

Summary: Database optimization in Zone 1.

Resolution: 12/3/2012 8:44 AM Alaskan Standard Time - jkpannone
Cause: Technician optimizing database.
Resolution: Optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 27452 **Date Opened:** 12/3/12 **Date Completed:** 12/3/12

Summary: Database optimization in Zone 2.

Resolution: 12/3/2012 8:44 AM Alaskan Standard Time - jkpannone
Cause: Technician optimizing database.
Resolution: Optimization completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 27463 **Date Opened:** 12/4/12 **Date Completed:** 12/4/12

Summary: TAS - Request to retest the Multicoupler measurements and see if the levels are low.

Resolution: 12/4/2012 10:06 AM Alaskan Standard Time - jkpannone
Retests completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27596 **Date Opened:** 12/10/12 **Date Completed:** 12/10/12

Summary: Database Optimization in Zone 1.

Resolution: 12/10/2012 8:09 AM Alaskan Standard Time - jkpannone
Database Optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 27597 **Date Opened:** 12/10/12 **Date Completed:** 12/10/12

Summary: Database Optimization in Zone 2.

Resolution: 12/10/2012 8:09 AM Alaskan Standard Time - jkpannone
Database Optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 27671 **Date Opened:** 12/18/12 **Date Completed:** 12/18/12

Summary: Database Optimization in Zone 1.

Resolution: 12/18/2012 7:55 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 27672 **Date Opened:** 12/18/12 **Date Completed:** 12/18/12

Summary: Database Optimization in Zone 2.

Resolution: 12/18/2012 7:55 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27682 **Date Opened:** 12/20/12 **Date Completed:** 12/21/12

Summary: Alcantra - Request to swap out the Multicoupler.

Resolution: 12/21/2012 11:30 AM Alaskan Standard Time - jkpannone
Cause: Replacing Multicoupler.
Resolution: Multicoupler replaced.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 27905 **Date Opened:** 1/4/13 **Date Completed:** 1/11/13

Summary: Elmendorf - Fire & Security Forces trouble shoot bad DVD drive on IP Logger.

Resolution: 1/11/2013 8:27 AM Alaskan Standard Time - jkpannone
Cause: Bad DVD drive.
Resolution: Drive replaced.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 27954 **Date Opened:** 1/9/13 **Date Completed:** 1/9/13

Summary: Database Optimization in Zone 1.

Resolution: 1/9/2013 8:02 AM Alaskan Standard Time - jkpannone
Database Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 27955 **Date Opened:** 1/9/13 **Date Completed:** 1/9/13

Summary: Database Optimization in Zone 2.

Resolution: 1/9/2013 8:02 AM Alaskan Standard Time - jkpannone
Database Optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 28013 **Date Opened:** 1/14/13 **Date Completed:** 2/13/13

Summary: Moose Pass - Request for desens and marginal reflected power testing.

Resolution: 2/13/2013 8:43 AM Alaskan Standard Time - jkpannone
Cause: Low pass filter that was no longer in use was still connected.
Resolution: Disconnected low pass filter.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 28084 **Date Opened:** 1/22/13 **Date Completed:** 1/21/13

Summary: Database optimization in Zone 1.

Resolution: 1/22/2013 10:40 AM Alaskan Standard Time - drice
Cause: Optimizing database.
Resolution: Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 28088 **Date Opened:** 1/23/13 **Date Completed:** 1/21/13

Summary: Database optimization in Zone 2.

Resolution: 1/22/2013 10:40 AM Alaskan Standard Time - drice
Cause: Optimizing database.
Resolution: Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 28171 **Date Opened:** 1/31/13 **Date Completed:** 1/31/13

Summary: Database Optimization in Zone 1.

Resolution: 1/31/2013 8:15 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 28172 **Date Opened:** 1/31/13 **Date Completed:** 1/31/13

Summary: Database Optimization in Zone 2.

Resolution: 1/31/2013 8:15 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 28569 **Date Opened:** 2/7/13 **Date Completed:** 2/7/13

Summary: Database optimization in Zone 1.

Resolution: 2/7/2013 8:29 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 28570 **Date Opened:** 2/7/13 **Date Completed:** 2/7/13

Summary: Database optimization in Zone 2.

Resolution: 2/7/2013 8:29 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 28632 **Date Opened:** 2/14/13 **Date Completed:** 2/14/13

Summary: Database optimization in Zone 1.

Resolution: 2/14/2013 8:36 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 28633 **Date Opened:** 2/14/13 **Date Completed:** 2/14/13

Summary: Database optimization in Zone 2.

Resolution: 2/14/2013 8:36 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 28712 **Date Opened:** 2/21/13 **Date Completed:** 2/21/13

Summary: Database Optimization in Zone 1.

Resolution: 2/21/2013 8:21 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 28713 **Date Opened:** 2/21/13 **Date Completed:** 2/21/13

Summary: Database Optimization in Zone 1.

Resolution: 2/21/2013 8:21 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 28762 **Date Opened:** 2/28/13 **Date Completed:** 2/28/13

Summary: Database optimization in Zone 1.

Resolution: 2/28/2013 8:18 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 28763 **Date Opened:** 2/28/13 **Date Completed:** 2/28/13

Summary: Database optimization in Zone 2.

Resolution: 2/28/2013 8:18 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 28974 **Date Opened:** 3/6/13 **Date Completed:** 4/17/13

Summary: Atwood VHF - Request to adjust multicoupler, transmit antennas for Ch 2, 7, 8, 9 & 10,etc.

Resolution: 4/17/2013 3:23 PM Alaskan Standard Time - jkpannone
Cause: Bad jumper cable.
Resolution: Cable replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 28983 **Date Opened:** 3/6/13 **Date Completed:** 3/14/13

Summary: Kenai - Request to install new channels 4 & 5.

Resolution: 3/15/2013 8:06 AM Alaskan Standard Time - jkpannone
Cause: Installing new channels 4 & 5.
Resolution: Channels installed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 28984 **Date Opened:** 3/6/13 **Date Completed:** 3/14/13

Summary: Kasilof - Request to install new channel 4.

Resolution: 3/14/2013 12:18 PM Alaskan Standard Time - jkpannone
Cause: Installing new Channel 4.
Resolution: Channel installed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 28985 **Date Opened:** 3/6/13 **Date Completed:** 1/9/14

Summary: Peger Road - Request to install new channel 5.

Resolution: 1/9/2014 12:40 PM Alaskan Standard Time - jkpannone
Channel 5 installed and operational.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 28991 **Date Opened:** 3/7/13 **Date Completed:** 3/7/13

Summary: Database optimization in Zone 1.

Resolution: 3/7/2013 8:31 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 28992 **Date Opened:** 3/7/13 **Date Completed:** 3/7/13

Summary: Database optimization in Zone 2.

Resolution: 3/7/2013 8:31 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 29161 **Date Opened:** 3/19/13 **Date Completed:** 3/19/13

Summary: Database optimization in Zone 1.

Resolution: 3/19/2013 8:16 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 29162 **Date Opened:** 3/19/13 **Date Completed:** 3/19/13

Summary: Database optimization in Zone 2.

Resolution: 3/19/2013 8:16 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 29226 **Date Opened:** 3/29/13 **Date Completed:** 3/29/13

Summary: Database Optimization in Zone 1.

Resolution: 3/29/2013 8:01 AM Alaskan Standard Time - jkpannone
Database Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 29227 **Date Opened:** 3/29/13 **Date Completed:** 3/29/13

Summary: Database Optimization in Zone 2.

Resolution: 3/29/2013 8:01 AM Alaskan Standard Time - jkpannone
Database Optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 29317 **Date Opened:** 4/1/13 **Date Completed:** 4/5/13

Summary: Database Optimization in Zone 1.

Resolution: 4/5/2013 2:09 PM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 29318 **Date Opened:** 4/1/13 **Date Completed:** 4/12/13

Summary: Database Optimization in Zone 1.

Resolution: 4/12/2013 9:03 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 29319 **Date Opened:** 4/1/13 **Date Completed:** 4/19/13

Summary: Database Optimization in Zone 1.

Resolution: 4/19/2013 8:04 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 29320 **Date Opened:** 4/1/13 **Date Completed:** 4/26/13

Summary: Database Optimization in Zone 1.

Resolution: 4/26/2013 8:40 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 29321 **Date Opened:** 4/1/13 **Date Completed:** 4/5/13

Summary: Database Optimization in Zone 2.

Resolution: 4/5/2013 2:10 PM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 29322 **Date Opened:** 4/1/13 **Date Completed:** 4/12/13

Summary: Database Optimization in Zone 2.

Resolution: 4/12/2013 9:03 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 29323 **Date Opened:** 4/1/13 **Date Completed:** 4/19/13

Summary: Database Optimization in Zone 2.

Resolution: 4/19/2013 8:05 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 29324 **Date Opened:** 4/1/13 **Date Completed:** 4/26/13

Summary: Database Optimization in Zone 2.

Resolution: 4/26/2013 8:39 AM Alaskan Standard Time - jkpannone
Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 29351 **Date Opened:** 4/2/13 **Date Completed:** 4/1/13

Summary: Cottonwood Creek - Testing channel 1.

Resolution: 4/2/2013 7:46 AM Alaskan Standard Time - jkpannone
Cause: Low RSSI on Channel 1.
Resolution: No issues found.

Department: DOD-USAF-13th SWS **Priority** 4-Scheduled Maintenance

Service Request #: 29352 **Date Opened:** 4/2/13 **Date Completed:** 4/2/13

Summary: Clear - Site shut down indefinitely.

Resolution: 4/2/2013 7:54 AM Alaskan Standard Time - jkpannone
Cause: Site shut off indefinitely.
Resolution: Site will be removed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 30042 **Date Opened:** 5/1/13 **Date Completed:** 5/3/13

Summary: Database Optimization in Zone 1.

Resolution: 5/3/2013 8:17 AM Alaskan Standard Time - jkpannone
Cause: Optimizing Database.
Resolution: Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 30043 **Date Opened:** 5/1/13 **Date Completed:** 5/10/13

Summary: Database Optimization in Zone 1.

Resolution: 5/10/2013 8:11 AM Alaskan Standard Time - jkpannone
Cause: Optimizing Database.
Resolution: Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 30044 **Date Opened:** 5/1/13 **Date Completed:** 5/17/13

Summary: Database Optimization in Zone 1.

Resolution: 5/17/2013 7:58 AM Alaskan Standard Time - jkpannone
Cause: Optimizing Database.
Resolution: Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 30045 **Date Opened:** 5/1/13 **Date Completed:** 5/24/13

Summary: Database Optimization in Zone 1.

Resolution: 5/24/2013 8:52 AM Alaskan Standard Time - jkpannone
Cause: Optimizing database.
Resolution: Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 30046 **Date Opened:** 5/1/13 **Date Completed:** 5/31/13

Summary: Database Optimization in Zone 1.

Resolution: 5/31/2013 8:15 AM Alaskan Standard Time - jkpannone
Cause: Database optimization
Resolution: Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 30047 **Date Opened:** 5/1/13 **Date Completed:** 5/3/13

Summary: Database Optimization in Zone 2.

Resolution: 5/3/2013 8:19 AM Alaskan Standard Time - jkpannone
Cause: Optimizing Database.
Resolution: Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 30048 **Date Opened:** 5/1/13 **Date Completed:** 5/10/13

Summary: Database Optimization in Zone 2.

Resolution: 5/10/2013 8:09 AM Alaskan Standard Time - jkpannone
Cause: Optimizing Database.
Resolution: Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 30049 **Date Opened:** 5/1/13 **Date Completed:** 5/17/13

Summary: Database Optimization in Zone 2.

Resolution: 5/17/2013 7:58 AM Alaskan Standard Time - jkpannone
Cause: Optimizing Database.
Resolution: Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 30050 **Date Opened:** 5/1/13 **Date Completed:** 5/24/13

Summary: Database Optimization in Zone 2.

Resolution: 5/24/2013 8:51 AM Alaskan Standard Time - jkpannone
Cause: Optimizing database.
Resolution: Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 30051 **Date Opened:** 5/1/13 **Date Completed:** 5/31/13

Summary: Database Optimization in Zone 2.

Resolution: 5/31/2013 8:16 AM Alaskan Standard Time - jkpannone
Cause: Database optimization.
Resolution: Database optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 30305 **Date Opened:** 5/7/13 **Date Completed:** 6/12/13

Summary: Ski Hill - Request to redo PMI tests 15-17.

Resolution: 6/12/2013 11:49 AM Alaskan Standard Time - jkpannone
Retests completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 30306 **Date Opened:** 5/7/13 **Date Completed:** 6/12/13

Summary: Kasilof - Request to redo PMI tests 15-17.

Resolution: 6/12/2013 11:48 AM Alaskan Standard Time - jkpannone
Retests completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 30307 **Date Opened:** 5/7/13 **Date Completed:** 6/12/13

Summary: Ninilchik - Request to redo PMI tests 15-17.

Resolution: 6/12/2013 8:58 AM Alaskan Standard Time - jkpannone
Retests completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 30308 **Date Opened:** 5/7/13 **Date Completed:** 6/12/13

Summary: Anchor River - Request to redo PMI tests 15-17.

Resolution: 6/12/2013 8:55 AM Alaskan Standard Time - jkpannone
Restests completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 30309 **Date Opened:** 5/7/13 **Date Completed:** 6/10/13

Summary: Diamond Ridge - Request to redo PMI tests 15-17.

Resolution: 6/11/2013 7:51 AM Alaskan Standard Time - jkpannone
Retests completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 30494 **Date Opened:** 5/20/13 **Date Completed:** 5/21/13

Summary: Birch Hill Master Site - ETS re-routing Microwave circuits affecting multiple sites.

Resolution: 5/21/2013 9:33 AM Alaskan Standard Time - jkpannone
Cause: SOA re-routing Microwave circuit.
Resolution: Re-route completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 30747 **Date Opened:** 5/23/13 **Date Completed:** 5/23/13

Summary: Hill 3265 - Installing new Switches for 7.13 upgrade.

Resolution: 5/23/2013 11:24 AM Alaskan Standard Time - jkpannone
Cause: Installing Switches for 7.13 upgrade.
Resolution: Install completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 30748 **Date Opened:** 5/23/13 **Date Completed:** 5/23/13

Summary: Pole Hill - Installing new Switches for 7.13 upgrade.

Resolution: 5/23/2013 9:26 AM Alaskan Standard Time - jkpannone
Cause: Installing new Switches for 7.13 upgrade.
Resolution: Installs completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 30766 **Date Opened:** 5/24/13 **Date Completed:** 5/24/13

Summary: Canyon Creek - Installing new Switches for 7.13 upgrade.

Resolution: 5/24/2013 3:28 PM Alaskan Standard Time - jkpannone
Cause: Installing new switches for 7.13 upgrade.
Resolution: Switches installed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 30818 **Date Opened:** 5/29/13 **Date Completed:** 5/29/13

Summary: Cathedral Rapids - Request to swap out Site Controller 2.

Resolution: 5/29/2013 1:47 PM Alaskan Standard Time - jkpannone
Cause: Swapping out Controller 2.
Resolution: Controller swapped out.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 30821 **Date Opened:** 5/29/13 **Date Completed:** 12/17/13

Summary: Saddle Mtn - Request to replace the isolator on channel 1.

Resolution: 12/17/2013 11:21 AM Alaskan Standard Time - jkpannone
Isolator on Channel 1 replaced.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 30900 **Date Opened:** 6/1/13 **Date Completed:** 6/7/13

Summary: Database Optimization in Zone 1.

Resolution: 6/7/2013 7:49 AM Alaskan Standard Time - jkpannone
Cause: Optimizing database.
Resolution: Database optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 30901 **Date Opened:** 6/1/13 **Date Completed:** 6/15/13

Summary: Database Optimization in Zone 1.

Resolution: 6/17/2013 11:31 AM Alaskan Standard Time - jkpannone
Cause: Optimizing database.
Resolution: Optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 30902 **Date Opened:** 6/1/13 **Date Completed:** 6/22/13

Summary: Database Optimization in Zone 1.

Resolution: 6/24/2013 8:58 AM Alaskan Standard Time - jkpannone
Cause: Optimizing database.
Resolution: Optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 30903 **Date Opened:** 6/1/13 **Date Completed:** 6/28/13

Summary: Database Optimization in Zone 1.

Resolution: 6/28/2013 8:10 AM Alaskan Standard Time - jkpannone
Cause: Optimizing database.
Resolution: Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 30904 **Date Opened:** 6/1/13 **Date Completed:** 6/7/13

Summary: Database Optimization in Zone 2.

Resolution: 6/7/2013 7:49 AM Alaskan Standard Time - jkpannone
Cause: Optimizing database.
Resolution: Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 30905 **Date Opened:** 6/1/13 **Date Completed:** 6/15/13

Summary: Database Optimization in Zone 2.

Resolution: 6/17/2013 11:32 AM Alaskan Standard Time - jkpannone
Cause: Optimizing database.
Resolution: Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 30906 **Date Opened:** 6/1/13 **Date Completed:** 6/22/13

Summary: Database Optimization in Zone 2.

Resolution: 6/24/2013 8:58 AM Alaskan Standard Time - jkpannone
Cause: Optimizing database.
Resolution: Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 30907 **Date Opened:** 6/1/13 **Date Completed:** 6/28/13

Summary: Database Optimization in Zone 2.

Resolution: 6/28/2013 8:09 AM Alaskan Standard Time - jkpannone
Cause: Optimization database.
Resolution: Optimization completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31076 **Date Opened:** 6/17/13 **Date Completed:** 6/18/13

Summary: Valdez - Installing new Switches for 7.13 upgrade.

Resolution: 6/18/2013 1:27 PM Alaskan Standard Time - jkpannone
Cause: Installing new Switches for 7.13 upgrade.
Resolution: Switches installed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 31087 **Date Opened:** 6/18/13 **Date Completed:** 7/25/13

Summary: Birch Hill VHF - Installing new Switches for 7.13 upgrade.

Resolution: 7/25/2013 10:43 AM Alaskan Standard Time - jkpannone
Cause: Installing new switches for 7.13 upgrade.
Resolution: Switches installed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31248 **Date Opened:** 6/25/13 **Date Completed:** 6/25/13

Summary: Auke Lake - Installing new switches for 7.13 upgrade.

Resolution: 6/25/2013 2:03 PM Alaskan Standard Time - jkpannone
Cause: Motorola replacing switches for 7.13 upgrade.
Resolution: Switches replaced.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31367 **Date Opened:** 7/1/13 **Date Completed:** 7/5/13

Summary: Database Optimization in Zone 1.

Resolution: 7/5/2013 8:48 AM Alaskan Standard Time - drice
Cause: Optimizing database.
Resolution: Optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31368 **Date Opened:** 7/1/13 **Date Completed:** 7/12/13

Summary: Database Optimization in Zone 1.

Resolution: 7/12/2013 9:10 AM Alaskan Standard Time - drice
Cause: Optimizing database.
Resolution: Optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31369 **Date Opened:** 7/1/13 **Date Completed:** 7/19/13

Summary: Database Optimization in Zone 1.

Resolution: 7/19/2013 8:05 AM Alaskan Standard Time - jkpannone
Cause: Optimizing database.
Resolution: Optimization completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31370 **Date Opened:** 7/1/13 **Date Completed:** 7/26/13

Summary: Database Optimization in Zone 1.

Resolution: 7/26/2013 8:57 AM Alaskan Standard Time - jkpannone
Cause: Database optimization.
Resolution; Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 31371 **Date Opened:** 7/1/13 **Date Completed:** 7/5/13

Summary: Database Optimization in Zone 2.

Resolution: 7/5/2013 8:48 AM Alaskan Standard Time - drice
Cause: Optimizing database.
Resolution: Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 31372 **Date Opened:** 7/1/13 **Date Completed:** 7/12/13

Summary: Database Optimization in Zone 2.

Resolution: 7/12/2013 9:09 AM Alaskan Standard Time - drice
Cause: Optimizing database.
Resolution: Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 31373 **Date Opened:** 7/1/13 **Date Completed:** 7/19/13

Summary: Database Optimization in Zone 2.

Resolution: 7/19/2013 8:04 AM Alaskan Standard Time - jkpannone
Cause: Optimizing Database.
Resolution: Optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 31374 **Date Opened:** 7/1/13 **Date Completed:** 7/26/13

Summary: Database Optimization in Zone 2.

Resolution: 7/26/2013 8:56 AM Alaskan Standard Time - jkpannone
Cause: Database optimization.
Resolution: Optimization completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31460 **Date Opened:** 7/3/13 **Date Completed:** 7/3/13

Summary: Peger Road - Swapped out Switches.

Resolution: 7/3/2013 8:46 AM Alaskan Standard Time - drice
Cause: Replaced newly Switches for 7.13 upgrade due to problems.
Resolution: Switch installed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31651 **Date Opened:** 7/11/13 **Date Completed:** 7/16/13

Summary: Fire Station 12 - Channel 10 User Disabled.

Resolution: 7/16/2013 10:37 AM Alaskan Standard Time - jkpannone
Cause: Channel off line and should not be monitored.
Resolution: Motorola updated their monitoring information.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31696 **Date Opened:** 7/17/13 **Date Completed:** 7/17/13

Summary: Paxson - Install switch received back from repair.

Resolution: 7/17/2013 1:16 PM Alaskan Standard Time - jkpannone
Cause: Installing repaired switch.
Resolution: Install completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 31726 **Date Opened:** 7/23/13 **Date Completed:** 7/23/13

Summary: PMI TAN 7/23/13

Resolution: 7/23/2013 1:47 PM Alaskan Standard Time - jkpannone
Cause: Preventive Maintenance Inspection (PMI)
Resolution: PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31727 **Date Opened:** 7/23/13 **Date Completed:** 7/23/13

Summary: PMI Harding Lake 7/23/13

Resolution: 7/23/2013 3:40 PM Alaskan Standard Time - jkpannone
Cause: Preventive Maintenance Inspection (PMI)
Resolution: PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31740 **Date Opened:** 7/23/13 **Date Completed:** 7/25/13

Summary: PMI Valdez 7/24/13

Resolution: 7/25/2013 8:15 AM Alaskan Standard Time - jkpannone
Cause: Preventive Maintenance Inspection (PMI)
Resolution: PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31741 **Date Opened:** 7/23/13 **Date Completed:** 8/1/13

Summary: PMI Divide 7/31/13

Resolution: 7/31/2013 3:57 PM Alaskan Standard Time - jkpannone
Cause: Preventive Maintenance Inspection (PMI)
Resolution: PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 31745 **Date Opened:** 7/24/13 **Date Completed:** 7/30/13

Summary: PMI TAS 7/30/13

Resolution: 7/30/2013 2:26 PM Alaskan Standard Time - jkpannone
Cause: Preventive Maintenance Inspection (PMI)
Resolution: PMI completed.

Department: SOA-DOT&PF-TSAIA **Priority** 4-Scheduled Maintenance

Service Request #: 31753 **Date Opened:** 7/25/13 **Date Completed:** 7/25/13

Summary: DOT TSAIA - Motorola swapping out Switches for 7.13 upgrade.

Resolution: 7/25/2013 9:29 AM Alaskan Standard Time - jkpannone
Cause: Replacing switches for 7.13 upgrade.
Resolution: Switches replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31755 **Date Opened:** 7/25/13 **Date Completed:** 7/25/13

Summary: Alcantra - Request for Receive testing as site has been very quiet.

Resolution: 7/25/2013 9:01 AM Alaskan Standard Time - jkpannone
Cause: Receive testing.
Resolution: Testing completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31789 **Date Opened:** 7/29/13 **Date Completed:** 8/1/13

Summary: Tudor Road Master Site - Motorola pushing software to all Z1 & Z2 sites.

Resolution: 8/1/2013 10:12 AM Alaskan Standard Time - jkpannone
Cause: Motorola pushing software to the sites for the 7.13 upgrade.
Resolution: Software updates completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31827 **Date Opened:** 7/31/13 **Date Completed:** 7/31/13

Summary: PMI Ernestine 7/31/13

Resolution: 7/31/2013 1:37 PM Alaskan Standard Time - jkpannone
Cause: Preventive Maintenance Inspection (PMI)
Resolution: PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31910 **Date Opened:** 8/1/13 **Date Completed:** 8/2/13

Summary: Database Optimization in Zone 1.

Resolution: 8/7/2013 8:51 AM Alaskan Standard Time - jkpannone
Not done due to the 7.13 system upgrade.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31911 **Date Opened:** 8/1/13 **Date Completed:** 8/7/13

Summary: Database Optimization in Zone 1.

Resolution: 8/7/2013 3:43 PM Alaskan Standard Time - jkpannone
Process has not been determined for the new 7.13 system yet.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31912 **Date Opened:** 8/1/13 **Date Completed:** 8/14/13

Summary: Database Optimization in Zone 1.

Resolution: 8/14/2013 3:53 PM Alaskan Standard Time - jkpannone
There is no longer database optimization that has to be done with the new 7.13 system.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31913 **Date Opened:** 8/1/13 **Date Completed:** 8/14/13

Summary: Database Optimization in Zone 1.

Resolution: 8/14/2013 3:53 PM Alaskan Standard Time - jkpannone
There is no longer database optimization that has to be done with the new 7.13 system.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31914 **Date Opened:** 8/1/13 **Date Completed:** 8/14/13

Summary: Database Optimization in Zone 1.

Resolution: 8/14/2013 3:54 PM Alaskan Standard Time - jkpannone
There is no longer database optimization that has to be done with the new 7.13 system.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 31915 **Date Opened:** 8/1/13 **Date Completed:** 8/2/13

Summary: Database Optimization in Zone 2.

Resolution: 8/7/2013 8:49 AM Alaskan Standard Time - jkpannone
Not done due to the 7.13 system upgrade.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 31916 **Date Opened:** 8/1/13 **Date Completed:** 8/7/13

Summary: Database Optimization in Zone 2.

Resolution: 8/7/2013 3:44 PM Alaskan Standard Time - jkpannone
Process has not been determined for the new 7.13 system yet.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 31917 **Date Opened:** 8/1/13 **Date Completed:** 8/14/13

Summary: Database Optimization in Zone 2.

Resolution: 8/14/2013 3:54 PM Alaskan Standard Time - jkpannone
There is no longer database optimization that has to be done with the new 7.13 system.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 31918 **Date Opened:** 8/1/13 **Date Completed:** 8/14/13

Summary: Database Optimization in Zone 2.

Resolution: 8/14/2013 3:54 PM Alaskan Standard Time - jkpannone
There is no longer database optimization that has to be done with the new 7.13 system.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 31919 **Date Opened:** 8/1/13 **Date Completed:** 8/14/13

Summary: Database Optimization in Zone 2.

Resolution: 8/14/2013 3:54 PM Alaskan Standard Time - jkpannone
There is no longer database optimization that has to be done with the new 7.13 system.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 31933 **Date Opened:** 8/1/13 **Date Completed:** 8/29/13

Summary: PMI TAN 8/28/13

Resolution: 8/30/2013 1:09 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 31934 **Date Opened:** 8/1/13 **Date Completed:** 9/17/13

Summary: PMI Hill 3265 9/17/13

Resolution: 9/17/2013 12:05 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 31935 **Date Opened:** 8/1/13 **Date Completed:** 9/16/13

Summary: PMI Pole Hill 9/16/13

Resolution: 9/16/2013 2:30 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 31936 **Date Opened:** 8/1/13 **Date Completed:** 8/30/13

Summary: PMI TAS 8/29/13

Resolution: 8/30/2013 2:45 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31937 **Date Opened:** 8/1/13 **Date Completed:** 8/29/13

Summary: PMI Money Knob 8/29/13

Resolution: 8/29/2013 10:40 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 31946 **Date Opened:** 8/1/13 **Date Completed:** 8/13/13

Summary: PMI TAS - Full

Resolution: 8/12/2013 4:28 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31952 **Date Opened:** 8/1/13 **Date Completed:** 10/2/13

Summary: Site Summit - Swap out PA on Channel 7 with an SOA spare.

Resolution: 10/2/2013 2:09 PM Alaskan Standard Time - jkpannone
Equipment swapped out.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 31987 **Date Opened:** 8/5/13 **Date Completed:** 8/22/13

Summary: Tudor Road Master Site - Zone 1 & Zone 2 cutover to 7.13.

Resolution: 8/22/2013 11:35 AM Alaskan Standard Time - jkpannone
Cause: System upgrade to 7.13.
Resolution: Cutover completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 32092 **Date Opened:** 8/13/13 **Date Completed:** 8/13/13

Summary: ALCOM - Trackit Index Health Unsatisfactory.

Resolution: 8/14/2013 2:00 PM Alaskan Standard Time - jkpannone
Database reindexed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 32463 **Date Opened:** 9/3/13 **Date Completed:** 9/4/13

Summary: Database Optimization in Zone 1.

Resolution: 9/5/2013 10:39 AM Alaskan Standard Time - jkpannone
Database optimization is no longer required with the new system upgrade.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 32464 **Date Opened:** 9/3/13 **Date Completed:** 9/5/13

Summary: Database Optimization in Zone 1.

Resolution: 9/5/2013 10:39 AM Alaskan Standard Time - jkpannone
Database optimization is no longer required with the new system upgrade.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 32465 **Date Opened:** 9/3/13 **Date Completed:** 9/5/13

Summary: Database Optimization in Zone 1.

Resolution: 9/5/2013 10:39 AM Alaskan Standard Time - jkpannone
Database optimization is no longer required with the new system upgrade.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 32466 **Date Opened:** 9/3/13 **Date Completed:** 9/5/13

Summary: Database Optimization in Zone 1.

Resolution: 9/5/2013 10:40 AM Alaskan Standard Time - jkpannone
Database optimization is no longer required with the new system upgrade.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32485 **Date Opened:** 9/3/13 **Date Completed:** 9/4/13

Summary: PMI Hope 9/4/13.

Resolution: 9/5/2013 8:09 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32486 **Date Opened:** 9/3/13 **Date Completed:** 9/4/13

Summary: PMI Silvertip 9/4/13.

Resolution: 9/5/2013 8:17 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32487 **Date Opened:** 9/3/13 **Date Completed:** 9/5/13

Summary: PMI Cooper Mtn 9/5/13.

Resolution: 9/5/2013 4:17 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32488 **Date Opened:** 9/3/13 **Date Completed:** 9/12/13

Summary: PMI Wolcott 9/12/13.

Resolution: 9/12/2013 12:35 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32489 **Date Opened:** 9/3/13 **Date Completed:** 9/6/13

Summary: PMI Summit Lake 9/6/13.

Resolution: 9/6/2013 2:33 PM Alaskan Standard Time - jkpannone
PMI compelted

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32490 **Date Opened:** 9/3/13 **Date Completed:** 9/11/13

Summary: PMI Paxson 9/11/13.

Resolution: 9/11/2013 1:49 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32491 **Date Opened:** 9/3/13 **Date Completed:** 9/12/13

Summary: PMI Sourdough 9/11/13.

Resolution: 9/11/2013 4:07 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32492 **Date Opened:** 9/3/13 **Date Completed:** 9/11/13

Summary: PMI Trims 9/11/13.

Resolution: 9/11/2013 10:21 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 32493 **Date Opened:** 9/3/13 **Date Completed:** 9/10/13

Summary: PMI Black Rapids 9/10/13.

Resolution: 9/10/2013 4:09 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 32494 **Date Opened:** 9/3/13 **Date Completed:** 9/11/13

Summary: PMI Donnelly Dome 9/10/13.

Resolution: 9/11/2013 8:31 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32495 **Date Opened:** 9/3/13 **Date Completed:** 9/18/13

Summary: PMI Quarry Hill to Birch Hill Microwave Link 9/17/13.

Resolution: 9/18/2013 8:33 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32496 **Date Opened:** 9/3/13 **Date Completed:** 9/17/13

Summary: PMI Birch Hill to Quarry Hill Microwave Link 9/17/13.

Resolution: 9/17/2013 4:09 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32497 **Date Opened:** 9/3/13 **Date Completed:** 9/18/13

Summary: PMI Cathedral Rapids 9/18/13.

Resolution: 9/18/2013 1:54 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32498 **Date Opened:** 9/3/13 **Date Completed:** 9/19/13

Summary: PMI Tok 9/18/13.

Resolution: 9/19/2013 8:08 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32499 **Date Opened:** 9/3/13 **Date Completed:** 9/18/13

Summary: PMI Dot Lake 9/18/13.

Resolution: 9/18/2013 10:37 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32500 **Date Opened:** 9/3/13 **Date Completed:** 10/10/13

Summary: PMI Beaver Creek 10/10/13.

Resolution: 10/10/2013 2:13 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 32501 **Date Opened:** 9/3/13 **Date Completed:** 9/25/13

Summary: PMI TAN 9/24/13.

Resolution: 9/25/2013 8:08 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32502 **Date Opened:** 9/3/13 **Date Completed:** 9/24/13

Summary: PMI Seldovia 9/24/13.

Resolution: 9/24/2013 1:23 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32503 **Date Opened:** 9/3/13 **Date Completed:** 9/25/13

Summary: PMI Girdwood 9/25/13.

Resolution: 9/25/2013 11:56 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 32504 **Date Opened:** 9/3/13 **Date Completed:** 9/25/13

Summary: PMI TAS 9/25/13.

Resolution: 9/25/2013 3:29 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32505 **Date Opened:** 9/3/13 **Date Completed:** 9/26/13

Summary: PMI Site Summit 9/26/13.

Resolution: 9/26/2013 2:56 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32506 **Date Opened:** 9/3/13 **Date Completed:** 9/27/13

Summary: PMI Sawmill 9/27/13.

Resolution: 9/27/2013 2:51 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32507 **Date Opened:** 9/3/13 **Date Completed:** 9/27/13

Summary: PMI Tahneta Pass 9/27/13.

Resolution: 10/4/2013 2:53 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32508 **Date Opened:** 9/3/13 **Date Completed:** 9/30/13

Summary: PMI Sunny Hay 9/30/13.

Resolution: 10/1/2013 8:01 AM Alaskan Standard Time - jkpannone
SSM completed.

Department: DOD-USARAK-FGA **Priority** 4-Scheduled Maintenance

Service Request #: 32669 **Date Opened:** 9/12/13 **Date Completed:** 9/16/13

Summary: FGA - Donnelly Range Control Motobridge Display Screen Replacement.

Resolution: 9/16/2013 11:52 AM Alaskan Standard Time - drice
Cause: Bad Monitor.
Resolution: Monitor replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32672 **Date Opened:** 9/12/13 **Date Completed:** 9/12/13

Summary: PMI Tolsona 9/12/13

Resolution: 9/12/2013 11:04 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 32887 **Date Opened:** 9/20/13 **Date Completed:** 9/21/13

Summary: Tudor Road Master Site - Installing PM software.

Resolution: 9/23/2013 8:10 AM Alaskan Standard Time - jkpannone
Cause: Technician installing software.
Resolution: Software installed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33063 **Date Opened:** 10/2/13 **Date Completed:** 10/9/13

Summary: PMI Lion's Head 10/9/13.

Resolution: 10/9/2013 3:43 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33064 **Date Opened:** 10/2/13 **Date Completed:** 10/9/13

Summary: PMI Willow Mtn 10/9/13.

Resolution: 10/9/2013 11:48 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33065 **Date Opened:** 10/2/13 **Date Completed:** 11/6/13

Summary: PMI Heney Range 11/6/13.

Resolution: 11/6/2013 1:12 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33066 **Date Opened:** 10/2/13 **Date Completed:** 10/9/13

Summary: PMI Tsina 10/9/13.

Resolution: 10/9/2013 11:51 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33116 **Date Opened:** 10/11/13 **Date Completed:** 10/25/13

Summary: PMI Byers Creek 10/24/13

Resolution: 10/24/2013 4:03 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33117 **Date Opened:** 10/11/13 **Date Completed:** 10/24/13

Summary: PMI Reindeer Hills 10/24/13

Resolution: 10/24/2013 4:01 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33118 **Date Opened:** 10/11/13 **Date Completed:** 10/23/13

Summary: PMI Honolulu 10/23/13

Resolution: 10/23/2013 2:33 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33119 **Date Opened:** 10/11/13 **Date Completed:** 10/23/13

Summary: PMI Hurricane 10/23/13

Resolution: 10/23/2013 12:23 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 33120 **Date Opened:** 10/11/13 **Date Completed:** 10/30/13

Summary: PMI TAN 10/29/13

Resolution: 10/30/2013 8:43 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 33121 **Date Opened:** 10/11/13 **Date Completed:** 11/1/13

Summary: PMI TAS 10/31/13

Resolution: 11/1/2013 8:11 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 33126 **Date Opened:** 10/15/13 **Date Completed:** 10/12/13

Summary: PMI Peger Road 10/12/13

Resolution: 10/15/2013 8:04 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 33230 **Date Opened:** 10/21/13 **Date Completed:** 10/19/13

Summary: PMI Birch Hill VHF 10/19/13.

Resolution: 10/21/2013 8:17 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 33281 **Date Opened:** 10/24/13 **Date Completed:** 10/27/13

Summary: PMI Ft Greely 10/26/13.

Resolution: 10/28/2013 9:35 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33387 **Date Opened:** 10/30/13 **Date Completed:** 11/1/13

Summary: PMI Nenana 10/31/13.

Resolution: 11/1/2013 8:09 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33396 **Date Opened:** 10/30/13 **Date Completed:** 2/13/14

Summary: Byers Creek - Request to replace the Isolator on Channel 3.

Resolution: 2/13/2014 1:18 PM Alaskan Standard Time - jkpannone
Isolator on Channel 3 replaced.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 33397 **Date Opened:** 10/30/13 **Date Completed:** 2/12/14

Summary: Donnelly Dome - Request to replace the Isolator on Channel 2.

Resolution: 2/12/2014 8:11 AM Alaskan Standard Time - jkpannone
Channel 2 isolator replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33398 **Date Opened:** 10/30/13 **Date Completed:** 12/18/13

Summary: Honolulu - Request to replace the Isolator on Channel 2.

Resolution: 12/18/2013 12:35 PM Alaskan Standard Time - jkpannone
Isolator on Channel 2 replaced.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33505 **Date Opened:** 11/1/13 **Date Completed:** 11/1/13

Summary: PMI Blueberry Hill 11/1/13.

Resolution: 11/1/2013 11:28 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33506 **Date Opened:** 11/1/13 **Date Completed:** 11/6/13

Summary: PMI TSAIA 11/6/13.

Resolution: 11/6/2013 10:05 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33507 **Date Opened:** 11/1/13 **Date Completed:** 11/6/13

Summary: PMI Glennallen 11/5/13.

Resolution: 11/5/2013 4:25 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33508 **Date Opened:** 11/1/13 **Date Completed:** 11/15/13

Summary: PMI Fire Station 12 11/15/13.

Resolution: 11/15/2013 1:35 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33509 **Date Opened:** 11/1/13 **Date Completed:** 11/21/13

Summary: PMI Chulitna 11/21/13.

Resolution: 11/21/2013 11:56 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33510 **Date Opened:** 11/1/13 **Date Completed:** 11/22/13

Summary: PMI Willow Creek 11/21/13.

Resolution: 11/21/2013 3:25 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 33511 **Date Opened:** 11/1/13 **Date Completed:** 11/26/13

Summary: PMI TAN 11/25/13.

Resolution: 11/26/2013 9:00 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33512 **Date Opened:** 11/1/13 **Date Completed:** 12/16/13

Summary: PMI Canyon Creek 12/16/13.

Resolution: 12/16/2013 12:25 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 33513 **Date Opened:** 11/1/13 **Date Completed:** 11/28/13

Summary: PMI TAS 11/27/13.

Resolution: 11/27/2013 3:43 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 33776 **Date Opened:** 11/15/13 **Date Completed:** 12/12/13

Summary: Eielson - Fire needs need Logging Recorder workstation installed.

Resolution: 12/11/2013 4:13 PM Alaskan Standard Time - jkpannone
Logging Recorder installed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33828 **Date Opened:** 11/20/13 **Date Completed:**

Summary: Fire Station 12 - Request to replace CH 8 Isolator, N connector or Heliax, etc.

Resolution: 1/13/2014 9:42 AM Alaskan Standard Time - jkpannone
Waiting for Technician to get isolator repaired.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33985 **Date Opened:** 12/2/13 **Date Completed:** 12/10/13

Summary: PMI Bailey Hill 12/10/13.

Resolution: 12/10/2013 12:16 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33986 **Date Opened:** 12/2/13 **Date Completed:** 12/9/13

Summary: PMI Alcantra 12/9/13.

Resolution: 12/9/2013 12:57 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 33987 **Date Opened:** 12/2/13 **Date Completed:** 12/12/13

Summary: PMI R1 North 12/11/13.

Resolution: 12/12/2013 8:04 AM Alaskan Standard Time - jkpannone
PMI Completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33988 **Date Opened:** 12/2/13 **Date Completed:** 12/12/13

Summary: PMI Cottonwood Creek 12/12/13.

Resolution: 12/12/2013 2:07 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 33989 **Date Opened:** 12/2/13 **Date Completed:** 12/17/13

Summary: PMI Quarry Hill 12/17/13.

Resolution: 12/17/2013 12:55 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33990 **Date Opened:** 12/2/13 **Date Completed:** 12/13/13

Summary: PMI Rabbit Creek 12/13/13.

Resolution: 12/13/2013 11:21 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 33991 **Date Opened:** 12/2/13 **Date Completed:** 12/21/13

Summary: PMI TAS 12/20/13.

Resolution: 12/23/2013 8:42 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 33992 **Date Opened:** 12/2/13 **Date Completed:** 12/24/13

Summary: PMI TAN 12/23/13.

Resolution: 12/24/2013 9:48 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 34125 **Date Opened:** 12/19/13 **Date Completed:** 12/19/13

Summary: ALCOM - Trackit Index Health Unsatisfactory.

Resolution: 12/19/2013 8:19 AM Alaskan Standard Time - jkpannone
Database reindexed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34239 **Date Opened:** 12/30/13 **Date Completed:** 12/30/13

Summary: Honolulu - Replacing cable on Channel 2.

Resolution: 12/30/2013 10:05 AM Alaskan Standard Time - jkpannone
Replaced cable on Channel 2.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34459 **Date Opened:** 1/2/14 **Date Completed:** 1/3/14

Summary: PMI Moose Pass 1/3/14.

Resolution: 1/3/2014 1:15 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34460 **Date Opened:** 1/2/14 **Date Completed:** 1/9/14

Summary: PMI Seward 1/9/14.

Resolution: 1/9/2014 12:57 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34461 **Date Opened:** 1/2/14 **Date Completed:** 1/10/14

Summary: PMI Ester Dome 1/10/14.

Resolution: 1/10/2014 10:11 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34462 **Date Opened:** 1/2/14 **Date Completed:** 1/17/14

Summary: PMI Alcantra to R1 North - Microwave Link 1/17/14.

Resolution: 1/17/2014 2:13 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 34463 **Date Opened:** 1/2/14 **Date Completed:** 1/17/14

Summary: PMI R1 North to Alcantra - Microwave Link 1/17/14.

Resolution: 1/17/2014 2:16 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 34464 **Date Opened:** 1/2/14 **Date Completed:** 1/24/14

Summary: PMI TAN 1/23/14.

Resolution: 1/24/2014 7:55 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 34465 **Date Opened:** 1/2/14 **Date Completed:** 1/25/14

Summary: PMI TAS 1/24/14.

Resolution: 1/24/2014 3:14 PM Alaskan Standard Time - jkpannone
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34900 **Date Opened:** 2/3/14 **Date Completed:** 2/19/14

Summary: PMI Portage 2/19/14.

Resolution: 2/19/2014 1:17 PM Alaskan Standard Time - jkpannone
PMI Completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34901 **Date Opened:** 2/3/14 **Date Completed:** 2/19/14

Summary: PMI Whittier 2/19/14.

Resolution: 2/19/2014 10:36 AM Alaskan Standard Time - jkpannone
PMI completed.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 34902 **Date Opened:** 2/3/14 **Date Completed:** 2/24/14

Summary: PMI TAN 2/21/14.

Resolution: 2/24/2014 12:30 PM Alaskan Standard Time - drice
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34903 **Date Opened:** 2/3/14 **Date Completed:** 3/4/14

Summary: PMI Atwood VHF 2/27/14.

Resolution: 3/4/2014 2:01 PM Alaskan Standard Time - drice
Cause: Preventative maintenance.
Resolution: Maintenance complete.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 34904 **Date Opened:** 2/3/14 **Date Completed:** 2/28/14

Summary: PMI TAS 2/27/14.

Resolution: 2/28/2014 8:25 AM Alaskan Standard Time - drice
PMI completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34925 **Date Opened:** 2/6/14 **Date Completed:** 2/6/14

Summary: Tudor Road Master Site - ETS moving wave guide that will cause outage at multiple sites.

Resolution: 2/6/2014 8:04 AM Alaskan Standard Time - jkpannone
Cause: ETS moving wave guide on microwave.
Resolution: Wave guide moved.

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 35152 **Date Opened:** 2/26/14 **Date Completed:** 2/28/14

Summary: FGA - Moving consoles to new location.

Resolution: 2/27/2014 4:28 PM Alaskan Standard Time - drice
CAUSE: Console moved.
RESOLUTION: Console work complete.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 35262 **Date Opened:** 3/3/14 **Date Completed:** 3/4/14

Summary: NICE Zone 1 - Tape Drive Cleaning Mar 13, 2014.

Resolution: 3/4/2014 1:20 PM Alaskan Standard Time - drice
Tape drive cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 35263 **Date Opened:** 3/3/14 **Date Completed:** 3/24/14

Summary: NICE Zone 1 - Tape Drive Cleaning Mar 13, 2014.

Resolution: 3/24/2014 9:43 AM Alaskan Standard Time - drice
Tape drives cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 35264 **Date Opened:** 3/3/14 **Date Completed:** 3/4/14

Summary: NICE Zone 1 - Tape Drive Cleaning Mar 20, 2014.

Resolution: 3/4/2014 1:22 PM Alaskan Standard Time - drice
Tape drive cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 35265 **Date Opened:** 3/3/14 **Date Completed:** 3/4/14

Summary: NICE Zone 1 - Tape Drive Cleaning Mar 27, 2014.

Resolution: 3/4/2014 1:22 PM Alaskan Standard Time - drice
Tape drive cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 35266 **Date Opened:** 3/3/14 **Date Completed:** 3/4/14

Summary: NICE Zone 2 - Tape Drive Cleaning Mar 6, 2014.

Resolution: 3/4/2014 1:20 PM Alaskan Standard Time - drice
Tape drive cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 35267 **Date Opened:** 3/3/14 **Date Completed:** 3/17/14

Summary: NICE Zone 2 - Tape Drive Cleaning Mar 13, 2014.

Resolution: 3/17/2014 5:37 PM Central Standard Time - drice
Tape drives cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 35268 **Date Opened:** 3/3/14 **Date Completed:** 3/4/14

Summary: NICE Zone 2 - Tape Drive Cleaning Mar 20, 2014.

Resolution: 3/4/2014 1:21 PM Alaskan Standard Time - drice
Tape drive cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 35269 **Date Opened:** 3/3/14 **Date Completed:** 3/4/14

Summary: NICE Zone 2 - Tape Drive Cleaning Mar 27, 2014.

Resolution: 3/4/2014 1:22 PM Alaskan Standard Time - drice
Tape drive cleaned.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 35270 **Date Opened:** 3/3/14 **Date Completed:** 3/17/14

Summary: PMI TAS 3/27/14.

Resolution: 3/18/2014 3:09 PM Alaskan Standard Time - cwittschiebe
Completed - no issues

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 35271 **Date Opened:** 3/3/14 **Date Completed:** 3/28/14

Summary: PMI TAN 3/27/14.

Resolution: 3/28/2014 8:15 AM Alaskan Standard Time - drice
PMI complete.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 35272 **Date Opened:** 3/4/14 **Date Completed:** 3/4/14

Summary: Tudor Road Master Site - Upgrading NICE Equipment; 2 AIS and 2 Loggers

Resolution: 3/4/2014 8:51 AM Alaskan Standard Time - drice
Cause: Both DVD drive logger defective.
Resolution: Both DVD drive logger defective.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 35422 **Date Opened:** 3/8/14 **Date Completed:** 3/8/14

Summary: Elmendorf Fire - Programming consoles.

Resolution: 3/7/2014 4:26 PM Alaskan Standard Time - drice
Cause: Programming consoles.
Resolution: Programming complete.

Department: DOD-USARAK-FWA **Priority** 3-Intermittent System Failure

Service Request #: 35423 **Date Opened:** 3/8/14 **Date Completed:** 3/8/14

Summary: FWA Fire - Programming consoles.

Resolution: 3/7/2014 4:32 PM Alaskan Standard Time - drice
Cause: Programming consoles.
Resolution: Programming complete.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 35428 **Date Opened:** 3/10/14 **Date Completed:** 3/10/14

Summary: Tudor Road Master Site - On site moving NMO router

Resolution: 3/10/2014 12:37 PM Alaskan Standard Time - cwittschiebe
CAUSE: equipment move
RESOLUTION: completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35819 **Date Opened:** 3/25/14 **Date Completed:** 3/18/14

Summary: PMI TAS 3/17/14.

Resolution: 3/25/2014 8:03 AM Alaskan Standard Time - drice
PMI complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35836 **Date Opened:** 3/26/14 **Date Completed:** 3/26/14

Summary: Hurricane - NOT WIDE TRUNKING

Resolution: 3/26/2014 3:15 PM Alaskan Standard Time - cwittschiebe
CAUSE: Technicians replacing microwave dishes between Honolulu & Hurricane SATS Sites
RESOLUTION: Replacement complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35837 **Date Opened:** 3/26/14 **Date Completed:** 3/26/14

Summary: Honolulu - NOT WIDE TRUNKING

Resolution: 3/26/2014 3:17 PM Alaskan Standard Time - cwittschiebe
Cause: Technicians replacing microwave dishes between Honolulu & Hurricane SATS Sites
Resolution: Replacement complete

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 35891 **Date Opened:** 3/31/14 **Date Completed:** 4/4/14

Summary: Birch Hill Master Site - Reprogamming the core to add MCC sites

Resolution: 4/4/2014 9:42 AM Alaskan Standard Time - cwittschiebe
CAUSE:Reprogamming the core to add MCC sites.
RESOLUTION:Completed adding MCC sites

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35892 **Date Opened:** 3/31/14 **Date Completed:** 3/30/14

Summary: Tudor Road Master Site - NMO ZC01 ZC02 and Multiple other alarms

Resolution: 3/31/2014 8:38 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tech working on case 23861921
RESOLUTION: Tech completed work

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 35922 **Date Opened:** 4/1/14 **Date Completed:** 4/19/14

Summary: NICE Zone 1 - Tape Drive Cleaning.

Resolution: 4/21/2014 9:06 AM Alaskan Standard Time - drice
Cleanining completed.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 35923 **Date Opened:** 4/1/14 **Date Completed:** 4/18/14

Summary: NICE Zone 2 - Tape Drive Cleaning.

Resolution: 4/21/2014 9:03 AM Alaskan Standard Time - drice
Tape drive cleaning complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35974 **Date Opened:** 4/2/14 **Date Completed:** 5/30/14

Summary: PMI Independent Ridge 5/30/2014.

Resolution: 6/4/2014 8:46 AM Alaskan Standard Time - drice
Cause: Scheduled Preventative Maintenance
Resolution: Work completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35975 **Date Opened:** 4/2/14 **Date Completed:** 4/21/14

Summary: PMI Sterling 4/21/14.

Resolution: 4/21/2014 3:27 PM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35976 **Date Opened:** 4/2/14 **Date Completed:** 4/21/14

Summary: PMI Pipeline Hills 4/21/14.

Resolution: 4/21/2014 3:25 PM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled PMI
RESOLUTION: PMI completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35977 **Date Opened:** 4/2/14 **Date Completed:** 4/24/14

Summary: PMI Nikiski 4/22/14.

Resolution: 4/24/2014 8:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35978 **Date Opened:** 4/2/14 **Date Completed:** 4/23/14

Summary: PMI Kenai 4/22/14.

Resolution: 4/23/2014 2:32 PM Alaskan Standard Time - cwittschiebe
CAUSE: pm
RESOLUTION: pm complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35979 **Date Opened:** 4/2/14 **Date Completed:** 4/24/14

Summary: PMI Ski Hill 4/23/14.

Resolution: 4/24/2014 9:29 AM Alaskan Standard Time - cwittschiebe
CAUSE:Annual PMI
RESOLUTION:PMI completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35980 **Date Opened:** 4/2/14 **Date Completed:** 4/23/14

Summary: PMI Kasilof 4/23/14.

Resolution: 4/23/2014 11:53 AM Alaskan Standard Time - cwittschiebe
CAUSE:Annual PMI
RESOLUTION: PMI completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35981 **Date Opened:** 4/2/14 **Date Completed:** 4/22/14

Summary: PMI Ninilchik 4/24/13.

Resolution: 4/23/2014 10:04 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled PM
RESOLUTION: PMI Completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35982 **Date Opened:** 4/2/14 **Date Completed:** 4/22/14

Summary: PMI Anchor River 4/24/14.

Resolution: 4/23/2014 10:07 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PMI
RESOLUTION: PMI completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35983 **Date Opened:** 4/2/14 **Date Completed:** 4/22/14

Summary: PMI Diamond Ridge 4/25/14.

Resolution: 4/22/2014 10:11 AM Alaskan Standard Time - cwittschiebe
CAUSE:Site PM
RESOLUTION:Site PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35984 **Date Opened:** 4/2/14 **Date Completed:** 4/29/14

Summary: PMI TAN 4/28/14.

Resolution: 4/29/2014 11:03 AM Alaskan Standard Time - drice
PMI Complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35985 **Date Opened:** 4/2/14 **Date Completed:** 4/28/14

Summary: PMI Auke Lake 4/29/14.

Resolution: 4/29/2014 11:08 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35986 **Date Opened:** 4/2/14 **Date Completed:** 4/28/14

Summary: SSM Auke Lake 4/29/14.

Resolution: 4/29/2014 11:09 AM Alaskan Standard Time - cwittschiebe

CAUSE: Scheduled
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35987 **Date Opened:** 4/2/14 **Date Completed:** 4/28/14

Summary: PMI Saddle Mtn 4/29/14.

Resolution: 4/28/2014 1:17 PM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35988 **Date Opened:** 4/2/14 **Date Completed:** 4/30/14

Summary: PMI TAS 4/30/14.

Resolution: 4/30/2014 10:20 AM Alaskan Standard Time - drice
PMI completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35989 **Date Opened:** 4/2/14 **Date Completed:** 4/30/14

Summary: PMI Haines 4/30/14.

Resolution: 4/30/2014 12:34 PM Alaskan Standard Time - cwittschiebe
CAUSE: Site PM
RESOLUTION: work completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 35991 **Date Opened:** 4/2/14 **Date Completed:** 5/1/14

Summary: SSM Haines 4/30/14.

Resolution: 6/17/2014 4:16 PM Alaskan Standard Time - drice
SSM Complete.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 35994 **Date Opened:** 4/2/14 **Date Completed:** 4/11/14

Summary: High Mtn - NOT WIDE TRUNKING. > 5 MINS

Resolution: 4/14/2014 9:21 AM Alaskan Standard Time - cwittschiebe
CAUSE: Commercial power needed to be turned on and the generator refueled.
RESOLUTION: Weather cleared and Technicians access site to turn the power on and fuel the generator

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Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36039 **Date Opened:** 4/7/14 **Date Completed:** 6/4/14

Summary: PMI TAS 4/8/2014 - Post Deployment

Resolution: 6/18/2014 9:03 AM Alaskan Standard Time - drice
PMI Complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36518 **Date Opened:** 4/24/14 **Date Completed:** 5/1/14

Summary: PMI Skagway 5/1/14

Resolution: 5/1/2014 9:11 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled PM
RESOLUTION: Work completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36519 **Date Opened:** 4/24/14 **Date Completed:** 5/1/14

Summary: SSM Skagway 5/1/14

Resolution: 6/17/2014 4:23 PM Alaskan Standard Time - drice
SSM Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36520 **Date Opened:** 4/24/14 **Date Completed:** 4/29/14

Summary: PMI Dimond Courthouse 5/2/14

Resolution: 4/29/2014 3:31 PM Alaskan Standard Time - cwittschiebe
CAUSE:PM Travis Conant onsite
RESOLUTION:Work completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36521 **Date Opened:** 4/24/14 **Date Completed:** 4/29/14

Summary: PMI Lena Point 5/2/14

Resolution: 4/29/2014 3:46 PM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36522 **Date Opened:** 4/24/14 **Date Completed:** 5/8/14

Summary: PMI Pillar Mtn 5/8/14

Resolution: 5/8/2014 12:03 PM Alaskan Standard Time - cwittschiebe
CAUSE: maintenance
RESOLUTION: completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36523 **Date Opened:** 4/24/14 **Date Completed:** 5/8/14

Summary: PMI Women's Bay 5/8/14

Resolution: 5/8/2014 2:06 PM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36524 **Date Opened:** 4/24/14 **Date Completed:** 6/24/14

Summary: PMI Sunny Hay 6/24/14

Resolution: 6/27/2014 3:53 PM Alaskan Standard Time - drice
PMI completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36525 **Date Opened:** 4/24/14 **Date Completed:** 6/13/14

Summary: PMI Yanert 6/13/14

Resolution: 6/16/2014 3:37 PM Alaskan Standard Time - cwittschiebe
PMI Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36526 **Date Opened:** 4/24/14 **Date Completed:** 6/24/14

Summary: PMI High Mtn 6/25/14

Resolution: 6/24/2014 9:02 AM Alaskan Standard Time - cwittschiebe
CAUSE:scheduled
RESOLUTION:completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36527 **Date Opened:** 4/24/14 **Date Completed:** 5/2/14

Summary: SSM Skagway 5/1/14

Resolution: 6/17/2014 4:30 PM Alaskan Standard Time - drice
SSM completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36528 **Date Opened:** 4/24/14 **Date Completed:** 5/30/14

Summary: PMI Independent Ridge 5/30/2014

Resolution: 5/30/2014 1:44 PM Alaskan Standard Time - drice
Cause: Scheduled Preventative Maintenance
Resolution: Work completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36529 **Date Opened:** 4/24/14 **Date Completed:** 5/30/14

Summary: PMI TAN 5/29/14

Resolution: 6/3/2014 12:17 PM Alaskan Standard Time - drice
PMI complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36530 **Date Opened:** 4/24/14 **Date Completed:** 5/29/14

Summary: PMI TAS 5/29/14.

Resolution: 5/30/2014 10:52 AM Alaskan Standard Time - drice
PMI Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36575 **Date Opened:** 4/29/14 **Date Completed:** 4/25/14

Summary: PMI TAS 4/25/14.

Resolution: 4/29/2014 10:56 AM Alaskan Standard Time - drice
PMI complete.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 36653 **Date Opened:** 5/1/14 **Date Completed:** 5/16/14

Summary: NICE Zone 1 - Tape Drive Cleaning May 15, 2014.

Resolution: 5/16/2014 10:32 AM Alaskan Standard Time - drice
Tape drive cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 36654 **Date Opened:** 5/1/14 **Date Completed:** 5/16/14

Summary: NICE Zone 2 - Tape Drive Cleaning May 15, 2014.

Resolution: 5/16/2014 10:52 AM Alaskan Standard Time - drice
Tape Drives cleaned.

Department: BSIT **Priority** 4-Scheduled Maintenance

Service Request #: 36655 **Date Opened:** 5/1/14 **Date Completed:** 5/5/14

Summary: Donnelly Dome - Noise Floor Level Investigation.

Resolution: 8/25/2014 7:49 AM Alaskan Standard Time - drice
Noise floor level investigation concluded with reports.

Department: BSIT **Priority** 4-Scheduled Maintenance

Service Request #: 36656 **Date Opened:** 5/1/14 **Date Completed:** 5/2/14

Summary: Ft Greely - Noise Floor Level Investigation.

Resolution: 8/25/2014 7:48 AM Alaskan Standard Time - drice
Noise floor conducted and no differences produced.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36696 **Date Opened:** 5/8/14 **Date Completed:** 6/14/14

Summary: PMI Garner 5/13/14.

Resolution: 6/16/2014 9:30 AM Alaskan Standard Time - cwittschiebe
CAUSE: Site PM
RESOLUTION: Site PM completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36765 **Date Opened:** 5/19/14 **Date Completed:** 5/19/14

Summary: Pillar Mtn - Request to replace bad SC1 and Isolator on Channel 4 - 5/20/14.

Resolution: 6/4/2014 9:01 AM Alaskan Standard Time - drice
SC1 Replaced.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 36769 **Date Opened:** 5/20/14 **Date Completed:** 5/20/14

Summary: Pillar Mtn - Replace site controller 1 and isolator on channel 4

Resolution: 5/21/2014 8:41 AM Alaskan Standard Time - cwittschiebe
CAUSE: Replace site controller 1 and isolator on channel 4
RESOLUTION: Work completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36888 **Date Opened:** 5/29/14 **Date Completed:** 7/2/14

Summary: PMI TAN 6/27/14

Resolution: 7/2/2014 4:54 AM Alaskan Standard Time - drice
PMI Complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 36889 **Date Opened:** 5/29/14 **Date Completed:** 7/2/14

Summary: PMI TAS 6/30/14

Resolution: 7/2/2014 10:59 AM Alaskan Standard Time - drice
PMI Completed.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 36891 **Date Opened:** 5/29/14 **Date Completed:** 5/29/14

Summary: Black Rapids - Testing at site - Taking channels offline

Resolution: 5/29/2014 3:44 PM Alaskan Standard Time - cwittschiebe
CAUSE: site testing
RESOLUTION: testing complete

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 36993 **Date Opened:** 6/2/14 **Date Completed:** 6/17/14

Summary: NICE Zone 1 - Tape Drive Cleaning June 16, 2014.

Resolution: 6/16/2014 4:32 PM Alaskan Standard Time - drice
Drives cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 36994 **Date Opened:** 6/2/14 **Date Completed:** 6/17/14

Summary: NICE Zone 2 - Tape Drive Cleaning June 16, 2014.

Resolution: 6/16/2014 4:33 PM Alaskan Standard Time - drice
Drives cleaned.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 37124 **Date Opened:** 6/16/14 **Date Completed:** 6/14/14

Summary: Nice Zone 1 - Motopatch updates

Resolution: 6/16/2014 9:59 AM Alaskan Standard Time - cwittschiebe
CAUSE: NICE - motopatch updates
RESOLUTION:completed Moto patch

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 37189 **Date Opened:** 6/23/14 **Date Completed:** 7/3/14

Summary: Eielson - Alt WOC Security Patches

Resolution: 7/7/2014 8:41 AM Alaskan Standard Time - cwittschiebe
CAUSE:Applying security patches
RESOLUTION: Customer had to launch the application

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37276 **Date Opened:** 6/27/14 **Date Completed:** 7/3/14

Summary: PMI TAN 7/3/14

Resolution: 7/21/2014 11:14 AM Alaskan Standard Time - drice
PMI Complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37277 **Date Opened:** 6/27/14 **Date Completed:** 7/12/14

Summary: PMI Money Knob 7/11/14

Resolution: 7/14/2014 1:24 PM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37278 **Date Opened:** 6/27/14 **Date Completed:** 7/23/14

Summary: PMI Cottonwood Creek 7/23/14

Resolution: 7/23/2014 2:35 PM Alaskan Standard Time - cwittschiebe
CAUSE: Techs on-site and taking site down
RESOLUTION: Prevenitive maintenance completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37279 **Date Opened:** 6/27/14 **Date Completed:** 7/24/14

Summary: PMI TAS 7/24/14

Resolution: 7/25/2014 10:37 AM Alaskan Standard Time - drice
PMI Complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37280 **Date Opened:** 6/27/14 **Date Completed:** 7/25/14

Summary: PMI Hill 3265 7/25/14

Resolution: 7/25/2014 1:56 PM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: PM is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37281 **Date Opened:** 6/27/14 **Date Completed:** 7/31/14

Summary: PMI Blue Berry 7/31/14

Resolution: 8/4/2014 8:43 AM Alaskan Standard Time - cwittschiebe
CAUSE:PM
RESOLUTION: PM complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37338 **Date Opened:** 7/1/14 **Date Completed:** 7/2/14

Summary: Ft Greely - Not wide trunking.

Resolution: 7/2/2014 9:06 AM Alaskan Standard Time - cwittschiebe
CAUSE: Loss of power to site.
RESOLUTION: Customer restarted power.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37339 **Date Opened:** 7/1/14 **Date Completed:** 7/1/14

Summary: Ft Greely - Dispatch site comm failure

Resolution: 7/2/2014 9:08 AM Alaskan Standard Time - cwittschiebe
CAUSE: Loss of power to site.
RESOLUTION: Customer restarted power.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 37381 **Date Opened:** 7/1/14 **Date Completed:** 7/18/14

Summary: NICE Zone 1 - Tape Drive Cleaning July 16, 2014.

Resolution: 7/17/2014 4:50 PM Alaskan Standard Time - drice
NICE Zone 1 Tape Drive Cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 37382 **Date Opened:** 7/1/14 **Date Completed:** 7/18/14

Summary: NICE Zone 2 - Tape Drive Cleaning July 16, 2014.

Resolution: 7/17/2014 4:52 PM Alaskan Standard Time - drice
NICE Zone 2 Tape drives cleaned.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37546 **Date Opened:** 7/23/14 **Date Completed:** 6/23/14

Summary: SSM High MTN - 6/23/2014.

Resolution: 7/23/2014 2:12 PM Alaskan Standard Time - drice
SSM Complete.

Department: Alaska Wireless **Priority**

Service Request #: 37547 **Date Opened:** 7/23/14 **Date Completed:** 6/25/14

Summary: SSM Sunny Hay - 6/25/2014.

Resolution: 7/23/2014 2:15 PM Alaskan Standard Time - drice
SSM complete.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 37559 **Date Opened:** 7/25/14 **Date Completed:** 8/15/14

Summary: Birch Hill Master Site - Installing and modifying Arcsight connectors for syslog servers (All Zones

Resolution: 8/15/2014 9:05 AM Alaskan Standard Time - cwittschiebe
CAUSE: auth monitoring syslog events
RESOLUTION: Completed install on syslog servers. SOC verified

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37564 **Date Opened:** 7/29/14 **Date Completed:** 1/26/15

Summary: Elmendorf - Security Forces/Law - Comm Failure on VPM01/switch 1 down.

Resolution: 1/26/2015 9:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: Remodeling
RESOLUTION: Work completed

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 37569 **Date Opened:** 7/29/14 **Date Completed:** 9/29/14

Summary: Elmendorf - RCC Console Using the Computer from this site to replace OP 1 for case 24012988

Resolution: 9/30/2014 8:39 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad hard drive on OP1 - using spare computer at the fire department as a spare - will determine if it needs to be moved back pending inventory control
RESOLUTION: Replaced hard drive - Holding spare OP at the fire department until the customer decides if it will stay there or be moved back to the other site

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Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37579 **Date Opened:** 8/5/14 **Date Completed:** 8/5/14

Summary: PMI Sawmill 8/5/14

Resolution: 8/6/2014 9:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37580 **Date Opened:** 8/5/14 **Date Completed:** 8/5/14

Summary: PMI Tahneta 8/5/14

Resolution: 8/6/2014 9:25 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: PM is complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37581 **Date Opened:** 8/5/14 **Date Completed:** 8/8/14

Summary: PMI TAN 8/8/14

Resolution: 8/15/2014 11:57 AM Alaskan Standard Time - drice
PMI Complete.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 37583 **Date Opened:** 8/6/14 **Date Completed:** 8/6/14

Summary: PMI Hope 8/6/14

Resolution: 8/6/2014 2:19 PM Alaskan Standard Time - cwittschiebe
Resolution: PMI Completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37587 **Date Opened:** 8/6/14 **Date Completed:** 8/29/14

Summary: PMI TAS 8/29/14

Resolution: 8/29/2014 12:04 PM Alaskan Standard Time - drice
PMI Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37588 **Date Opened:** 8/6/14 **Date Completed:** 8/12/14

Summary: PMI Lion's Head 8/12/14

Resolution: 8/12/2014 3:16 PM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37589 **Date Opened:** 8/6/14 **Date Completed:** 8/12/14

Summary: PMI Willow Mtn 8/12/14

Resolution: 8/12/2014 3:18 PM Alaskan Standard Time - cwittschiebe
CAUSE: annual pm
RESOLUTION: completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37590 **Date Opened:** 8/6/14 **Date Completed:** 8/26/14

Summary: PMI Ernestine 8/26/14

Resolution: 8/28/2014 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE:Annual PM
RESOLUTION:Annual PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37591 **Date Opened:** 8/6/14 **Date Completed:** 8/26/14

Summary: PMI Tsina 8/26/14

Resolution: 8/28/2014 9:21 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PM
RESOLUTION: Annual PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37592 **Date Opened:** 8/6/14 **Date Completed:** 8/26/14

Summary: PMI Divide 8/26/14

Resolution: 8/28/2014 9:24 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PM
RESOLUTION: Annual PM, completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37593 **Date Opened:** 8/6/14 **Date Completed:** 9/2/14

Summary: PMI Heney Range 9/2/14

Resolution: 9/3/2014 7:45 AM Alaskan Standard Time - drice
CAUSE: Annual Maintenance
RESOLUTION: Annual Maintenance is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37594 **Date Opened:** 8/6/14 **Date Completed:** 8/27/14

Summary: PMI Valdez 8/27/14

Resolution: 8/28/2014 9:43 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PM
RESOLUTION: Annual PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37595 **Date Opened:** 8/6/14 **Date Completed:** 8/22/14

Summary: PMI Reindeer Hills 8/22/14

Resolution: 8/22/2014 2:39 PM Alaskan Standard Time - drice
CAUSE: Performed Site PM.
RESOLUTION: PM complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37596 **Date Opened:** 8/6/14 **Date Completed:** 9/8/14

Summary: PMI Site Summit 9/8/14

Resolution: 9/8/2014 12:40 PM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: PM is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37597 **Date Opened:** 8/6/14 **Date Completed:** 9/3/14

Summary: PMI Willow Creek 9/3/14

Resolution: 9/3/2014 12:03 PM Alaskan Standard Time - drice
Cause: Site Preventative Maintenance.
Resolution: PM Complete.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 37655 **Date Opened:** 8/11/14 **Date Completed:** 8/21/14

Summary: NICE Zone 1 - Tape Drive Cleaning August 18, 2014.

Resolution: 8/21/2014 7:33 AM Alaskan Standard Time - drice
NICE Tape Drive Cleaning complete.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 37656 **Date Opened:** 8/11/14 **Date Completed:** 8/21/14

Summary: NICE Zone 2 - Tape Drive Cleaning August 18, 2014.

Resolution: 8/21/2014 7:33 AM Alaskan Standard Time - drice
NICE Tape Drive Cleaning complete.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 37736 **Date Opened:** 8/14/14 **Date Completed:** 8/15/14

Summary: Sawmill - Replacing site controller 2

Resolution: 8/21/2014 4:13 PM Alaskan Standard Time - drice
CAUSE: Replacing site controller two.
RESOLUTION: site controller replaced

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37795 **Date Opened:** 8/25/14 **Date Completed:** 8/29/14

Summary: Atwood VHF - Equipment reorganization

Resolution: 9/3/2014 8:24 AM Alaskan Standard Time - drice
CAUSE: Equipment relocation
RESOLUTION: Equipment relocation has been completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37813 **Date Opened:** 8/28/14 **Date Completed:** 9/10/14

Summary: PMI Harding Lake 9/10/14

Resolution: 9/10/2014 10:13 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM was the cause.
RESOLUTION: PM has been completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37814 **Date Opened:** 8/28/14 **Date Completed:** 9/9/14

Summary: PMI Canyon Creek 9/9/14

Resolution: 9/10/2014 9:01 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual maintenance
RESOLUTION: completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37815 **Date Opened:** 8/28/14 **Date Completed:** 9/20/14

Summary: SSM Birch Hill to Quarry Hill 9/19/14

Resolution: 9/24/2014 8:56 AM Alaskan Standard Time - drice
Cause: SSM
Resolution: Mainteance Complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37816 **Date Opened:** 8/28/14 **Date Completed:** 9/19/14

Summary: SSM Quarry Hill to Birch Hill 9/19/14

Resolution: 9/24/2014 8:56 AM Alaskan Standard Time - drice
Cause: SSM
Resolution: Mainteance Complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37817 **Date Opened:** 8/28/14 **Date Completed:** 9/17/14

Summary: PMI Dot Lake 9/17/14

Resolution: 9/18/2014 11:06 AM Alaskan Standard Time - drice
CAUSE: Maintenance
RESOLUTION: Completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37818 **Date Opened:** 8/28/14 **Date Completed:** 9/18/14

Summary: PMI Cathedral Rapids 9/17/14

Resolution: 9/18/2014 11:08 AM Alaskan Standard Time - drice
CAUSE: Maintenance
RESOLUTION: Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37819 **Date Opened:** 8/28/14 **Date Completed:** 9/19/14

Summary: PMI Tok 9/17/14

Resolution: 9/18/2014 11:10 AM Alaskan Standard Time - drice
CAUSE: Annual PM
RESOLUTION: Annual PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37820 **Date Opened:** 8/28/14 **Date Completed:** 9/16/14

Summary: PMI Paxson 9/16/14

Resolution: 9/16/2014 3:29 PM Alaskan Standard Time - cwittschiebe
CAUSE:Annual PM
RESOLUTION:Annual PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37821 **Date Opened:** 8/28/14 **Date Completed:** 9/16/14

Summary: PMI Trims 9/16/14

Resolution: 9/16/2014 3:32 PM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PM
RESOLUTION: Annual PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37822 **Date Opened:** 8/28/14 **Date Completed:** 9/15/14

Summary: PMI Sourdough 9/15/14

Resolution: 9/15/2014 2:51 PM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PM
RESOLUTION: completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37823 **Date Opened:** 8/28/14 **Date Completed:** 9/15/14

Summary: PMI Tolsona 9/15/14

Resolution: 9/15/2014 2:47 PM Alaskan Standard Time - cwittschiebe
CAUSE:Required Annual PM
RESOLUTION:Completed Annual PM

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37824 **Date Opened:** 8/28/14 **Date Completed:** 9/16/14

Summary: PMI Glennallen 9/15/14

Resolution: 9/15/2014 4:36 PM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled maintenance
RESOLUTION: PM Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37825 **Date Opened:** 8/28/14 **Date Completed:** 9/19/14

Summary: PMI Pole Hill 9/19/14

Resolution: 9/22/2014 8:32 AM Alaskan Standard Time - cwittschiebe
CAUSE:Annual maintenance
RESOLUTION:Annual maintenance complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37826 **Date Opened:** 8/28/14 **Date Completed:** 9/10/14

Summary: PMI TAN 9/10/14

Resolution: 9/12/2014 10:06 AM Alaskan Standard Time - drice
PMI Complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37827 **Date Opened:** 8/28/14 **Date Completed:** 9/23/14

Summary: PMI Silvertip 9/23/14

Resolution: 9/24/2014 8:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37828 **Date Opened:** 8/28/14 **Date Completed:** 11/5/14

Summary: PMI Wolcott 10/28/14

Resolution: 11/5/2014 10:18 AM Alaskan Standard Time - drice
Duplicate of 38497. PMI Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37829 **Date Opened:** 8/28/14 **Date Completed:** 9/23/14

Summary: PMI Cooper Mtn 9/23/14

Resolution: 9/24/2014 8:40 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled Annual PM
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37830 **Date Opened:** 8/28/14 **Date Completed:** 9/23/14

Summary: PMI Summit Lake 9/23/14

Resolution: 9/24/2014 8:47 AM Alaskan Standard Time - cwittschiebe
CAUSE: maintenace
RESOLUTION: completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37831 **Date Opened:** 8/28/14 **Date Completed:** 9/26/14

Summary: PMI TAS 9/26/14

Resolution: 9/29/2014 11:00 AM Alaskan Standard Time - drice
PMI Complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37832 **Date Opened:** 8/28/14 **Date Completed:** 9/29/14

Summary: PMI Seldovia 9/29/14

Resolution: 9/30/2014 8:33 AM Alaskan Standard Time - cwittschiebe
CAUSE:Annual PM.
RESOLUTION:Annual PM. complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37833 **Date Opened:** 8/28/14 **Date Completed:** 10/8/14

Summary: PMI Girdwood 9/30/14

Resolution: 10/8/2014 2:57 PM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled site maintenance
RESOLUTION: Completed Annual site maintenance

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37840 **Date Opened:** 8/29/14 **Date Completed:** 8/29/14

Summary: Atwood VHF - Equipment relocation

Resolution: 8/29/2014 9:57 AM Alaskan Standard Time - cwittschiebe
CAUSE: Equipment relocation
RESOLUTION: Equipment relocation has been completed.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 37898 **Date Opened:** 9/2/14 **Date Completed:** 9/16/14

Summary: NICE Zone 1 - Tape Drive Cleaning September 15, 2014.

Resolution: 9/16/2014 8:37 AM Alaskan Standard Time - drice
NICE Tape Drive Cleaning accomplished.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 37899 **Date Opened:** 9/2/14 **Date Completed:** 9/16/14

Summary: NICE Zone 2 - Tape Drive Cleaning September 15, 2014.

Resolution: 9/16/2014 8:37 AM Alaskan Standard Time - drice
NICE Tape Drive Cleaning accomplished.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37961 **Date Opened:** 9/10/14 **Date Completed:** 9/10/14

Summary: Lena Point - Replacing microwave covers

Resolution: 9/10/2014 10:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: Work completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37964 **Date Opened:** 9/11/14 **Date Completed:** 9/16/14

Summary: PMI Black Rapids 9/16/14

Resolution: 9/16/2014 3:35 PM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PM
RESOLUTION: completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38035 **Date Opened:** 9/22/14 **Date Completed:** 9/25/14

Summary: PMI Byers 9/25/14

Resolution: 9/26/2014 9:16 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PM
RESOLUTION: Annual PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38066 **Date Opened:** 9/24/14 **Date Completed:** 9/23/14

Summary: PMI Hope 9/23/14

Resolution: 9/24/2014 8:58 AM Alaskan Standard Time - cwittschiebe
CAUSE:Preventative Maintenance
RESOLUTION:Preventative Maintenance complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38069 **Date Opened:** 9/24/14 **Date Completed:** 10/3/14

Summary: PMI Donnelly Dome 10/3/14

Resolution: 10/3/2014 1:44 PM Alaskan Standard Time - cwittschiebe
CAUSE: Annual Maintenance
RESOLUTION: Annual Maintenance finished

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38070 **Date Opened:** 9/24/14 **Date Completed:** 1/9/15

Summary: PMI Birch Hill VHF 1/9/15

Resolution: 1/9/2015 2:05 PM Alaskan Standard Time - cwittschiebe
CAUSE: Preventative Maintenance
RESOLUTION: completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38071 **Date Opened:** 9/24/14 **Date Completed:** 1/21/15

Summary: PMI Alcantra to R1 North Microwave Link 1/20/15.

Resolution: 1/22/2015 9:34 AM Alaskan Standard Time - cwittschiebe
Cause: SSM
Resolution: Maintenance completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38072 **Date Opened:** 9/24/14 **Date Completed:** 1/21/15

Summary: PMI R1 North to Alcantra Microwave Link 1/20/15

Resolution: 1/22/2015 9:31 AM Alaskan Standard Time - cwittschiebe
Cause: SSM
Resolution: Maintenance completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38073 **Date Opened:** 9/24/14 **Date Completed:** 1/22/15

Summary: PMI Quarry Hill 1/22/15

Resolution: 1/23/2015 8:54 AM Alaskan Standard Time - cwittschiebe
CAUSE:Annual PM.
RESOLUTION:Annual PM is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38074 **Date Opened:** 9/24/14 **Date Completed:** 2/6/15

Summary: PMI Peger Road 2/6/15

Resolution: 2/6/2015 4:19 PM Alaskan Standard Time - cwittschiebe
CAUSE:Annual PM
RESOLUTION:Annual PM is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38075 **Date Opened:** 9/24/14 **Date Completed:** 10/16/14

Summary: PMI Honolulu 10/16/14

Resolution: 10/16/2014 2:34 PM Alaskan Standard Time - cwittschiebe
CAUSE:Annual PM
RESOLUTION:Annual PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38076 **Date Opened:** 9/24/14 **Date Completed:** 10/16/14

Summary: PMI Hurricane 10/16/14

Resolution: 10/16/2014 3:02 PM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PM
RESOLUTION: Annual PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38077 **Date Opened:** 9/24/14 **Date Completed:** 10/23/14

Summary: PMI Beaver Creek 10/23/14

Resolution: 10/23/2014 2:39 PM Alaskan Standard Time - drice
CAUSE: Site PM
RESOLUTION: Site PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38078 **Date Opened:** 9/24/14 **Date Completed:** 10/28/14

Summary: PMI TAN 10/31/14

Resolution: 11/4/2014 1:49 PM Alaskan Standard Time - drice
PMI Complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38080 **Date Opened:** 9/24/14 **Date Completed:** 10/31/14

Summary: PMI TAS 10/31/14

Resolution: 10/31/2014 11:08 AM Alaskan Standard Time - drice
PMI complete.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 38196 **Date Opened:** 10/1/14 **Date Completed:** 10/16/14

Summary: NICE Zone 1 - Tape Drive Cleaning October 15, 2014.

Resolution: 10/16/2014 8:35 AM Alaskan Standard Time - drice
Tape Drive Cleaning complete.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 38197 **Date Opened:** 10/1/14 **Date Completed:** 10/16/14

Summary: NICE Zone 2 - Tape Drive Cleaning October 15, 2014.

Resolution: 10/16/2014 8:36 AM Alaskan Standard Time - drice
Tape Drive Cleaning complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38411 **Date Opened:** 10/22/14 **Date Completed:** 10/22/14

Summary: Heney Range - Not Wide Trunking 3 x 30

Resolution: 10/22/2014 10:49 AM Alaskan Standard Time - cwittschiebe
CAUSE: System upgrade
RESOLUTION: Customer was Upgrading the operating system on ALCATEL-lucent 7705 and upgrade completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38462 **Date Opened:** 10/27/14 **Date Completed:** 10/28/14

Summary: Tolsona - Changing out a connector

Resolution: 10/28/2014 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE:Changing out a connector
RESOLUTION: Changing out a connector is completed.

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 38497 **Date Opened:** 10/29/14 **Date Completed:** 10/30/14

Summary: PMI Wolcott 10/28/2014

Resolution: 10/29/2014 9:01 AM Alaskan Standard Time - cwittschiebe
CAUSE: Performing cable work and then annual PM
RESOLUTION: Work complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38502 **Date Opened:** 10/30/14 **Date Completed:** 11/4/14

Summary: PMI Chulitna 11/4/14

Resolution: 11/4/2014 11:37 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled PM
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38503 **Date Opened:** 10/30/14 **Date Completed:** 1/13/15

Summary: PMI TSAIA 1/13/15

Resolution: 1/14/2015 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE:Site PM
RESOLUTION:Site PM - Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38504 **Date Opened:** 10/30/14 **Date Completed:** 11/18/14

Summary: PMI Ft Greely 11/14/14

Resolution: 11/17/2014 8:59 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual maintenance
RESOLUTION: Annual maintenance, completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38505 **Date Opened:** 10/30/14 **Date Completed:** 1/7/15

Summary: PMI Fire Station 12_1/6/15

Resolution: 1/12/2015 8:48 AM Alaskan Standard Time - drice
CAUSE: Annual Maintenance.
RESOLUTION: Annual Maintenance Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38506 **Date Opened:** 10/30/14 **Date Completed:** 11/21/14

Summary: PMI TAN 11/19/14

Resolution: 12/4/2014 10:47 AM Alaskan Standard Time - drice

PMI Complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38507 **Date Opened:** 10/30/14 **Date Completed:** 11/24/14

Summary: PMI TAS 11/21/14

Resolution: 12/4/2014 10:46 AM Alaskan Standard Time - drice

PMI Complete.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 38562 **Date Opened:** 11/3/14 **Date Completed:** 11/17/14

Summary: NICE Zone 1 - Tape Drive Cleaning November 14, 2014.

Resolution: 11/17/2014 2:19 PM Alaskan Standard Time - drice

Tape drive cleaning completed.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 38563 **Date Opened:** 11/3/14 **Date Completed:** 11/17/14

Summary: NICE Zone 2 - Tape Drive Cleaning November 14, 2014.

Resolution: 11/17/2014 2:19 PM Alaskan Standard Time - drice

Tape drive cleaning completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38588 **Date Opened:** 11/5/14 **Date Completed:** 11/6/14

Summary: PMI Moose Pass 11/6/14

Resolution: 11/4/2014 11:37 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled PM
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38596 **Date Opened:** 11/7/14 **Date Completed:** 11/12/14

Summary: PMI Seward 11/12/14

Resolution: 11/4/2014 11:37 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled PM
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38622 **Date Opened:** 11/14/14 **Date Completed:** 12/8/14

Summary: PMI Alcantra 12/8/14

Resolution: 12/8/2014 1:05 PM Alaskan Standard Time - drice

CAUSE:Site PM
RESOLUTION:Site PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38623 **Date Opened:** 11/14/14 **Date Completed:** 12/10/14

Summary: PMI Bailey Hill 12/9/14

Resolution: 12/10/2014 8:42 AM Alaskan Standard Time - cwittschiebe
CAUSE: Site Inspection
RESOLUTION: Site Inspection Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38624 **Date Opened:** 11/14/14 **Date Completed:** 1/21/15

Summary: PMI R1 North 1/20/15

Resolution: 1/21/2015 9:53 AM Alaskan Standard Time - cwittschiebe
CAUSE: scheduled maintenance
RESOLUTION:work has been completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38625 **Date Opened:** 11/14/14 **Date Completed:** 12/12/14

Summary: PMI Ester Dome 12/12/14

Resolution: 12/12/2014 1:43 PM Alaskan Standard Time - cwittschiebe
CAUSE:Annual Maintenance is required
RESOLUTION:Completed Annual Maintenance

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38626 **Date Opened:** 11/14/14 **Date Completed:** 5/13/15

Summary: SSM High Mtn 5/12/15

Resolution: 5/13/2015 9:11 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38627 **Date Opened:** 11/14/14 **Date Completed:** 5/13/15

Summary: SSM Sunny Hay 5/13/15

Resolution:

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38628 **Date Opened:** 11/14/14 **Date Completed:** 4/29/15

Summary: SSM Skagway 4/29/15

Resolution: 4/30/2015 9:17 AM Alaskan Standard Time - cwittschiebe
CAUSE: Maintenance
RESOLUTION: Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38629 **Date Opened:** 11/14/14 **Date Completed:** 4/30/15

Summary: SSM Haines 4/30/15

Resolution: 5/1/2015 9:06 AM Alaskan Standard Time - cwittschiebe
CAUSE:7.13 IA general maintanence
RESOLUTION:7.13 IA general maintanence, work is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38630 **Date Opened:** 11/14/14 **Date Completed:** 4/2/15

Summary: PMI Auke Lake 4/1/15

Resolution: 4/2/2015 9:43 AM Alaskan Standard Time - cwittschiebe
CAUSE: Isolator required correction.
RESOLUTION: Corrected isolator on channel 1 and performed PMI.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38631 **Date Opened:** 11/14/14 **Date Completed:** 12/24/14

Summary: PMI TAS 12/24/14

Resolution: 12/26/2014 9:00 AM Alaskan Standard Time - drice

PMI Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38632 **Date Opened:** 11/15/14 **Date Completed:** 12/23/14

Summary: PMI TAN 12/23/14

Resolution: 12/26/2014 8:57 AM Alaskan Standard Time - drice

PMI Complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38633 **Date Opened:** 11/15/14 **Date Completed:** 12/30/14

Summary: PMI Rabbit Creek 12/30/14

Resolution: 12/31/2014 8:49 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual Maintenance.
RESOLUTION: Annual Maintenance Completed.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 38634 **Date Opened:** 11/17/14 **Date Completed:** 11/19/14

Summary: NICE Zone 1 - Tape drive cleaning required (5008) status is now 3 10.1.106.70

Resolution: 11/20/2014 9:24 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tape drive cleaning was required
RESOLUTION: Tape drive was cleaned

Department: BSIT **Priority** 4-Scheduled Maintenance

Service Request #: 38657 **Date Opened:** 11/18/14 **Date Completed:** 10/14/15

Summary: Seward PMI follow-up to Answer Mark Jenk's Questions.

Resolution: 10/14/2015 11:42 AM Alaskan Standard Time - drice

Close due to more recent PMI.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 38660 **Date Opened:** 11/19/14 **Date Completed:** 11/22/14

Summary: Cottonwood - Site Not Wide > 5 mins

Resolution: 11/21/2014 4:08 PM Alaskan Standard Time - cwittschiebe
CAUSE:Customer was adding a channel
RESOLUTION:Alarm cleared - work complete

Department: BSIT **Priority** 4-Scheduled Maintenance

Service Request #: 38663 **Date Opened:** 11/19/14 **Date Completed:** 10/14/15

Summary: Fort Greely PMI follow-up work from Mark Jenk's Questions.

Resolution: 10/14/2015 11:43 AM Alaskan Standard Time - drice

More recent PMI.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 38756 **Date Opened:** 12/1/14 **Date Completed:** 12/16/14

Summary: NICE Zone 1 - Tape Drive Cleaning December 15, 2014.

Resolution: 12/16/2014 8:06 AM Alaskan Standard Time - drice

NICE tape drive cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 38757 **Date Opened:** 12/1/14 **Date Completed:** 12/16/14

Summary: NICE Zone 2 - Tape Drive Cleaning December 15, 2014.

Resolution: 12/16/2014 8:07 AM Alaskan Standard Time - drice

NICE tape drive cleaned.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 38857 **Date Opened:** 12/10/14 **Date Completed:** 12/10/14

Summary: Bailey Hill - Tech to test site controller 2. NMO may see alarms

Resolution: 12/10/2014 8:47 AM Alaskan Standard Time - cwittschiebe
CAUSE:bad site controller2
RESOLUTION:Swapped out the site controller 2

Department: BSIT **Priority** 3-Intermittent System Failure

Service Request #: 38867 **Date Opened:** 12/15/14 **Date Completed:** 12/16/14

Summary: Willow Mtn - Adding 1 Channel

Resolution: 12/16/2014 3:15 PM Alaskan Standard Time - cwittschiebe
CAUSE: Adding a channel taking the site down in 1 hr
RESOLUTION: work completed

Department: BSIT **Priority** 3-Intermittent System Failure

Service Request #: 38868 **Date Opened:** 12/15/14 **Date Completed:** 12/17/14

Summary: Glennallen - Adding 1 Channel

Resolution: 12/17/2014 2:09 PM Alaskan Standard Time - cwittschiebe
CAUSE: adding a channel on site
RESOLUTION: channel was added

Department: BSIT **Priority** 4-Scheduled Maintenance

Service Request #: 38878 **Date Opened:** 12/16/14 **Date Completed:** 10/30/15

Summary: Ester Dome - PMI identifies requirement to investigate the high desense issue.

Resolution: 1/26/2016 10:22 AM Alaskan Standard Time - drice

Cleared up 10-30-2015 PMI by Joe.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38894 **Date Opened:** 12/17/14 **Date Completed:** 1/23/15

Summary: PMI TAN 1/23/15

Resolution: 1/30/2015 9:49 AM Alaskan Standard Time - drice

PMI Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38895 **Date Opened:** 12/17/14 **Date Completed:** 1/30/15

Summary: PMI TAS 1/29/15

Resolution: 1/30/2015 9:44 AM Alaskan Standard Time - drice

PMI Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38980 **Date Opened:** 12/23/14 **Date Completed:** 12/24/14

Summary: BAILEY HILL-REMOVE DC BREAKER AND HARDWARE FOR SITE CONTROLLER2

Resolution: 12/29/2014 9:57 AM Alaskan Standard Time - AKWireless removed DC breaker for channel 4

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38981 **Date Opened:** 12/23/14 **Date Completed:** 12/24/14

Summary: Cottonwood Creek - Replace Rx cable on channel 4.

Resolution: 12/26/2014 8:04 AM Alaskan Standard Time - drice

CAUSE:Switching out cable
RESOLUTION:switching out cable complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38986 **Date Opened:** 12/26/14 **Date Completed:** 12/24/14

Summary: Elmendorf Fire - LR01 - 10.1.12.70 - Automatic archiving suspended for manual archive.

Resolution: 12/26/2014 8:43 AM Alaskan Standard Time - drice

CAUSE: N/A
RESOLUTION: Restarted the SNMP Serv

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38992 **Date Opened:** 12/29/14 **Date Completed:** 8/7/15

Summary: Willow MTN replace cables on channel 4

Resolution: 8/7/2015 9:45 AM Alaskan Standard Time - drice

Replaced cable on Channel 4.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 38993 **Date Opened:** 12/29/14 **Date Completed:** 1/7/15

Summary: Glennallen - Channel 4 clean up work

Resolution: 1/8/2015 9:09 AM Alaskan Standard Time - AKWireless (Maintenance Completed) REPLACED CABLE AND TESTED OK. CLOSE ORDER
1/8/2015 8:53 AM Alaskan Standard Time - cwittschiebe
CAUSE: bad cable
RESOLUTION: repair is complete

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 38996 **Date Opened:** 12/30/14 **Date Completed:** 12/30/14

Summary: Hurricane - ARR upgrade ALCATEL 7705.

Resolution: 12/30/2014 8:24 AM Alaskan Standard Time - drice

Hurricane site OS upgraded.

Department: BSIT **Priority** 3-Intermittent System Failure

Service Request #: 39006 **Date Opened:** 12/31/14 **Date Completed:** 1/6/15

Summary: Tok - Adding (1) Channel

Resolution: 1/7/2015 8:47 AM Alaskan Standard Time - cwittschiebe
CAUSE: Adding a channel.
RESOLUTION: channel added

Department: BSIT **Priority** 3-Intermittent System Failure

Service Request #: 39007 **Date Opened:** 12/31/14 **Date Completed:** 1/6/15

Summary: Tolsona - Adding (1) Channel

Resolution: 1/6/2015 9:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled event
RESOLUTION: Completed adding a channel, tested channel, rolled it and it is clear.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 39068 **Date Opened:** 1/2/15 **Date Completed:** 1/13/15

Summary: NICE Zone 1 - Tape Drive Cleaning January 15, 2015.

Resolution: 1/15/2015 11:33 AM Alaskan Standard Time - drice

NICE Tape Drive cleaning completed.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 39069 **Date Opened:** 1/2/15 **Date Completed:** 1/9/15

Summary: NICE Zone 2 - Tape Drive Cleaning January 15, 2015.

Resolution: 2/10/2015 12:51 PM Alaskan Standard Time - drice

NICE Zone 2 - Tape Drive Cleaning completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39097 **Date Opened:** 1/7/15 **Date Completed:**

Summary: Fire Station 12 - Replace ISO Key & Retest Antenna Lines

Resolution:

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39098 **Date Opened:** 1/7/15 **Date Completed:** 1/7/15

Summary: Kasilof - Site Not Wide Trunking - SC1 and 2 In Comm Fail

Resolution: 1/7/2015 9:28 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave work.
RESOLUTION: Microwave work has been completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39155 **Date Opened:** 1/12/15 **Date Completed:** 1/10/15

Summary: Atwood VHF - Not Wide Trunking > 5 Mins

Resolution: 1/12/2015 9:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tech moving microwave 7705 - took site down for the move
RESOLUTION: Work complete - Site back up

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 39188 **Date Opened:** 1/16/15 **Date Completed:** 2/5/15

Summary: Birch Hill Master - Updating BIOS on HP computers

Resolution: 2/5/2015 9:42 AM Alaskan Standard Time - cwittschiebe
CAUSE:Updating bios on HP computers.
RESOLUTION:Bios updates complete

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 39206 **Date Opened:** 1/22/15 **Date Completed:** 1/22/15

Summary: Elmendorf - Fire Console Configuration

Resolution: 1/22/2015 9:16 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: Completed configs, and repaired touch screen

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39212 **Date Opened:** 1/23/15 **Date Completed:** 3/10/15

Summary: PMI Portage 3/10/15

Resolution: 3/11/2015 10:18 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM tech on site
RESOLUTION: PM tech on site completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39213 **Date Opened:** 1/23/15 **Date Completed:** 3/10/15

Summary: PMI Whittier 3/10/15

Resolution: 3/11/2015 10:20 AM Alaskan Standard Time - cwittschiebe
CAUSE:PM tech on site.
RESOLUTION:Site PM completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39214 **Date Opened:** 1/23/15 **Date Completed:** 2/20/15

Summary: PMI Nenana 2/20/15

Resolution: 2/23/2015 9:34 AM Alaskan Standard Time - cwittschiebe
CAUSE:Annual maintenance
RESOLUTION:Annual maintenance is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39215 **Date Opened:** 1/23/15 **Date Completed:** 2/28/15

Summary: PMI TAN 2/27/15

Resolution: 3/3/2015 11:28 AM Alaskan Standard Time - drice

PMI Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39216 **Date Opened:** 1/23/15 **Date Completed:** 2/27/15

Summary: PMI TAS 2/26/15

Resolution: 2/27/2015 2:13 PM Alaskan Standard Time - drice

PMI Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39217 **Date Opened:** 1/23/15 **Date Completed:** 3/26/15

Summary: PMI Atwood VHF 3/4/15

Resolution: 3/13/2015 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE: PMI was being done at the site
RESOLUTION: PMI is complete

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 39266 **Date Opened:** 1/27/15 **Date Completed:** 1/30/15

Summary: Trims - SC2 comm failure es02 comm failure

Resolution: 1/30/2015 4:27 PM Alaskan Standard Time - cwittschiebe
CAUSE: maintenance upgrade
RESOLUTION: maintenance upgrade was completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39304 **Date Opened:** 1/28/15 **Date Completed:** 1/30/15

Summary: Paxson - Comm Failure

Resolution: 1/30/2015 4:23 PM Alaskan Standard Time - cwittschiebe
CAUSE: maintenance upgrade
RESOLUTION: maintenance upgrade was completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39306 **Date Opened:** 1/28/15 **Date Completed:** 3/20/15

Summary: PMI TAN 3/20/15

Resolution: 3/20/2015 3:47 PM Alaskan Standard Time - drice

PMI Completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39307 **Date Opened:** 1/28/15 **Date Completed:** 1/28/15

Summary: R1 North - Not Wide Trunking > 5 mins

Resolution: 1/28/2015 10:53 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled maintenance - Microwave 7705 Upgrade at Camp Denali and Tudor Road. This is part of the multiple site outage.
RESOLUTION: OS Upgrade completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39308 **Date Opened:** 1/28/15 **Date Completed:** 1/28/15

Summary: Pillar Mountain - Not Wide Trunking > 5 mins

Resolution: 1/28/2015 11:01 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled microwave maintenance
RESOLUTION: OS Upgrade completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39309 **Date Opened:** 1/28/15 **Date Completed:** 1/28/15

Summary: Tudor Road Master Site - Multiple sites and nmd across system down sites > 5mins

Resolution: 1/28/2015 11:08 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tech
RESOLUTION:OS Upgrade completed

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 39311 **Date Opened:** 1/28/15 **Date Completed:** 1/28/15

Summary: Tudor Road Master Site - SOC_Tracking: Syslog Connector Install

Resolution: 1/28/2015 11:27 AM Alaskan Standard Time - cwittschiebe
CAUSE: Moved installed directory to /var/log/ArcSight
RESOLUTION: Moved installed directory to /var/log/ArcSight

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39328 **Date Opened:** 1/31/15 **Date Completed:** 1/30/15

Summary: Anchor River - Site bouncing

Resolution: 1/30/2015 3:28 PM Alaskan Standard Time - cwittschiebe
CAUSE: Tech on site replacing a card
RESOLUTION: On site work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39329 **Date Opened:** 1/31/15 **Date Completed:** 1/30/15

Summary: Cooper Mtn - Site bouncing

Resolution: 1/30/2015 3:35 PM Alaskan Standard Time - cwittschiebe
CAUSE: Tech on site replacing a card
RESOLUTION: On site work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39330 **Date Opened:** 1/31/15 **Date Completed:** 1/30/15

Summary: Moose Pass - Site bouncing

Resolution: 1/30/2015 3:39 PM Alaskan Standard Time - cwittschiebe
CAUSE: Tech on site replacing a card
RESOLUTION: On site work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39331 **Date Opened:** 1/31/15 **Date Completed:** 1/30/15

Summary: Ninilchik - Site is bouncing

Resolution: 1/30/2015 4:03 PM Alaskan Standard Time - cwittschiebe
CAUSE: Tech on site replacing a card
RESOLUTION: On site work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39332 **Date Opened:** 1/31/15 **Date Completed:** 1/30/15

Summary: Ski Hill - Site bouncing

Resolution: 1/30/2015 4:10 PM Alaskan Standard Time - cwittschiebe
CAUSE: Tech on site replacing a card
RESOLUTION: On site work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39333 **Date Opened:** 1/31/15 **Date Completed:** 1/30/15

Summary: Sterling - Site bouncing

Resolution: 1/30/2015 4:14 PM Alaskan Standard Time - cwittschiebe
CAUSE: Tech on site replacing a card
RESOLUTION: On site work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39334 **Date Opened:** 1/31/15 **Date Completed:** 1/30/15

Summary: Seward - Site bouncing

Resolution: 1/30/2015 4:17 PM Alaskan Standard Time - cwittschiebe
CAUSE: Tech on site replacing a card
RESOLUTION: On site work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39335 **Date Opened:** 1/31/15 **Date Completed:** 1/30/15

Summary: Wolcott - Site bouncing

Resolution: 1/30/2015 4:21 PM Alaskan Standard Time - cwittschiebe
CAUSE: Tech on site replacing a card
RESOLUTION: On site work complete

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 39388 **Date Opened:** 2/2/15 **Date Completed:** 2/17/15

Summary: NICE Zone 1 - Tape Drive Cleaning February 13, 2015.

Resolution: 2/17/2015 9:09 AM Alaskan Standard Time - drice

Tape drive cleaning completed.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 39389 **Date Opened:** 2/2/15 **Date Completed:** 2/17/15

Summary: NICE Zone 2 - Tape Drive Cleaning February 13, 2015.

Resolution: 2/17/2015 9:09 AM Alaskan Standard Time - drice

Tape drive cleaning completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39522 **Date Opened:** 2/19/15 **Date Completed:** 2/23/15

Summary: Pipeline Hills - Adding (1) Channel

Resolution: 2/24/2015 9:34 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tech on site adding ch 4 to site
RESOLUTION: Done working on site.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39570 **Date Opened:** 2/27/15 **Date Completed:** 3/30/15

Summary: PMI TAS 3/27/15

Resolution: 3/30/2015 3:46 PM Alaskan Standard Time - drice

PMI completed.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 39584 **Date Opened:** 3/2/15 **Date Completed:** 3/1/15

Summary: R1 North - Upgrading the system removing Quantars and replacing them the GTR Base stations

Resolution: 3/2/2015 9:32 AM Alaskan Standard Time - cwittschiebe
CAUSE: Upgrading the system removing Quantars and replacing them the GTR Base stations
RESOLUTION: Work complete

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 39631 **Date Opened:** 3/2/15 **Date Completed:** 3/16/15

Summary: NICE Zone 1 - Tape Drive Cleaning March 13, 2015.

Resolution: 3/16/2015 8:15 AM Alaskan Standard Time - drice

Media drives cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 39632 **Date Opened:** 3/2/15 **Date Completed:** 3/16/15

Summary: NICE Zone 2 - Tape Drive Cleaning March 13, 2015.

Resolution: 3/16/2015 8:15 AM Alaskan Standard Time - drice

Media drives cleaned.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 39727 **Date Opened:** 3/16/15 **Date Completed:** 3/13/15

Summary: Tudor Road Master Site - Rebooting DAS

Resolution: 3/16/2015 9:51 AM Alaskan Standard Time - cwittschiebe
CAUSE:scheduled
RESOLUTION:completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39781 **Date Opened:** 3/19/15 **Date Completed:** 3/19/15

Summary: Elmendorf MOC - CONSOLE SITE 1004.1 and 1004.2 not in use, console disconnect

Resolution: 3/19/2015 9:03 AM Alaskan Standard Time - drice
CAUSE:Testing.
RESOLUTION:Test completed.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 39789 **Date Opened:** 3/20/15 **Date Completed:** 3/20/15

Summary: NICE Zone 1 - Motopatching

Resolution: 3/23/2015 9:47 AM Alaskan Standard Time - cwittschiebe
CAUSE:Motopatching
RESOLUTION:Motopatching complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39795 **Date Opened:** 3/20/15 **Date Completed:** 3/23/15

Summary: PMI Pillar Mtn 3/23/15

Resolution: 3/24/2015 9:00 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: PM is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39796 **Date Opened:** 3/20/15 **Date Completed:** 3/24/15

Summary: PMI Women's Bay 3/24/15

Resolution: 3/25/2015 9:06 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM on site
RESOLUTION: PM on site completed.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 39849 **Date Opened:** 3/25/15 **Date Completed:** 3/26/15

Summary: Nice Zone 1 - Apply UP304-408-07-13-04-06 UPdate Pack 6

Resolution: 3/27/2015 10:12 AM Alaskan Standard Time - cwittschiebe
CAUSE: NICE - Need to apply UP304-408-07-13-04-06 UPdate Pack 6
RESOLUTION: Work complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39928 **Date Opened:** 3/27/15 **Date Completed:** 4/3/15

Summary: PMI Independent Ridge 4/3/15

Resolution: 4/6/2015 9:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: maintenance
RESOLUTION: completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39929 **Date Opened:** 3/27/15 **Date Completed:** 4/13/15

Summary: PMI Sterling 4/13/15

Resolution: 4/14/2015 8:11 AM Alaskan Standard Time - drice

CAUSE: Scheduled maintenance
RESOLUTION: Maintenance complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39930 **Date Opened:** 3/27/15 **Date Completed:** 4/13/15

Summary: PMI Pipeline Hills 4/13/15

Resolution: 4/15/2015 10:27 AM Alaskan Standard Time - drice

CAUSE: Required Annual Maintenance
RESOLUTION: Completed Annual Maintenance

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39931 **Date Opened:** 3/27/15 **Date Completed:** 4/14/15

Summary: PMI Diamond Ridge 4/14/15

Resolution: 4/14/2015 2:54 PM Alaskan Standard Time - drice

CAUSE: Site maintenance
RESOLUTION: Site maintenance complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39932 **Date Opened:** 3/27/15 **Date Completed:** 4/21/15

Summary: PMI Anchor River 4/14/15

Resolution: 4/21/2015 10:51 AM Alaskan Standard Time - cwittschiebe
CAUSE: Site maintenance
RESOLUTION: Site maintenance complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39933 **Date Opened:** 3/27/15 **Date Completed:** 4/21/15

Summary: PMI Ninilchik 4/21/15

Resolution: 4/22/2015 10:12 AM Alaskan Standard Time - cwittschiebe
CAUSE:Site maintenance
RESOLUTION:Site maintenance is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39934 **Date Opened:** 3/27/15 **Date Completed:** 4/22/15

Summary: PMI Nikiski 4/22/15

Resolution: 4/22/2015 10:05 AM Alaskan Standard Time - cwittschiebe
CAUSE:Semi Annual PM.
RESOLUTION:Semi Annual PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39935 **Date Opened:** 3/27/15 **Date Completed:** 4/13/15

Summary: PMI Kenai 4/13/15

Resolution: 4/14/2015 8:14 AM Alaskan Standard Time - drice

CAUSE: Scheduled Maintenance
RESOLUTION: Completed Annual Maintenance

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39936 **Date Opened:** 3/27/15 **Date Completed:** 4/20/15

Summary: PMI Kasilof 4/20/15

Resolution: 4/21/2015 10:46 AM Alaskan Standard Time - cwittschiebe
CAUSE:Preventative maintenance
RESOLUTION:Preventative maintenance is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39937 **Date Opened:** 3/27/15 **Date Completed:** 4/20/15

Summary: PMI Ski Hill 4/20/15

Resolution: 4/21/2015 10:41 AM Alaskan Standard Time - cwittschiebe
CAUSE: Preventative maintenance
RESOLUTION: Preventative maintenance completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39938 **Date Opened:** 3/27/15 **Date Completed:** 4/17/15

Summary: PMI TAN 4/17/15

Resolution: 4/17/2015 12:55 PM Alaskan Standard Time - drice

PMI completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39939 **Date Opened:** 3/27/15 **Date Completed:** 4/30/15

Summary: PMI TAS 4/30/15

Resolution: 5/7/2015 12:53 PM Alaskan Standard Time - drice

PMI completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39940 **Date Opened:** 3/27/15 **Date Completed:** 5/1/15

Summary: PMI Yanert 5/1/15

Resolution: 5/4/2015 9:02 AM Alaskan Standard Time - cwittschiebe
DESCRIPTION: Annual maintenance
CAUSE: Annual maintenance

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39941 **Date Opened:** 3/27/15 **Date Completed:** 4/28/15

Summary: PMI Saddle Mtn 4/28/15

Resolution: 4/29/2015 9:10 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual maintenance
RESOLUTION: Annual maintenance completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39942 **Date Opened:** 3/27/15 **Date Completed:** 4/27/15

Summary: PMI Lena Point 4/27/15

Resolution: 4/28/2015 9:06 AM Alaskan Standard Time - cwittschiebe
CAUSE: maintenance
RESOLUTION: completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39943 **Date Opened:** 3/27/15 **Date Completed:** 4/28/15

Summary: PMI Dimond Courthouse 4/28/15

Resolution: 4/29/2015 9:12 AM Alaskan Standard Time - cwittschiebe
CAUSE: Maintenance
RESOLUTION: Work complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 39944 **Date Opened:** 3/27/15 **Date Completed:** 4/29/15

Summary: PMI Skagway 4/29/15

Resolution: 4/30/2015 9:15 AM Alaskan Standard Time - cwittschiebe
CAUSE: Maintenance
RESOLUTION: Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 40037 **Date Opened:** 3/31/15 **Date Completed:** 5/1/15

Summary: PMI Garner 5/1/15

Resolution: 5/4/2015 9:05 AM Alaskan Standard Time - cwittschiebe
DESCRIPTION: Annual maintenance
CAUSE: Scheduled annual maintenance

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 40163 **Date Opened:** 4/1/15 **Date Completed:** 4/16/15

Summary: NICE Zone 1 - Tape Drive Cleaning April 15, 2015.

Resolution: 4/16/2015 9:41 AM Alaskan Standard Time - drice

NICE Tape Drive cleaned.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 40164 **Date Opened:** 4/1/15 **Date Completed:** 4/15/15

Summary: NICE Zone 2 - Tape Drive Cleaning April 15, 2015.

Resolution: 4/15/2015 12:40 PM Alaskan Standard Time - drice

Tape drives cleaned.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 40574 **Date Opened:** 4/8/15 **Date Completed:** 4/8/15

Summary: Whittier - Wire maintenance

Resolution: 4/9/2015 8:21 AM Alaskan Standard Time - drice

CAUSE: Equipment Maintenance.
RESOLUTION: Replaced both controller wires. Maintenance complete.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 40637 **Date Opened:** 4/17/15 **Date Completed:** 4/17/15

Summary: Alcantra - Request to test maintenance analyzer.

Resolution: 4/17/2015 11:21 AM Alaskan Standard Time - drice

CAUSE:Required testing of equipment
RESOLUTION:Completed testing of equipment

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 40647 **Date Opened:** 4/20/15 **Date Completed:** 4/22/15

Summary: Tudor Road Master Site - Reprogramming core routers, and fire walls

Resolution: 4/22/2015 9:35 AM Alaskan Standard Time - cwittschiebe
CAUSE: Reprogramming core routers, and fire walls.
RESOLUTION: completed for the day and will open a seperate case for the others.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 40693 **Date Opened:** 4/27/15 **Date Completed:** 4/30/15

Summary: PMI Haines 4/30/15

Resolution: 5/1/2015 9:07 AM Alaskan Standard Time - cwittschiebe
CAUSE:7.13 IA general maintanence
RESOLUTION:7.13 IA general maintanence, work is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 40694 **Date Opened:** 4/28/15 **Date Completed:** 4/28/15

Summary: SSM Auke Lake 4/27/15

Resolution: 4/28/2015 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual maintenance
RESOLUTION: Work complete

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 40695 **Date Opened:** 4/29/15 **Date Completed:** 4/29/15

Summary: Birch Hill Master Site - Updating configuration in firewalls

Resolution: 4/29/2015 9:25 AM Alaskan Standard Time - cwittschiebe
CAUSE: tech onsite
RESOLUTION: work complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 40698 **Date Opened:** 5/1/15 **Date Completed:** 5/13/15

Summary: PMI Sunny Hay 5/13/15

Resolution: 5/14/2015 9:01 AM Alaskan Standard Time - cwittschiebe
CAUSE:Site PM
RESOLUTION:Site PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 40699 **Date Opened:** 5/1/15 **Date Completed:** 5/12/15

Summary: PMI High Mtn 5/12/15

Resolution: 5/13/2015 9:07 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 40700 **Date Opened:** 5/1/15 **Date Completed:** 6/2/15

Summary: PMI TAN 5/29/15

Resolution: 6/2/2015 8:03 AM Alaskan Standard Time - drice

PMI completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 40701 **Date Opened:** 5/1/15 **Date Completed:** 5/29/15

Summary: PMI TAS 5/15/15

Resolution: 5/29/2015 8:45 AM Alaskan Standard Time - drice

PMI completed.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 40754 **Date Opened:** 5/4/15 **Date Completed:** 5/15/15

Summary: NICE Zone 1 - Tape Drive Cleaning May 15, 2015.

Resolution: 5/18/2015 9:08 AM Alaskan Standard Time - drice

Tape Drive Cleaning completed.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 40755 **Date Opened:** 5/4/15 **Date Completed:** 5/21/15

Summary: NICE Zone 2 - Tape Drive Cleaning May 15, 2015.

Resolution: 5/21/2015 8:47 AM Alaskan Standard Time - drice

Tape Drive Cleaning completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 40875 **Date Opened:** 5/8/15 **Date Completed:** 5/18/15

Summary: DOT Lake - Replace N-connector/cable attached to RX Combiner.

Resolution: 5/18/2015 1:17 PM Alaskan Standard Time - drice

Fitting replaced.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41023 **Date Opened:** 5/26/15 **Date Completed:** 5/26/15

Summary: FWA - Console Site Link 1011.2 Down 3x30 mins

Resolution: 5/26/2015 10:27 AM Alaskan Standard Time - cwittschiebe
CAUSE:planed maintenance
RESOLUTION:Travis Conant 907-382-2458 who approved closure

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41039 **Date Opened:** 5/29/15 **Date Completed:** 6/13/15

Summary: PMI TAN 6/12/15

Resolution: 6/17/2015 4:21 PM Alaskan Standard Time - drice
PMI completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41040 **Date Opened:** 5/29/15 **Date Completed:** 6/30/15

Summary: PMI TAS 6/30/15

Resolution: 6/30/2015 3:48 PM Alaskan Standard Time - drice

PMI complete.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 41113 **Date Opened:** 6/1/15 **Date Completed:** 6/16/15

Summary: NICE Zone 1 - Tape Drive Cleaning June 15, 2015.

Resolution: 6/16/2015 7:51 AM Alaskan Standard Time - drice

Tape Drive Cleaning completed.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 41114 **Date Opened:** 6/1/15 **Date Completed:** 6/16/15

Summary: NICE Zone 2 - Tape Drive Cleaning June 15, 2015.

Resolution: 6/16/2015 7:52 AM Alaskan Standard Time - drice

Tape Drive Cleaning completed.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 41164 **Date Opened:** 6/9/15 **Date Completed:** 6/9/15

Summary: High Mtn - Replacing damaged waveguide

Resolution: 6/10/2015 9:58 AM Alaskan Standard Time - drice

CAUSE: Damaged waiveguide. (High Mtn to Sunny Hay shot)
RESOLUTION: Replaced wave guide at High Mountain

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 41165 **Date Opened:** 6/9/15 **Date Completed:** 6/10/15

Summary: Kenai - Replacing power amplifier

Resolution: 6/11/2015 9:10 AM Alaskan Standard Time - cwittschiebe
CAUSE: Replacing power amplifier
RESOLUTION: Work complete

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 41281 **Date Opened:** 6/30/15 **Date Completed:** 6/29/15

Summary: Kenai - Replacing Power Amps Ch 5 & Ch 2

Resolution: 6/30/2015 9:16 AM Alaskan Standard Time - cwittschiebe
CAUSE:defective power amps
RESOLUTION:Replaced power amps

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 41359 **Date Opened:** 7/1/15 **Date Completed:** 7/20/15

Summary: NICE Zone 1 - Tape Drive Cleaning July 15, 2015.

Resolution: 7/20/2015 10:18 AM Alaskan Standard Time - drice

Tape drive cleaned.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 41360 **Date Opened:** 7/1/15 **Date Completed:** 7/20/15

Summary: NICE Zone 2 - Tape Drive Cleaning July 15, 2015.

Resolution: 7/20/2015 10:18 AM Alaskan Standard Time - drice

Tape drive cleaned.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41399 **Date Opened:** 7/6/15 **Date Completed:** 7/10/15

Summary: PMI Sawmill 7/9/15

Resolution: 7/9/2015 4:21 PM Alaskan Standard Time - drice

CAUSE: Scheduled PM
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41400 **Date Opened:** 7/6/15 **Date Completed:** 7/9/15

Summary: PMI Tahneta Pass 7/9/15

Resolution: 7/9/2015 12:18 PM Alaskan Standard Time - drice

CAUSE: PM
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41401 **Date Opened:** 7/6/15 **Date Completed:** 7/13/15

Summary: PMI Hope 7/13/15

Resolution: 7/14/2015 9:02 AM Alaskan Standard Time - cwittschiebe
CAUSE: Preventative Maintenance
RESOLUTION: Preventative Maintenance has been completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41402 **Date Opened:** 7/6/15 **Date Completed:** 7/13/15

Summary: PMI Silvertip 7/13/15

Resolution: 7/14/2015 9:04 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41403 **Date Opened:** 7/6/15 **Date Completed:** 7/14/15

Summary: PMI Cooper Mtn 7/14/15

Resolution: 7/15/2015 9:00 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled maintenance
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41404 **Date Opened:** 7/6/15 **Date Completed:** 7/13/15

Summary: PMI Summit Lake 7/13/15

Resolution: 7/14/2015 9:11 AM Alaskan Standard Time - cwittschiebe
CAUSE: Preventative Maintenance
RESOLUTION: Preventative Maintenance complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41405 **Date Opened:** 7/6/15 **Date Completed:** 7/14/15

Summary: PMI Wolcott 7/14/15

Resolution: 7/15/2015 9:02 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled maintenance
RESOLUTION: PM Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41406 **Date Opened:** 7/6/15 **Date Completed:** 7/24/15

Summary: PMI Money Knob 7/24/15

Resolution: 7/24/2015 12:33 PM Alaskan Standard Time - cwittschiebe
CAUSE:routine
RESOLUTION:maintenance is complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41407 **Date Opened:** 7/6/15 **Date Completed:** 7/23/15

Summary: PMI Nenana 7/23/15

Resolution: 7/23/2015 4:02 PM Alaskan Standard Time - cwittschiebe
CAUSE: Site PM needed
RESOLUTION: Site PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41408 **Date Opened:** 7/6/15 **Date Completed:** 7/23/15

Summary: PMI Clear 7/23/15

Resolution: 7/24/2015 10:08 AM Alaskan Standard Time - cwittschiebe
CAUSE: Site PM needed
RESOLUTION: Site PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41409 **Date Opened:** 7/6/15 **Date Completed:** 8/27/15

Summary: PMI Blueberry Hill 8/27/15

Resolution: 8/27/2015 12:46 PM Alaskan Standard Time - drice
CAUSE: Performing periodic site maintenance
RESOLUTION: Performing periodic site maintenance is completed

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Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41410 **Date Opened:** 7/7/15 **Date Completed:** 7/8/15

Summary: PMI Haines 7/7/15

Resolution: 7/8/2015 9:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: Preventative maintenance
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41411 **Date Opened:** 7/7/15 **Date Completed:** 7/8/15

Summary: PMI Skagway 7/7/15

Resolution: 7/8/2015 9:33 AM Alaskan Standard Time - cwittschiebe
CAUSE: Techs on-site for preventative maintenance
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41467 **Date Opened:** 7/14/15 **Date Completed:** 7/18/15

Summary: PMI Diamond Ridge 7/17/15

Resolution: 7/20/2015 9:20 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled PM
RESOLUTION: PM on site completed

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41470 **Date Opened:** 7/16/15 **Date Completed:** 7/16/15

Summary: Radio Logging AIS Z1 - Stop the logger then Restart the AIS

Resolution: 7/16/2015 9:04 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled work on site
RESOLUTION: Completed work removed the Mcfee and reinstalled

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41511 **Date Opened:** 7/20/15 **Date Completed:** 7/22/15

Summary: Wolcott - MOSCAD wiring maintenance

Resolution: 7/23/2015 9:16 AM Alaskan Standard Time - cwittschiebe
CAUSE: Wiring maintenance needed
RESOLUTION: Work completed but MOSCAD system was not tested due to bad weather rolling in (rain and fog).

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41544 **Date Opened:** 7/21/15 **Date Completed:** 8/4/15

Summary: PMI Lion's Head 8/4/15

Resolution: 8/5/2015 9:10 AM Alaskan Standard Time - cwittschiebe
CAUSE:maintenance needed
RESOLUTION:complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41545 **Date Opened:** 7/21/15 **Date Completed:** 8/4/15

Summary: PMI Willow Mtn 8/4/15

Resolution: 8/5/2015 9:11 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual maintenance
RESOLUTION: Annual maintenance complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41546 **Date Opened:** 7/21/15 **Date Completed:** 8/6/15

Summary: PMI Ernestine 8/5/15

Resolution: 8/6/2015 9:32 AM Alaskan Standard Time - cwittschiebe
CAUSE: Maintenance
RESOLUTION: PM Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41547 **Date Opened:** 7/21/15 **Date Completed:** 8/6/15

Summary: PMI Tsina 8/5/15

Resolution: 8/6/2015 9:37 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41548 **Date Opened:** 7/21/15 **Date Completed:** 8/6/15

Summary: PMI Divide 8/5/15

Resolution: 8/6/2015 9:48 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: PM is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41549 **Date Opened:** 7/21/15 **Date Completed:** 8/6/15

Summary: PMI Valdez 8/6/15

Resolution: 8/6/2015 11:14 AM Alaskan Standard Time - cwittschiebe
CAUSE:PM MAINTENANCE
RESOLUTION:PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41550 **Date Opened:** 7/21/15 **Date Completed:** 8/7/15

Summary: PMI Hill 3265 8/7/15

Resolution: 8/10/2015 9:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: Maintenance.
RESOLUTION: Maintenance has been completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41551 **Date Opened:** 7/21/15 **Date Completed:** 8/6/15

Summary: PMI Heney Range 8/5/15

Resolution: 8/6/2015 9:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41552 **Date Opened:** 7/21/15 **Date Completed:** 3/16/16

Summary: PMI TAS 8/19/15

Resolution: 3/16/2016 9:47 AM Alaskan Standard Time - drice

Completed. Not documented.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41553 **Date Opened:** 7/21/15 **Date Completed:** 9/25/15

Summary: PMI Reindeer Hills 9/24/15

Resolution: 9/25/2015 8:42 AM Alaskan Standard Time - drice
CAUSE:Annual Pm.
RESOLUTION:Annual PM is complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41555 **Date Opened:** 7/22/15 **Date Completed:** 8/26/15

Summary: PMI Site Summit 8/26/15

Resolution: 8/26/2015 3:20 PM Alaskan Standard Time - drice
CAUSE: PM on site.
RESOLUTION: PM on site has been completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41556 **Date Opened:** 7/22/15 **Date Completed:** 8/28/15

Summary: PMI Cottonwood Creek 8/27/15

Resolution: 8/27/2015 4:57 PM Alaskan Standard Time - drice
CAUSE: PM on site
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 41571 **Date Opened:** 7/28/15 **Date Completed:** 8/3/15

Summary: Clear - Adding 30dB pad

Resolution: 8/3/2015 9:47 AM Alaskan Standard Time - drice

Matt installed and tested.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 41667 **Date Opened:** 8/3/15 **Date Completed:** 8/19/15

Summary: NICE Zone 1 - Tape Drive Cleaning August 17, 2015.

Resolution: 8/19/2015 8:18 AM Alaskan Standard Time - drice
Tape drive cleaning complete.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 41668 **Date Opened:** 8/3/15 **Date Completed:** 8/19/15

Summary: NICE Zone 2 - Tape Drive Cleaning August 17, 2015.

Resolution: 8/19/2015 8:17 AM Alaskan Standard Time - drice
Tape drive cleaning complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41733 **Date Opened:** 8/10/15 **Date Completed:** 9/2/15

Summary: PMI Willow Creek 9/2/15

Resolution: 9/2/2015 11:29 AM Alaskan Standard Time - drice
CAUSE: Site PM
RESOLUTION: Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41734 **Date Opened:** 8/10/15 **Date Completed:** 9/2/15

Summary: PMI Chulitna 9/2/15

Resolution: 9/2/2015 12:56 PM Alaskan Standard Time - drice
CAUSE:Site PM
RESOLUTION:Site PM completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41735 **Date Opened:** 8/10/15 **Date Completed:** 9/4/15

Summary: PMI Harding Lake 9/4/15

Resolution: 9/4/2015 11:47 AM Alaskan Standard Time - drice
CAUSE: PM
RESOLUTION:PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41736 **Date Opened:** 8/10/15 **Date Completed:** 3/16/16

Summary: PMI TAN 9/9/15

Resolution: 3/16/2016 9:48 AM Alaskan Standard Time - drice

Completed. Not documented.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41737 **Date Opened:** 8/10/15 **Date Completed:** 9/15/15

Summary: PMI Glennallen 9/15/15

Resolution: 9/15/2015 9:44 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PM
RESOLUTION: Annual PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41738 **Date Opened:** 8/10/15 **Date Completed:** 9/16/15

Summary: PMI Tolsona 9/15/15

Resolution: 9/15/2015 10:42 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: Maint completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41739 **Date Opened:** 8/10/15 **Date Completed:** 9/15/15

Summary: PMI Sourdough 9/15/15

Resolution: 9/15/2015 2:45 PM Alaskan Standard Time - cwittschiebe
CAUSE: Annual Maintenance
RESOLUTION: Annual Maintenance complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41740 **Date Opened:** 8/10/15 **Date Completed:** 9/15/15

Summary: PMI Paxson 9/15/15

Resolution: 9/15/2015 2:36 PM Alaskan Standard Time - cwittschiebe
DESCRIPTION: Annual Maintenance
CAUSE: annual maaintenance

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41741 **Date Opened:** 8/10/15 **Date Completed:** 9/17/15

Summary: PMI Trims 9/15/15

Resolution: 9/16/2015 1:35 PM Alaskan Standard Time - cwittschiebe
CAUSE: Tech was on-site for maintenance
RESOLUTION: Annual maintenance completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41742 **Date Opened:** 8/10/15 **Date Completed:** 9/16/15

Summary: PMI Black Rapids 9/16/15

Resolution: 9/16/2015 1:52 PM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PM
RESOLUTION: Annual PM has been completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41747 **Date Opened:** 8/11/15 **Date Completed:** 9/16/15

Summary: PMI Donnelly Dome 9/16/15

Resolution: 9/16/2015 1:39 PM Alaskan Standard Time - cwittschiebe
CAUSE:Annual PM.
RESOLUTION:Annual PM is complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41748 **Date Opened:** 8/11/15 **Date Completed:** 9/28/15

Summary: PMI Dot Lake 9/28/15

Resolution: 9/29/2015 9:55 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual Maintenance
RESOLUTION: Annual Maintenance Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41749 **Date Opened:** 8/11/15 **Date Completed:** 9/28/15

Summary: PMI Cathedral Rapids 9/28/15

Resolution: 9/29/2015 9:57 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled
RESOLUTION: Maint completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41750 **Date Opened:** 8/11/15 **Date Completed:** 9/18/15

Summary: PMI Canyon Creek 9/18/15

Resolution: 9/18/2015 4:25 PM Alaskan Standard Time - cwittschiebe
CAUSE: Annual maintenance
RESOLUTION: Annual maintenance complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41751 **Date Opened:** 8/11/15 **Date Completed:** 9/29/15

Summary: PMI Tok 9/29/15

Resolution: 9/29/2015 10:09 AM Alaskan Standard Time - cwittschiebe
CAUSE:Annual Maintenance.
RESOLUTION:Site PM is complete.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41752 **Date Opened:** 8/11/15 **Date Completed:** 9/25/15

Summary: PMI Byers Creek 9/24/15

Resolution: 9/25/2015 8:42 AM Alaskan Standard Time - drice
CAUSE: Annual PM
RESOLUTION: Annual PM is completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41753 **Date Opened:** 8/11/15 **Date Completed:** 9/23/15

Summary: PMI Seldovia 9/23/15

Resolution: 9/24/2015 8:24 AM Alaskan Standard Time - cwittschiebe
CAUSE:Site PM
RESOLUTION:Site PM - Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41754 **Date Opened:** 8/11/15 **Date Completed:** 10/14/15

Summary: PMI Girdwood 10/14/15

Resolution: 10/15/2015 7:47 AM Alaskan Standard Time - drice
CAUSE: Scheduled
RESOLUTION: PM completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41762 **Date Opened:** 8/12/15 **Date Completed:** 8/12/15

Summary: Money Knob - Entire Site Reports Comm Failure

Resolution: 8/12/2015 7:49 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unscheduled maintenance on site
RESOLUTION: Maintenance complete

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 41769 **Date Opened:** 8/14/15 **Date Completed:** 8/14/15

Summary: Site Summit - Troubleshooting circuits. Channel 6,7,8 turning off

Resolution: 8/14/2015 12:27 PM Alaskan Standard Time - cwittschiebe
CAUSE: Troubleshooting circuits. Channel 6,7,8 turning off.
RESOLUTION: Work complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 41846 **Date Opened:** 8/28/15 **Date Completed:** 8/28/15

Summary: Tsina - Low RSI on all three Channels.

Resolution: 8/28/2015 1:05 PM Alaskan Standard Time - drice
CAUSE: Faulty polyphaser
RESOLUTION: Replaced polyphaser

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 41916 **Date Opened:** 9/1/15 **Date Completed:** 9/16/15

Summary: NICE Zone 1 - Tape Drive Cleaning September 15, 2015.

Resolution: 9/16/2015 7:16 AM Alaskan Standard Time - drice

Tape drive cleaning completed.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 41917 **Date Opened:** 9/1/15 **Date Completed:** 9/16/15

Summary: NICE Zone 2 - Tape Drive Cleaning September 15, 2015.

Resolution: 9/16/2015 7:17 AM Alaskan Standard Time - drice

Tape drive cleaning completed.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 41948 **Date Opened:** 9/2/15 **Date Completed:** 9/2/15

Summary: Tudor Road Master Site - Rediscovering Zone Controller in UEM.

Resolution: 9/2/2015 9:45 AM Alaskan Standard Time - drice
CAUSE: Rediscovering zone controller in UEM
RESOLUTION: completed

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 41960 **Date Opened:** 9/4/15 **Date Completed:** 9/4/15

Summary: Site Summit - Testing Channels 7 and 8.

Resolution: 9/4/2015 10:51 AM Alaskan Standard Time - drice
Cause: Testing site channels 7 and 8.
Resolution: Testing complete.

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 41967 **Date Opened:** 9/10/15 **Date Completed:** 9/16/15

Summary: PMI Ft Greely 9/16/15

Resolution: 9/17/2015 10:02 AM Alaskan Standard Time - cwittschiebe
CAUSE: Schuedled
RESOLUTION: PM completed

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 41968 **Date Opened:** 9/10/15 **Date Completed:** 10/16/15

Summary: PMI Beaver Creek 10/16/15

Resolution: 10/16/2015 3:48 PM Alaskan Standard Time - drice
CAUSE:PM
RESOLUTION:PM Completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41981 **Date Opened:** 9/17/15 **Date Completed:** 9/17/15

Summary: Ft Greely - Not In Wide Trunking

Resolution: 9/17/2015 3:41 PM Alaskan Standard Time - cwittschiebe
CAUSE: planned power outage
RESOLUTION: power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41982 **Date Opened:** 9/17/15 **Date Completed:** 9/17/15

Summary: Ft Greely - Console Site Link 1015.1 & 1015.2 down no activity

Resolution: 9/17/2015 3:49 PM Alaskan Standard Time - cwittschiebe
CAUSE: planned power outage
RESOLUTION: power restored

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 41985 **Date Opened:** 9/21/15 **Date Completed:** 5/5/16

Summary: PMI Yanert 5/5/2016

Resolution: 5/6/2016 9:17 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PM
RESOLUTION: Work completed and site is clear

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42061 **Date Opened:** 9/26/15 **Date Completed:** 10/20/15

Summary: PMI Honolulu 10/20/15

Resolution: 10/21/2015 9:17 AM Alaskan Standard Time - cwittschiebe
CAUSE:PM
RESOLUTION:PM - Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42062 **Date Opened:** 9/26/15 **Date Completed:** 10/20/15

Summary: PMI Hurricane 10/20/15

Resolution: 10/21/2015 9:20 AM Alaskan Standard Time - cwittschiebe
CAUSE:PM
RESOLUTION:PM has been completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42063 **Date Opened:** 9/26/15 **Date Completed:** 11/2/15

Summary: PMI Ester Dome 10/30/15

Resolution: 11/2/2015 11:33 AM Alaskan Standard Time - drice

CAUSE: Annual PMI
RESOLUTION: Annual PMI has been completed.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 42147 **Date Opened:** 10/1/15 **Date Completed:** 10/16/15

Summary: NICE Zone 1 - Tape Drive Cleaning October 15, 2015.

Resolution: 10/16/2015 10:47 AM Alaskan Standard Time - drice

NICE tape drives cleaned.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 42148 **Date Opened:** 10/1/15 **Date Completed:** 10/16/15

Summary: NICE Zone 2 - Tape Drive Cleaning October 15, 2015.

Resolution: 10/16/2015 10:48 AM Alaskan Standard Time - drice

NICE tape drives cleaned.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42176 **Date Opened:** 10/9/15 **Date Completed:** 10/9/15

Summary: PMI Sitka 10/9/15

Resolution: 10/13/2015 9:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: Work complete

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 42186 **Date Opened:** 10/14/15 **Date Completed:** 10/14/15

Summary: Alcantra - Chan5 - testing

Resolution: 10/14/2015 9:47 AM Alaskan Standard Time - cwittschiebe
CAUSE: Chan5 - testing
RESOLUTION: Testing complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42196 **Date Opened:** 10/15/15 **Date Completed:** 10/15/15

Summary: PMI Moose Pass 10/15/15

Resolution: 10/15/2015 11:24 AM Alaskan Standard Time - drice
CAUSE:PM needed
RESOLUTION:complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42197 **Date Opened:** 10/15/15 **Date Completed:** 10/15/15

Summary: PMI Seward 10/15/15

Resolution: 10/15/2015 1:34 PM Alaskan Standard Time - drice
CAUSE:PM
RESOLUTION:PM has been completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42207 **Date Opened:** 10/16/15 **Date Completed:** 10/16/15

Summary: Girdwood - Readjust SC1 and SC2 post PMI.

Resolution: 10/16/2015 12:24 PM Alaskan Standard Time - drice
CAUSE: Making adjustments to site controllers 1 and 2
RESOLUTION: Adjustments made

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 42208 **Date Opened:** 10/16/15 **Date Completed:** 10/16/15

Summary: Tok - Retuning Transmit on Channel 4.

Resolution: 10/16/2015 1:34 PM Alaskan Standard Time - drice
CAUSE:Tech doing work on channel 4
RESOLUTION:Work has been completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42272 **Date Opened:** 10/27/15 **Date Completed:** 12/8/15

Summary: PMI TAS 10/28-30/2015

Resolution: 12/7/2015 3:22 PM Alaskan Standard Time - drice

GTR 8000 PMI Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42273 **Date Opened:** 10/27/15 **Date Completed:** 11/16/15

Summary: PMI Seward 11/6/15

Resolution: 11/16/2015 10:14 AM Alaskan Standard Time - drice

Duplicate - Competed under WO 42197.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42274 **Date Opened:** 10/27/15 **Date Completed:** 11/16/15

Summary: PMI Moose Pass 11/6/15

Resolution: 11/16/2015 10:15 AM Alaskan Standard Time - drice

Duplicate - Competed under WO 42196.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42275 **Date Opened:** 10/27/15 **Date Completed:** 12/8/15

Summary: PMI TAN 11/18-20/15

Resolution: 12/7/2015 3:22 PM Alaskan Standard Time - drice

GTR 8000 PMI Completed.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 42278 **Date Opened:** 10/29/15 **Date Completed:** 11/4/15

Summary: Tok - Channel 4 needs deviation alignment

Resolution: 11/4/2015 8:54 AM Alaskan Standard Time - cwittschiebe
CAUSE:Channel 4 out of alignment.
RESOLUTION:Work completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42284 **Date Opened:** 10/30/15 **Date Completed:** 10/29/15

Summary: Tudor Road Master Site - VMS01 - FWM01 - In Ha-Datacenter Is Powered On

Resolution: 10/30/2015 9:00 AM Alaskan Standard Time - cwittschiebe
CAUSE:FSO restarted server
RESOLUTION:Everything is up and running

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 42372 **Date Opened:** 11/3/15 **Date Completed:** 11/17/15

Summary: NICE Zone 1 - Tape Drive Cleaning November 16, 2015.

Resolution: 11/17/2015 7:52 AM Alaskan Standard Time - drice

NICE tape drives cleaned.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 42373 **Date Opened:** 11/3/15 **Date Completed:** 11/17/15

Summary: NICE Zone 2 - Tape Drive Cleaning November 16, 2015.

Resolution: 11/17/2015 7:52 AM Alaskan Standard Time - drice

NICE tape drives cleaned.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42475 **Date Opened:** 11/6/15 **Date Completed:** 11/6/15

Summary: Tudor Road Master Site - Console Site Link 10004.1&2 Disconnect +5 minutes.

Resolution: 11/6/2015 7:40 AM Alaskan Standard Time - drice
CAUSE:Motopatching on site
RESOLUTION:Motopatching completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42509 **Date Opened:** 11/12/15 **Date Completed:** 11/17/15

Summary: PMI Auke Lake 11/16/15

Resolution: 11/17/2015 9:26 AM Alaskan Standard Time - cwittschiebe
CAUSE:Scheduled Annual PM
RESOLUTION: Annual PM completed

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 42560 **Date Opened:** 11/18/15 **Date Completed:** 11/18/15

Summary: Alcantra - Replacing polyphaser and testing each channel

Resolution: 11/18/2015 9:21 AM Alaskan Standard Time - cwittschiebe
CAUSE: Customer-tech was on-site to replace equipment
RESOLUTION: Work completed

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 42680 **Date Opened:** 12/1/15 **Date Completed:** 12/2/15

Summary: PMI Rabbit Creek 12/2/15

Resolution: 12/3/2015 9:32 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: Complete

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 42741 **Date Opened:** 12/1/15 **Date Completed:** 12/16/15

Summary: NICE Zone 1 - Tape Drive Cleaning December 15, 2015.

Resolution: 12/15/2015 4:19 PM Alaskan Standard Time - drice

Tape drive cleaned.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 42742 **Date Opened:** 12/1/15 **Date Completed:** 12/16/15

Summary: NICE Zone 2 - Tape Drive Cleaning December 15, 2015.

Resolution: 12/16/2015 9:41 AM Alaskan Standard Time - drice

NICE Tape Drive Cleaning completed.

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 42769 **Date Opened:** 12/3/15 **Date Completed:** 12/7/15

Summary: PMI Alcantra 12/7/15

Resolution: 12/8/2015 9:48 AM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: Complete

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 42770 **Date Opened:** 12/3/15 **Date Completed:** 12/11/15

Summary: PMI Bailey Hill 12/11/15

Resolution: 12/14/2015 9:21 AM Alaskan Standard Time - cwittschiebe
CAUSE: Doing a PM at the Site
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 42887 **Date Opened:** 12/11/15 **Date Completed:** 12/11/15

Summary: Alcantra 12/11/15 - Testing Line and Antenna.

Resolution: 12/14/2015 9:24 AM Alaskan Standard Time - cwittschiebe
CAUSE: Antenna sweap / Testing
RESOLUTION: Antenna sweap / Testing complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42926 **Date Opened:** 12/14/15 **Date Completed:** 1/5/16

Summary: PMI Fire Station 12 1/5/16

Resolution: 1/6/2016 9:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled Annual PM
RESOLUTION: Annual PM Completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42927 **Date Opened:** 12/14/15 **Date Completed:** 1/22/16

Summary: PMI TSAIA 1/22/15

Resolution: 1/22/2016 4:13 PM Alaskan Standard Time - cwittschiebe
CAUSE: Site PM
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42928 **Date Opened:** 12/14/15 **Date Completed:** 1/8/16

Summary: PMI Birch Hill VHF 1/8/16

Resolution: 1/11/2016 9:23 AM Alaskan Standard Time - cwittschiebe
CAUSE: ANNUAL PM.
RESOLUTION: ANNUAL PM. complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42929 **Date Opened:** 12/14/15 **Date Completed:** 3/7/16

Summary: PMI TAS 2-29-2016

Resolution: 3/7/2016 12:15 PM Alaskan Standard Time - drice

PMI Completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 42930 **Date Opened:** 12/14/15 **Date Completed:** 1/26/16

Summary: PMI R1 North 1/25/16

Resolution: 1/26/2016 9:13 AM Alaskan Standard Time - cwittschiebe
CAUSE:Scheduled
RESOLUTION:Annual PM has been completed

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 43038 **Date Opened:** 12/22/15 **Date Completed:** 12/29/15

Summary: Bailey Hill - Receive testing on all channels

Resolution: 12/30/2015 11:07 AM Alaskan Standard Time - cwittschiebe
CAUSE: Receive testing on all 7 channels
RESOLUTION: Testing complete

12/23/2015 9:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: receive testing
RESOLUTION: test monitor malfunction

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 43188 **Date Opened:** 1/4/16 **Date Completed:** 1/8/16

Summary: NICE Zone 1 - Tape Drive Cleaning January 15, 2016.

Resolution: 1/7/2016 4:31 PM Alaskan Standard Time - drice

Tape drive cleaned while patching NICE.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 43189 **Date Opened:** 1/4/16 **Date Completed:** 1/15/16

Summary: NICE Zone 2 - Tape Drive Cleaning January 15, 2016.

Resolution: 1/15/2016 7:14 AM Alaskan Standard Time - drice

Tape Drive Cleaning completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 43212 **Date Opened:** 1/5/16 **Date Completed:** 1/22/16

Summary: PMI Quarry Hill 1/22/16

Resolution: 1/22/2016 4:18 PM Alaskan Standard Time - cwittschiebe
CAUSE:scheduled
RESOLUTION:Site PM complete

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 43269 **Date Opened:** 1/13/16 **Date Completed:** 1/13/16

Summary: Blueberry - Change Out Dual Isolator

Resolution: 1/13/2016 3:48 PM Alaskan Standard Time - cwittschiebe
CAUSE:Dual isolater issue.
RESOLUTION:they swapped out the dual isolater and that fixed the problem.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 43281 **Date Opened:** 1/15/16 **Date Completed:** 1/15/16

Summary: Alcantra - Replace an isolator on channel 1

Resolution: 1/15/2016 9:19 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: replacing an isolator on channel 1 is complete

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 43284 **Date Opened:** 1/15/16 **Date Completed:** 1/15/16

Summary: Bailey Hill - Replace Dual Isolator on Channel 4 TX 156.1125

Resolution: 1/15/2016 3:21 PM Alaskan Standard Time - cwittschiebe
CAUSE: Replacing duel isolator
RESOLUTION: Duel isolator has been replaced_Channel 4 TX 156.1125

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 43321 **Date Opened:** 1/22/16 **Date Completed:** 2/12/16

Summary: PMI Atwood VHF 2/11/16

Resolution: 2/12/2016 9:24 AM Alaskan Standard Time - cwittschiebe
CAUSE: Site PM
RESOLUTION: Completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 43322 **Date Opened:** 1/22/16 **Date Completed:** 2/5/16

Summary: PMI Peger Rd 2/5/16

Resolution: 2/8/2016 9:12 AM Alaskan Standard Time - cwittschiebe
CAUSE:Required PM
RESOLUTION:Completed PM

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 43323 **Date Opened:** 1/22/16 **Date Completed:** 2/19/16

Summary: PMI Pole Hill 2/19/16

Resolution: 2/22/2016 9:35 AM Alaskan Standard Time - cwittschiebe
CAUSE: maintenance
RESOLUTION: completed

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 43495 **Date Opened:** 2/1/16 **Date Completed:** 2/16/16

Summary: NICE Zone 1 - Tape Drive Cleaning February 16, 2016.

Resolution: 2/16/2016 12:28 PM Alaskan Standard Time - drice

Tape drives cleaned.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 43496 **Date Opened:** 2/1/16 **Date Completed:** 2/17/16

Summary: NICE Zone 2 - Tape Drive Cleaning February 16, 2016.

Resolution: 2/16/2016 4:47 PM Alaskan Standard Time - drice

NICE Zone 2 - Tape Drive Cleaning completed.

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 43524 **Date Opened:** 2/3/16 **Date Completed:** 2/2/16

Summary: R1 North - Disabling a channel to retest freq error.

Resolution: 2/3/2016 9:34 AM Alaskan Standard Time - cwittschiebe
Cause: Disabling a channel to retest freq error
Resolution: Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43628 **Date Opened:** 2/4/16 **Date Completed:** 2/4/16

Summary: Eielson - Red Flag C01.NMD5 VPM LINK DOWN

Resolution: 2/4/2016 9:47 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tech working on 24692410
RESOLUTION: Tech working on 24692410

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 43778 **Date Opened:** 2/19/16 **Date Completed:** 3/9/16

Summary: PMI Portage 3/9/16

Resolution: 3/10/2016 9:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: Preventative Maintenance
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 43779 **Date Opened:** 2/19/16 **Date Completed:** 3/9/16

Summary: PMI Whittier 3/9/16

Resolution: 3/10/2016 9:32 AM Alaskan Standard Time - cwittschiebe
CAUSE:scheduled
RESOLUTION:Preventative Maintenance is complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 43780 **Date Opened:** 2/19/16 **Date Completed:** 3/24/16

Summary: PMI Pillar Mtn 3/24/16

Resolution: 3/25/2016 9:40 AM Alaskan Standard Time - cwittschiebe
CAUSE: maintenance
RESOLUTION: completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 43781 **Date Opened:** 2/19/16 **Date Completed:** 3/24/16

Summary: PMI Women's Bay 3/24/16

Resolution: 3/25/2016 10:08 AM Alaskan Standard Time - cwittschiebe
CAUSE:Annual Preventative Maintenance
RESOLUTION:PM complete.

Department: 5 Star **Priority** 4-Scheduled Maintenance

Service Request #: 43820 **Date Opened:** 2/26/16 **Date Completed:** 2/26/16

Summary: Fire Station 12 - Testing of Need for Channels 7, 8, 9, and 10 Completed.

Resolution: 2/26/2016 1:25 PM Alaskan Standard Time - drice

Restored channels 7, 8, and 9. Channel 10 remains off due to interference.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 43889 **Date Opened:** 3/1/16 **Date Completed:** 3/16/16

Summary: NICE Zone 1 - Tape Drive Cleaning March 15, 2016.

Resolution: 3/15/2016 4:43 PM Alaskan Standard Time - drice

Tape Drive Cleaning completed.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 43890 **Date Opened:** 3/1/16 **Date Completed:** 3/16/16

Summary: NICE Zone 2 - Tape Drive Cleaning March 15, 2016.

Resolution: 3/15/2016 4:44 PM Alaskan Standard Time - drice

Tape Drive Cleaning completed.

Department: DOD-USAF-354th FW **Priority** 4-Scheduled Maintenance

Service Request #: 43911 **Date Opened:** 3/1/16 **Date Completed:** 3/3/16

Summary: Hill 3265 - FAA Radio Interference Issue at Site

Resolution: 3/3/2016 11:22 AM Alaskan Standard Time - drice

Testing complete. Not issues.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 43941 **Date Opened:** 3/4/16 **Date Completed:** 3/3/16

Summary: Fire Station 12 - Testing Channel 10 for interference

Resolution: 3/3/2016 4:35 PM Alaskan Standard Time - cwittschiebe
CAUSE:Testing Channel 10 for interference
RESOLUTION:Testing complete no interference with Fire Station Automated Doors. Channel 10 returned to service.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 43951 **Date Opened:** 3/7/16 **Date Completed:** 3/7/16

Summary: Tudor Road Master Site - Reprogramming core routers and site routers for consoles 11 and 12

Resolution: 3/7/2016 9:13 AM Alaskan Standard Time - cwittschiebe
Cause; Reprogramming core routers and site routers for consoles 11 and 12
Resolution: Work completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 43962 **Date Opened:** 3/8/16 **Date Completed:** 3/9/16

Summary: Atwood - Maintenance and Testing

Resolution: 3/9/2016 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE:Maintenance and testing, techs will take site down around 5pmAKCST
RESOLUTION:Maintenance and testing has been completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 43967 **Date Opened:** 3/8/16 **Date Completed:** 3/16/16

Summary: PMI TAN 3/14/2016

Resolution: 3/16/2016 9:43 AM Alaskan Standard Time - drice

TAN PMI completed and reported.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44025 **Date Opened:** 3/15/16 **Date Completed:** 3/14/16

Summary: Tudor Road Master Site - VMS01 - Error Message on ATR01 - Comm Fail

Resolution: 3/15/2016 9:51 AM Alaskan Standard Time - cwittschiebe
CAUSE: Installing licenses
RESOLUTION: Work complete

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 44046 **Date Opened:** 3/18/16 **Date Completed:** 3/18/16

Summary: Birch Hill Master Site - Reprogramming core routers and firewall

Resolution: 3/18/2016 9:57 AM Alaskan Standard Time - cwittschiebe
CAUSE:Reprogramming core routers and firewall
RESOLUTION:Reprogramming core routers and firewall work has been completed

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Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 44054 **Date Opened:** 3/22/16 **Date Completed:**

Summary: Alcantra - Replace an isolator on channel 1

Resolution: 1/15/2016 9:19 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: replacing an isolator on channel 1 is complete

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44055 **Date Opened:** 3/22/16 **Date Completed:** 3/24/16

Summary: TSAIA - Replace an Isolator on Channel 2

Resolution: 3/24/2016 9:17 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tech was on site Changing the isolator
RESOLUTION: Technician needs to return to site to retest. Same reading as before was received. Isolator will be tested in house.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 44056 **Date Opened:** 3/22/16 **Date Completed:** 4/15/16

Summary: PMI Independent Ridge 4/15/16

Resolution: 4/18/2016 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE:Scheduled event
RESOLUTION: Completed Site PM

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 44057 **Date Opened:** 3/22/16 **Date Completed:** 4/4/16

Summary: PMI Sterling 4/4/16

Resolution: 4/5/2016 9:14 AM Alaskan Standard Time - cwittschiebe
DESCRIPTION: Preventative Maintenance
CAUSE: Preventative Maintenance

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 44058 **Date Opened:** 3/22/16 **Date Completed:** 4/4/16

Summary: PMI Pipeline Hills 4/4/16

Resolution: 4/5/2016 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE:PM
RESOLUTION:PM completed.

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 44059 **Date Opened:** 3/22/16 **Date Completed:** 4/5/16

Summary: PMI Anchor River 4/5/16

Resolution: 4/5/2016 3:26 PM Alaskan Standard Time - cwittschiebe
CAUSE: PM
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 44060 **Date Opened:** 3/22/16 **Date Completed:** 4/5/16

Summary: PMI Ninilchik 4/5/16

Resolution: 4/5/2016 3:29 PM Alaskan Standard Time - cwittschiebe
CAUSE: Annual PM
RESOLUTION: Annual PM completed

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 44061 **Date Opened:** 3/22/16 **Date Completed:** 4/6/16

Summary: PMI Nikiski 4/5/16

Resolution: 4/6/2016 9:28 AM Alaskan Standard Time - cwittschiebe
CAUSE: Annual Preventative Maintenance
RESOLUTION: PM complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 44062 **Date Opened:** 3/22/16 **Date Completed:** 4/7/16

Summary: PMI Kenai 4/6/16

Resolution: 4/7/2016 9:55 AM Alaskan Standard Time - cwittschiebe
CAUSE: Site PM
RESOLUTION: PM Complete

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 44063 **Date Opened:** 3/22/16 **Date Completed:** 4/6/16

Summary: PMI Kasilof 4/6/16

Resolution: 4/6/2016 4:29 PM Alaskan Standard Time - cwittschiebe
CAUSE:Required site pm
RESOLUTION:Completed site pm

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 44064 **Date Opened:** 3/22/16 **Date Completed:** 4/6/16

Summary: PMI Ski Hill 4/6/16

Resolution: 4/6/2016 4:31 PM Alaskan Standard Time - cwittschiebe
CAUSE: Site PM
RESOLUTION: Site PM complete

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 44065 **Date Opened:** 3/23/16 **Date Completed:** 3/23/16

Summary: Tudor Road Master Site - Working on Systems Statistical Server (SSS)

Resolution: 3/23/2016 9:33 AM Alaskan Standard Time - cwittschiebe
CAUSE: Working on Systems Statistical Server (SSS)
RESOLUTION: Restarted Systems Statistical Server (SSS)

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 44066 **Date Opened:** 3/23/16 **Date Completed:** 3/23/16

Summary: Tudor Road Master Site - Reboot gateway 2 router

Resolution: 3/23/2016 9:44 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled event
RESOLUTION: Rebooted the gateway 2 router

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 44181 **Date Opened:** 4/1/16 **Date Completed:** 4/15/16

Summary: NICE Zone 1 - Tape Drive Cleaning April 15, 2016.

Resolution: 4/15/2016 3:06 PM Alaskan Standard Time - drice

NICE Tape drives cleaned.

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 44182 **Date Opened:** 4/1/16 **Date Completed:** 4/15/16

Summary: NICE Zone 2 - Tape Drive Cleaning April 15, 2016.

Resolution: 4/15/2016 3:07 PM Alaskan Standard Time - drice

NICE Tape drives cleaned.

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44227 **Date Opened:** 4/5/16 **Date Completed:** 4/5/16

Summary: Diamond Ridge - Replace Dual Isolator Channel 1_TX 154.7500

Resolution: 4/5/2016 3:23 PM Alaskan Standard Time - cwittschiebe
CAUSE: Replacing isolator
RESOLUTION: Replaced isolator

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 44245 **Date Opened:** 4/7/16 **Date Completed:** 4/7/16

Summary: Kenai - Testing Channels

Resolution: 4/7/2016 11:49 AM Alaskan Standard Time - cwittschiebe
CAUSE:Scheduled event
RESOLUTION: Testing completed...problem could not be replicated

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Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44285 **Date Opened:** 4/13/16 **Date Completed:** 4/13/16

Summary: Anchor River - Replacing PA on Channel 3

Resolution: 4/13/2016 1:41 PM Alaskan Standard Time - cwittschiebe
CAUSE:Replacing a PA on channel 3
RESOLUTION:PA has been replaced work completed.

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44286 **Date Opened:** 4/13/16 **Date Completed:** 4/13/16

Summary: Sterling - Replacing PA on Channel 3

Resolution: 4/13/2016 3:23 PM Alaskan Standard Time - cwittschiebe
CAUSE: Replacing the PA on Channel 3
RESOLUTION: Work complete

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 44345 **Date Opened:** 4/20/16 **Date Completed:** 4/20/16

Summary: NICE Zone 1 - NMD106 no media inserted in deck automatic archiving suspended

Resolution: 4/20/2016 9:32 AM Alaskan Standard Time - cwittschiebe
CAUSE:Rotating the tapes.
RESOLUTION:Alarms cleared.

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44348 **Date Opened:** 4/21/16 **Date Completed:**

Summary: PMI Garner 5/6/2016

Resolution:

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44349 **Date Opened:** 4/21/16 **Date Completed:**

Summary: PMI Lena Point 5/9/2016

Resolution:

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44350 **Date Opened:** 4/21/16 **Date Completed:**

Summary: PMI Saddle Mtn 5/10/2016

Resolution:

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44351 **Date Opened:** 4/21/16 **Date Completed:**

Summary: PMI Dimond Courthouse 5/10/2016

Resolution:

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44352 **Date Opened:** 4/21/16 **Date Completed:**

Summary: PMI Sunny Hay 5/11/2016

Resolution:

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44353 **Date Opened:** 4/21/16 **Date Completed:**

Summary: PMI High Mtn 5/11/2016

Resolution:

Department: Alaska Wireless **Priority** 3-Intermittent System Failure

Service Request #: 44354 **Date Opened:** 4/21/16 **Date Completed:**

Summary: PMI TAN Quarterly 25-27 May 2016

Resolution:

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44382 **Date Opened:** 4/27/16 **Date Completed:** 4/28/16

Summary: Birch Hill Master Site - Multiple Sites NOT Wide Trunking, with ZC InterZone Links 2.1 and 2.2 Down

Resolution: 4/29/2016 7:59 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave upgrade at Birch Hill
RESOLUTION: Work completed

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 44459 **Date Opened:** 5/2/16 **Date Completed:**

Summary: NICE Zone 1 - Tape Drive Cleaning May 16, 2016.

Resolution:

Department: ALMR-SMO **Priority** 4-Scheduled Maintenance

Service Request #: 44460 **Date Opened:** 5/2/16 **Date Completed:**

Summary: NICE Zone 2 - Tape Drive Cleaning May 16, 2016.

Resolution:

Unscheduled Maintenance

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 861 **Date Opened:** 1/4/08 **Date Completed:** 1/7/08

Summary: Seldovia - Site unknown. PCA technician dispatched to site to repair problem.

Resolution: 1/18/2008 11:48 AM Alaskan Standard Time - ACROBERTS Technician replaced the site switch #2, which repaired the control path.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 862 **Date Opened:** 1/4/08 **Date Completed:** 1/3/08

Summary: FWA - Fire console down.

Resolution: 1/4/2008 8:05 AM Alaskan Standard Time - ACROBERTS Technician did a cold reboot on the client's console

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 879 **Date Opened:** 1/10/08 **Date Completed:** 1/10/08

Summary: Atwood VHF - Site channel 1 illegal carrier.

Resolution: 1/18/2008 11:48 AM Alaskan Standard Time - ACROBERTS Carrier cleared. MOL notes not available.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 889 **Date Opened:** 1/15/08 **Date Completed:** 1/29/08

Summary: Birch Hill Master Site - SYSLOG server will not boot off the cd rom drive.

Resolution: 1/28/2008 4:12 PM Alaskan Standard Time - ACROBERTS Technician replaced cables and backplane. Technician also replaced the DVD drive.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 897 **Date Opened:** 1/16/08 **Date Completed:** 1/17/08

Summary: Birch Hill Master Site - Main Controller failed to reboot.

Resolution: 1/17/2008 9:45 AM Alaskan Standard Time - ACROBERTS A SmartZone technician was able to connect to the unit and restart the PC Anywhere; the Motorola technician was able to logon.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 899 **Date Opened:** 1/17/08 **Date Completed:** 1/17/08

Summary: FWA - Installed the latest MCC7500 software; receiving error.

Resolution: 1/17/2008 2:46 PM Alaskan Standard Time - ACROBERTS Hardware issues. Reseated the secure card.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 904 **Date Opened:** 1/22/08 **Date Completed:** 1/23/08

Summary: FWA - Console AIS Nework connection down after software upgrade.

Resolution: 1/23/2008 3:32 PM Alaskan Standard Time - ACROBERTS Removed AIS from the domain then added back to the domain. Connection restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 908 **Date Opened:** 1/22/08 **Date Completed:** 1/22/08

Summary: Ski Hill - Site channel 4 and 5 showing offline.

Resolution: 1/22/2008 11:18 AM Alaskan Standard Time - ACROBERTS Cause unknown. Technician re-enabled the channels.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 909 **Date Opened:** 1/22/08 **Date Completed:** 1/22/08

Summary: Birch Hill Master Site - Core alarms are appearing in Full Vision.

Resolution: 1/22/2008 11:40 AM Alaskan Standard Time - ACROBERTS Caused by a loose connector on the ARCADACS. The technician reseated the T1 connector and Dispatch sites 2 and 3 stopped bouncing.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 910 **Date Opened:** 1/22/08 **Date Completed:** 1/22/08

Summary: Eielson - Red Flag Console Receive audio dropped when telephone goes on hook.

Resolution: 1/22/2008 12:35 PM Alaskan Standard Time - ACROBERTS Caused by a software issue. Upgraded console software.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 918 **Date Opened:** 1/23/08 **Date Completed:** 1/25/08

Summary: Birch Hill Master Site - AMB link unknown.

Resolution: 1/25/2008 8:11 AM Alaskan Standard Time - ACROBERTS Caused by onsite maintenance. Technician completed reconfiguring the UCM. Related to updates done for Gold Elite at FPD. Resolved case by deleting then reinstalling private call talkgroups for consoles

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Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 919 **Date Opened:** 1/24/08 **Date Completed:** 2/21/08

Summary: Birch Hill Master Site - Z2 ZDS Server unable to optimize.

Resolution: 2/26/2008 8:56 AM Alaskan Standard Time - ACROBERTS When RELOADING the ZDS the patches were never re-installed.
RESOLUTION: Installed the patches.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 927 **Date Opened:** 1/25/08 **Date Completed:** 1/25/08

Summary: Tsina - Site down Jan 24 for 29 seconds.

Resolution: 1/25/2008 6:37 PM Alaskan Standard Time - ACROBERTS Site control path went down for 29 seconds.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 932 **Date Opened:** 1/28/08 **Date Completed:** 1/30/08

Summary: Eielson - Voice card intermittent failure.

Resolution: 1/30/2008 9:19 PM Alaskan Standard Time - ACROBERTS gpiom was not receiving power after site cycled generator. By unplugging and then plugging back in the ps this cleared the problem.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 933 **Date Opened:** 1/28/08 **Date Completed:** 5/18/09

Summary: FWA - Alarm is showing on UPS.

Resolution: 6/4/2009 2:13 PM Alaskan Standard Time - JKPANNONE Batteries replaced and work completed.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 942 **Date Opened:** 1/29/08 **Date Completed:** 1/29/08

Summary: Eielson - Bad voice card on Console.

Resolution: 1/29/2008 10:08 AM Alaskan Standard Time - JJONES (Repair) GPIOM lost power. Technician restored power to GPIOM.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 945 **Date Opened:** 1/29/08 **Date Completed:** 2/7/08

Summary: Eielson - Console VOIP recorder not working.

Resolution: 2/7/2008 2:08 PM Alaskan Standard Time - ACROBERTS CAUSE:bad suffix on DNS
RESOLUTION: removed bad suffix on DNS

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 957 **Date Opened:** 1/31/08 **Date Completed:** 2/1/08

Summary: Paxson - Site reporting unknown.

Resolution: 7/20/2011 12:46 PM Alaskan Standard Time - jkpannone CAUSE: Site power loss
RESOLUTION: Site power restored

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 964 **Date Opened:** 2/2/08 **Date Completed:** 2/26/08

Summary: Tudor Road Master Site - Need to add NM client to the domain.

Resolution: 3/27/2008 7:49 AM Alaskan Standard Time - ACROBERTS Information was provided to add client to the domain. Client was able to be added.

2/26/2008 6:03 PM Alaskan Standard Time - ACROBERTS Per Tim Strayer, NM client cannot be added to the domain. Case closed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 967 **Date Opened:** 2/4/08 **Date Completed:** 2/4/08

Summary: Tudor Road Master Site - Multiple sites unknown.

Resolution: 2/4/2008 1:08 PM Alaskan Standard Time - ACROBERTS Bad DC power distribution problem at Rabbit Creek. SOA dispatched to fix the problem.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 969 **Date Opened:** 2/5/08 **Date Completed:** 2/20/08

Summary: Black Rapids - Site RF Rack AMP failed.

Resolution: 2/21/2008 12:37 PM Alaskan Standard Time - ACROBERTS No trouble found. Problem cleared on it's own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 973 **Date Opened:** 2/7/08 **Date Completed:** 2/19/08

Summary: Beaver Creek - Site channel 1 hardware failure.

Resolution: 7/20/2011 11:40 AM Alaskan Standard Time - jkpannone Cause: Potential cold weather.
Resolution: Issue cleared on it's own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 986 **Date Opened:** 2/12/08 **Date Completed:** 2/14/08

Summary: Beaver Creek - Site channel 3 hardware failure.

Resolution: 3/6/2008 8:55 AM Alaskan Standard Time - ACROBERTS Problem cleared on its own. NMO verified alarms cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1006 **Date Opened:** 2/13/08 **Date Completed:** 2/12/08

Summary: Byers Creek - Site unknown 3 times in 30 minutes.

Resolution: 2/13/2008 8:12 AM Alaskan Standard Time - ACROBERTS Site when down due to weather. Problem cleared itself. Site back up.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1073 **Date Opened:** 2/14/08 **Date Completed:** 2/14/08

Summary: Tudor Road Master Site - AMB Link 1.11.1 in configuration, unknown cause.

Resolution: 7/15/2011 3:29 PM Alaskan Standard Time - jkpannone CAUSE: Intermittant outage
RESOLUTION: Problem cleared

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1074 **Date Opened:** 2/14/08 **Date Completed:** 2/14/08

Summary: Tudor Road Master Site - MCC7500 looks normal but won't transmit audio.

Resolution: 7/15/2011 3:26 PM Alaskan Standard Time - jkpannone CAUSE: Unknown at this time
RESOLUTION: Reset the op and the customer is upgrading the system to the latest release

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1078 **Date Opened:** 2/14/08 **Date Completed:** 2/14/08

Summary: Beaver Creek - Site channel 3 failure.

Resolution: 2/26/2008 9:06 AM Alaskan Standard Time - ACROBERTS Panel was rewired. Problem cleared after that.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1079 **Date Opened:** 2/14/08 **Date Completed:** 2/14/08

Summary: Birch Hill Master Site - Remotely restarting zone database server.

Resolution: 2/14/2008 12:22 PM Alaskan Standard Time - ACROBERTS Server restarted.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1080 **Date Opened:** 2/14/08 **Date Completed:** 2/14/08

Summary: FGA - Console position 1 cannot load any configuration files.

Resolution: 2/14/2008 1:47 PM Alaskan Standard Time - ACROBERTS Unplugged the cord and plugged it back in. Problem cleared.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1081 **Date Opened:** 2/14/08 **Date Completed:** 2/14/08

Summary: Elmendorf - After upgrading AIS, nice card would not come up.

Resolution: 2/14/2008 1:51 PM Alaskan Standard Time - ACROBERTS Cause: Centracom Boot and agent manager was not started.
Resolution: Services were turned on.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 1088 **Date Opened:** 2/15/08 **Date Completed:** 2/22/08

Summary: Seldovia - Both site controller fans malfunctioning. Weather is causing alarms.

Resolution: 2/27/2008 10:12 AM Alaskan Standard Time - ACROBERTS Cause: Cold weather.
Resolution: Weather cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1089 **Date Opened:** 2/19/08 **Date Completed:** 2/20/08

Summary: Blueberry Hill - IVD Rng Site link down.

Resolution: 2/20/2008 4:36 PM Alaskan Standard Time - ACROBERTS Site link cleared after polling object.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1090 **Date Opened:** 2/19/08 **Date Completed:** 2/20/08

Summary: Birch Hill Master Site - SDM is not working.

Resolution: 2/20/2008 2:41 PM Alaskan Standard Time - ACROBERTS Moscad server was rebooted and logged on to run processes.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1091 **Date Opened:** 2/19/08 **Date Completed:** 2/16/08

Summary: Tudor Road Master Site - Link to Elmendorf appears to be down. Consoles are not working.

Resolution: 7/15/2011 2:07 PM Alaskan Standard Time - jkpannone Cause: Fiber
Resolution: Link restored

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1093 **Date Opened:** 2/20/08 **Date Completed:** 3/21/08

Summary: Chulitna - NICE on MCC7500 OP does not enable after removing the syslog software.

Resolution: 3/21/2008 10:12 AM Alaskan Standard Time - ACROBERTS Local security policy was changed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1097 **Date Opened:** 2/21/08 **Date Completed:** 2/19/08

Summary: Birch Hill Master Site - ZDS disabled.

Resolution: 2/21/2008 12:23 PM Alaskan Standard Time - ACROBERTS Technician reset server.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1175 **Date Opened:** 2/25/08 **Date Completed:** 2/23/08

Summary: Tudor Road Master Site - Multiple site links down.

Resolution: 2/25/2008 12:19 PM Alaskan Standard Time - ACROBERTS Unmanaged the site links for the sites that are turned off.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1176 **Date Opened:** 2/25/08 **Date Completed:** 2/19/08

Summary: Blueberry Hill - Site bouncing 3 times in 30 minutes. Site down for 49 seconds.

Resolution: 2/25/2008 1:05 PM Alaskan Standard Time - ACROBERTS Cause: Unknown
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1181 **Date Opened:** 2/27/08 **Date Completed:** 2/27/08

Summary: Reindeer Hills - Site unknown.

Resolution: 2/27/2008 9:36 AM Alaskan Standard Time - ACROBERTS Site back online. Cause unknown. Site has been stable since 6pm 2/26. Case closed.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1183 **Date Opened:** 2/27/08 **Date Completed:** 2/28/08

Summary: Elmendorf - MOC Console cannot log-on.

Resolution: 2/28/2008 11:40 AM Alaskan Standard Time - ACROBERTS Cause unknown. Technician reloaded software. Problem fixed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1294 **Date Opened:** 3/4/08 **Date Completed:** 3/4/08

Summary: Tudor Road Master Site - AMB Link unknown 3 times in 30 minutes.

Resolution: 3/3/2008 3:17 PM Alaskan Standard Time - ACROBERTS Link restored on its own.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1295 **Date Opened:** 3/4/08 **Date Completed:** 3/21/08

Summary: Elmendorf - The dispatch site switch port for OP 2 is down.

Resolution: 3/21/2008 10:10 AM Alaskan Standard Time - ACROBERTS GPiom was replaced and the previous domain changes were retracted.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1298 **Date Opened:** 3/4/08 **Date Completed:** 3/4/08

Summary: R1 North - Channel 1 illegal carrier.

Resolution: 3/4/2008 9:05 AM Alaskan Standard Time - ACROBERTS Carrier cleared.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 1309 **Date Opened:** 3/6/08 **Date Completed:** 3/6/08

Summary: FWA - Fire console cannot patch to talkgroups.

Resolution: 3/6/2008 12:54 PM Alaskan Standard Time - ACROBERTS Resolution was to minimize the Elite gui window and then restore it. This put the 'patch' sub-window back into the Elite gui window.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 1310 **Date Opened:** 3/6/08 **Date Completed:** 3/6/08

Summary: FWA - Fire console is down; no TX or RX.

Resolution: 3/6/2008 10:04 AM Alaskan Standard Time - ACROBERTS Cause: Database corrupt. Resolution: Database reinstalled.

Department: SOA-DPS **Priority** 2-Significant System Failure

Service Request #: 1311 **Date Opened:** 3/6/08 **Date Completed:** 4/2/08

Summary: AST - Fairbanks Dispatch OP position 2 down- TX can't RX

Resolution: 4/2/2008 7:02 PM Alaskan Standard Time - ACROBERTS PCA was able to fix the console. Case was closed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1314 **Date Opened:** 3/7/08 **Date Completed:** 3/21/08

Summary: Tudor Road Master Site - PDR Reporting errors.

Resolution: 3/26/2008 8:46 AM Alaskan Standard Time - ACROBERTS CAUSE: Hard drive needed formatting. RESOLUTION: Low format done; software reloaded.

Department: DOD-USARAK-FWA **Priority** 3-Intermittent System Failure

Service Request #: 1319 **Date Opened:** 3/7/08 **Date Completed:** 3/21/08

Summary: FWA - Console cannot ping NICE logger at the fire department.

Resolution: 3/21/2008 10:05 AM Alaskan Standard Time - ACROBERTS Network connection wasn't stable. The duplex switch settings were changed.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1320 **Date Opened:** 3/7/08 **Date Completed:** 3/26/08

Summary: R1 North - AIS is not functioning.

Resolution: 3/26/2008 8:41 AM Alaskan Standard Time - ACROBERTS NICE logger computer name was configured properly by technician.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 1347 **Date Opened:** 3/13/08 **Date Completed:** 3/21/08

Summary: FWA - VIOP logger not powering up.

Resolution: 3/26/2008 8:32 AM Alaskan Standard Time - ACROBERTS Bad GPS replaced.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 1348 **Date Opened:** 3/13/08 **Date Completed:** 3/13/08

Summary: Eielson - Security Forces console position is down.

Resolution: 9/21/2011 11:58 AM Alaskan Standard Time - adeveau Defective parts replaced on the computer.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 1352 **Date Opened:** 3/13/08 **Date Completed:** 3/13/08

Summary: FRA - Cannot clear emergency alarm from console.

Resolution: 3/13/2008 11:28 AM Alaskan Standard Time - ACROBERTS Issue with the console position. Console position rebooted.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1354 **Date Opened:** 3/13/08 **Date Completed:** 5/20/08

Summary: Elmendorf - NICE logging recorder DVD drives are not functioning.

Resolution: 5/20/2008 11:29 AM Alaskan Standard Time - ACROBERTS Technician replaced DVD drives and installed new software. Problem cleared.
3/13/2008 10:30 AM Alaskan Standard Time - ACROBERTS Case deferred.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 1356 **Date Opened:** 3/13/08 **Date Completed:** 3/21/08

Summary: FWA - Fiber links between police and Birch Hill not working.

Resolution: 9/21/2011 3:41 PM Alaskan Standard Time - adeveau CAUSE: Fiber links between Police and Birch Hill not working.
RESOLUTION: Replaced power supply and made larger fuse for battery back ups.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 1360 **Date Opened:** 3/14/08 **Date Completed:** 3/22/08

Summary: Eielson - Security Forces Consoles is displaying a “No Audio Resources Available” error.

Resolution: 3/24/2008 6:51 AM Alaskan Standard Time - ACROBERTS Reseated encryption and voice cards. Told users to quit logging in 3 times a day. Still working as of today.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1372 **Date Opened:** 3/18/08 **Date Completed:** 3/15/08

Summary: Tudor Road Master Site - Proxy agent and trap fwd unknown.

Resolution: 9/21/2011 3:54 PM Alaskan Standard Time - adeveau Issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1373 **Date Opened:** 3/18/08 **Date Completed:** 3/18/08

Summary: R1 North - Channel 1 malfunction.

Resolution: 3/18/2008 1:00 PM Alaskan Standard Time - ACROBERTS Illegal carrier; issue cleared on its own.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1381 **Date Opened:** 3/19/08 **Date Completed:** 3/19/08

Summary: R1 North - Channel 1 placed in service mode.

Resolution: 3/19/2008 1:01 PM Alaskan Standard Time - ACROBERTS CAUSE: Interference.
RESOLUTION: Illegal carrier was reset via manager.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1382 **Date Opened:** 3/19/08 **Date Completed:** 3/21/08

Summary: FGA - Console low battery on secure card.

Resolution: 3/24/2008 1:59 PM Alaskan Standard Time - ACROBERTS Technician replaced secure card and sent the old one in for repair. RA# 80461673-1

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1386 **Date Opened:** 3/20/08 **Date Completed:** 3/21/08

Summary: Ft Greely - Unable to access the logging recorder; cannot ping router.

Resolution: 9/22/2011 11:30 AM Alaskan Standard Time - adeveau Technician found that the firewall was enabled. He disabled the firewall and is now able to access the logger.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1387 **Date Opened:** 3/20/08 **Date Completed:** 3/20/08

Summary: Tudor Road Master Site - Multiple alarms across Zone 1.

Resolution: 3/20/2008 9:18 AM Alaskan Standard Time - ACROBERTS Technician replaced core router.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1389 **Date Opened:** 3/20/08 **Date Completed:** 3/21/08

Summary: Tudor Road Master Site - Zone 1 Packet Data Gateway unknown.

Resolution: 3/21/2008 10:11 AM Alaskan Standard Time - ACROBERTS Technician reformatted and reloaded the packet data gateway router.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1410 **Date Opened:** 3/26/08 **Date Completed:** 5/27/08

Summary: FWA - T1 down between ALMR and Birch Hill.

Resolution: 5/27/2008 1:00 PM Alaskan Standard Time - ACROBERTS Technician was able to get the bank vault open and the circuit repaired. Case closed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1411 **Date Opened:** 3/27/08 **Date Completed:** 3/27/08

Summary: Site Summit - Channel 5 being disabled for maintenance.

Resolution: 9/22/2011 3:14 PM Alaskan Standard Time - adeveau Cause: Channel locked up. Resolution: Channel reset.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1415 **Date Opened:** 3/28/08 **Date Completed:** 3/31/08

Summary: Valdez - Channel 5 base radio unknown.

Resolution: 9/22/2011 3:18 PM Alaskan Standard Time - adeveau Cause: Illegal carrier.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1416 **Date Opened:** 3/31/08 **Date Completed:** 3/31/08

Summary: Birch Hill Master Site - Part of the system is down, other are going into site trunking.

Resolution: 3/31/2008 1:32 PM Alaskan Standard Time - ACROBERTS No trouble found. Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1417 **Date Opened:** 3/31/08 **Date Completed:** 3/31/08

Summary: Birch Hill Master Site - Multiple sites down.

Resolution: 3/31/2008 1:37 PM Alaskan Standard Time - ACROBERTS No trouble found. Issue cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1418 **Date Opened:** 3/31/08 **Date Completed:** 3/31/08

Summary: Donnelly Dome - Site in site trunking.

Resolution: 9/22/2011 4:00 PM Alaskan Standard Time - adeveau Duplicate case for 21464940

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1419 **Date Opened:** 3/31/08 **Date Completed:** 3/31/08

Summary: R1 North - Channel 2 illegal carrier.

Resolution: 3/31/2008 12:44 PM Alaskan Standard Time - ACROBERTS Illegal carrier was cleared.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 1420 **Date Opened:** 3/31/08 **Date Completed:** 4/8/08

Summary: R1 North - Console went down.

Resolution: 9/22/2011 4:18 PM Alaskan Standard Time - adeveau Original computer re-installed and rebooted, which cleared the issue.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1424 **Date Opened:** 4/1/08 **Date Completed:** 4/1/08

Summary: Ester Dome - Channel 1 disabled.

Resolution: 9/23/2011 1:54 PM Alaskan Standard Time - adeveau CAUSE: Maintenance at another site caused alarm.
RESOLUTION: Maintenance complete.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1426 **Date Opened:** 4/2/08 **Date Completed:** 4/21/08

Summary: Saddle Mtn - In site trunking.

Resolution: 9/23/2011 2:07 PM Alaskan Standard Time - adeveau CAUSE: Commercial power failure.
RESOLUTION: Commercial power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1436 **Date Opened:** 4/4/08 **Date Completed:** 4/21/08

Summary: Tudor Road Master Site - Core RP3 router reported enabling.

Resolution: 5/2/2008 10:26 AM Alaskan Standard Time - ACROBERTS Routed site correctly through microwave.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1437 **Date Opened:** 4/4/08 **Date Completed:** 4/3/08

Summary: Kenai - Site unknown.

Resolution: 4/4/2008 6:59 AM Alaskan Standard Time - ACROBERTS Site came back up after Telco fixed the circuit issue.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1438 **Date Opened:** 4/4/08 **Date Completed:** 4/14/08

Summary: Auke Lake - Site unknown

Resolution: 4/14/2008 3:53 PM Alaskan Standard Time - JJONES Duplicate Case Monitored under 1426 (21468280)

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1444 **Date Opened:** 4/7/08 **Date Completed:** 4/5/08

Summary: Auke Lake - Site unknown.

Resolution: 9/23/2011 3:14 PM Alaskan Standard Time - adeveau Duplicate case. All work tracked on case 21468280

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 1448 **Date Opened:** 4/8/08 **Date Completed:** 4/8/08

Summary: Eielson - Alt WOC and Security console down. Cannot log back in to MCC programs.

Resolution: 9/23/2011 3:20 PM Alaskan Standard Time - adeveau Operator error.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 1451 **Date Opened:** 4/9/08 **Date Completed:** 4/9/08

Summary: FWA - Lost both consoles.

Resolution: 4/9/2008 11:29 AM Alaskan Standard Time - ACROBERTS Fire resolved by cold boot and making the new UPS's operational. These UPS's were installed by Mike Torchia last week but batteries were not hooked up.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1452 **Date Opened:** 4/9/08 **Date Completed:** 4/10/08

Summary: Cottonwood Creek - High noise levels through the multicoupler.

Resolution: 9/23/2011 3:24 PM Alaskan Standard Time - adeveau Interference issue cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1458 **Date Opened:** 4/10/08 **Date Completed:** 4/10/08

Summary: Birch Hill Master Site - Bad cable going to Donnelly Dome site.

Resolution: 9/23/2011 3:32 PM Alaskan Standard Time - adeveau CAT 5 cable replaced.

Department: DOD-USARAK-FWA **Priority** 3-Intermittent System Failure

Service Request #: 1459 **Date Opened:** 4/10/08 **Date Completed:** 4/9/08

Summary: FWA - Fire users cannot use playback.

Resolution: 9/23/2011 3:41 PM Alaskan Standard Time - adeveau CAUSE: AIS not working properly. RESOLUTION: AIS reset.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 1471 **Date Opened:** 4/14/08 **Date Completed:** 4/16/08

Summary: Eielson - Radio Logger is not working

Resolution: 4/16/2008 3:27 PM Alaskan Standard Time - JJONES Rebooted the op 1 console which was the only console working at the site.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 1472 **Date Opened:** 4/14/08 **Date Completed:** 4/16/08

Summary: Eielson - Security Forces console is not working

Resolution: 4/16/2008 3:01 PM Alaskan Standard Time - JJONES Rebooted the op 1 console which was the only console working at the site.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1474 **Date Opened:** 4/14/08 **Date Completed:** 4/14/08

Summary: Birch Hill VHF - Channel 1 RptrSiteBrReceiver malfunction.

Resolution: 9/23/2011 3:50 PM Alaskan Standard Time - adeveau Interference cleared on its own.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 1478 **Date Opened:** 4/14/08 **Date Completed:** 4/18/08

Summary: Cottonwood Creek - Investigating interference at site.

Resolution: 5/2/2008 10:28 AM Alaskan Standard Time - ACROBERTS Switched paging company to standby transmitter. Interference went away.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 1479 **Date Opened:** 4/14/08 **Date Completed:** 4/14/08

Summary: Atwood VHF - Channel 6 Unexpectedly Reset.

Resolution: 10/8/2008 1:26 PM Alaskan Standard Time - ACROBERTS Resolution is new quantar software. Software has been obtained but Mark Jenks will not install it yet since this is a one time occurrence.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 1484 **Date Opened:** 4/16/08 **Date Completed:** 4/16/08

Summary: R1 North - IP Logger not Logging

Resolution: 5/2/2008 10:32 AM Alaskan Standard Time - ACROBERTS Reset switch port configuration.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 1485 **Date Opened:** 4/16/08 **Date Completed:** 5/20/08

Summary: Elmendorf - MOC console is dead.

Resolution: 5/20/2008 11:33 AM Alaskan Standard Time - ACROBERTS Technician swapped computers.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1489 **Date Opened:** 4/17/08 **Date Completed:** 4/17/08

Summary: Blueberry Hill - Bounced into site trunking multiple times

Resolution: 5/2/2008 10:34 AM Alaskan Standard Time - ACROBERTS Microwave cleared.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1490 **Date Opened:** 4/17/08 **Date Completed:** 6/5/08

Summary: Ernestine - Site commercial power lost.

Resolution: 8/11/2008 8:53 AM Alaskan Standard Time - ACROBERTS Power changes have been made to the site.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1493 **Date Opened:** 4/18/08 **Date Completed:** 4/24/08

Summary: FGA - Unusually long ping times to console.

Resolution: 4/28/2008 1:22 PM Alaskan Standard Time - ACROBERTS Technician un-installed then reinstalled syslog software on op 1.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1502 **Date Opened:** 4/23/08 **Date Completed:** 4/23/08

Summary: Auke Lake - Site unknown.

Resolution: 4/23/2008 11:13 AM Alaskan Standard Time - ACROBERTS Microwave issue resolved.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 1503 **Date Opened:** 4/23/08 **Date Completed:** 4/24/08

Summary: Pole Hill - Site unknown.

Resolution: 4/28/2008 12:21 PM Alaskan Standard Time - ACROBERTS Microwave problem cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1507 **Date Opened:** 4/28/08 **Date Completed:** 5/6/08

Summary: Auke Lake - Site bouncing.

Resolution: 5/6/2008 12:55 PM Alaskan Standard Time - ACROBERTS Microwave link problems. Link was restored. Site is back in wide area trunking.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1511 **Date Opened:** 4/30/08 **Date Completed:** 5/1/08

Summary: Birch Hill Master Site - Cannot connect to the the Arcadac to program.

Resolution: 5/1/2008 10:28 AM Alaskan Standard Time - ACROBERTS Technician replaced CPU cards on software.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1512 **Date Opened:** 4/30/08 **Date Completed:** 4/30/08

Summary: Birch Hill Master Site - Rebooting the Zone Data Base server.

Resolution: 4/29/2008 4:11 PM Alaskan Standard Time - ACROBERTS Rebooting completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1513 **Date Opened:** 4/30/08 **Date Completed:** 4/29/08

Summary: Alcantra - Investigating some high noise levels.

Resolution: 4/29/2008 4:18 PM Alaskan Standard Time - ACROBERTS Technician didn't find any trouble.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1516 **Date Opened:** 5/1/08 **Date Completed:** 5/1/08

Summary: Kenai - Site bouncing.

Resolution: 5/1/2008 10:30 AM Alaskan Standard Time - ACROBERTS T 1 connection stabilized.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1532 **Date Opened:** 5/7/08 **Date Completed:** 5/7/08

Summary: Valdez - Site Unknown.

Resolution: 8/11/2008 8:55 AM Alaskan Standard Time - ACROBERTS Replaced channel bank interface card.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1539 **Date Opened:** 5/8/08 **Date Completed:** 5/8/08

Summary: Valdez - Site unknown

Resolution: 5/8/2008 8:57 AM Alaskan Standard Time - ACROBERTS SOA replaced parts at Valdez and returned that site to Wide Area Trunking

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1572 **Date Opened:** 5/19/08 **Date Completed:** 5/19/08

Summary: Tsina - Site bouncing.

Resolution: 5/19/2008 9:34 AM Alaskan Standard Time - ACROBERTS Problem cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1574 **Date Opened:** 5/19/08 **Date Completed:** 5/20/08

Summary: Auke Lake - Site bouncing.

Resolution: 5/20/2008 9:48 AM Alaskan Standard Time - ACROBERTS Weather related issue cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1581 **Date Opened:** 5/20/08 **Date Completed:** 5/20/08

Summary: Whittier - Site down hard.

Resolution: 5/20/2008 3:16 PM Alaskan Standard Time - ACROBERTS Microwave path down. Path was restored and site came back up.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1582 **Date Opened:** 5/20/08 **Date Completed:** 5/20/08

Summary: Auke Lake - Site unknown 3 times in 10 minutes.

Resolution: 5/20/2008 3:27 PM Alaskan Standard Time - ACROBERTS Microwave path down. Path was restored and site came back up.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1586 **Date Opened:** 5/21/08 **Date Completed:** 6/3/08

Summary: Auke Lake - Site bouncing.

Resolution: 6/12/2008 1:43 PM Alaskan Standard Time - ACROBERTS SOA bypassed channel bank at the site.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 1596 **Date Opened:** 5/27/08 **Date Completed:** 5/24/08

Summary: FRA - Console is down at the site.

Resolution: 5/27/2008 11:05 AM Alaskan Standard Time - ACROBERTS CAUSE: Loose LAN cards. RESOLUTION: Reseated LAN cards.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1603 **Date Opened:** 5/28/08 **Date Completed:** 9/11/13

Summary: Tudor Road Master Site - Core router 2 malfunction.

Resolution: 9/11/2013 8:46 AM Alaskan Standard Time - jkpannone
Motorola states issue fixed in 7.7 release. Now that we have upgraded to 7.13 there is not way to check the issue.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1612 **Date Opened:** 5/30/08 **Date Completed:** 5/30/08

Summary: Birch Hill Master Site - FPD CEB 4 & 5 and Amb Link 2.24.1 & 2.7.1 Unknown > 5 Mins.

Resolution: 5/30/2008 3:13 PM Alaskan Standard Time - JJONES (Repair) Power restored.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1613 **Date Opened:** 5/30/08 **Date Completed:** 7/19/08

Summary: Black Rapids - Site low battery voltage alarm.

Resolution: 7/18/2008 4:09 PM Alaskan Standard Time - ACROBERTS Technician installed the new rectifier at the site.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 1614 **Date Opened:** 5/30/08 **Date Completed:** 6/11/08

Summary: Eielson - Console IP Logger not working.

Resolution: 6/11/2008 3:00 PM Alaskan Standard Time - ACROBERTS Logger needed to be repaired. After repair, logger was reinstalled.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1615 **Date Opened:** 5/30/08 **Date Completed:** 5/30/08

Summary: Black Rapids - Site unknown > 5 minutes.

Resolution: 5/30/2008 3:35 PM Alaskan Standard Time - JJONES (NON-ALMR) Power Restored

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1635 **Date Opened:** 6/9/08 **Date Completed:** 6/9/08

Summary: Tudor Road Master Site - Multiple sites bouncing.

Resolution: 10/18/2011 1:36 PM Alaskan Standard Time - adeveau Cause: Microwave path fade.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1645 **Date Opened:** 6/11/08 **Date Completed:** 6/12/08

Summary: Tudor Road Master Site - Multiple sites unknown; Valdez, Divide, Ernestine, Tsina.

Resolution: 6/12/2008 1:43 PM Alaskan Standard Time - ACROBERTS Generator refueled at Ernestine. Issue resolved.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 1654 **Date Opened:** 6/12/08 **Date Completed:** 6/12/08

Summary: Tudor Road Master Site - Palmer PD AMB link unknown.

Resolution: 6/12/2008 1:55 PM Alaskan Standard Time - ACROBERTS Ambassador board reset.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 1655 **Date Opened:** 6/12/08 **Date Completed:** 6/12/08

Summary: Auke Lake - Site unknown

Resolution: 10/18/2011 1:44 PM Alaskan Standard Time - adeveau Microwave fade cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1656 **Date Opened:** 6/13/08 **Date Completed:** 7/9/08

Summary: Independent Ridge - No signal to site

Resolution: 7/9/2008 11:00 AM Alaskan Standard Time - ACROBERTS The generator was refueled and the batteries were charged.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 1664 **Date Opened:** 6/16/08 **Date Completed:** 6/17/08

Summary: Pole Hill - Site unknown

Resolution: 6/17/2008 10:03 AM Alaskan Standard Time - ACROBERTS ASRC technician reset power at substation outside of Quarry Hill. AC power came back at the site.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1665 **Date Opened:** 6/16/08 **Date Completed:** 6/17/08

Summary: Donnelly Dome - Site unknown.

Resolution: 6/17/2008 10:04 AM Alaskan Standard Time - ACROBERTS ASRC technician reset power at substation outside of Quarry Hill. AC power came back at the site.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1666 **Date Opened:** 6/16/08 **Date Completed:** 6/17/08

Summary: Black Rapids - Site unknown

Resolution: 6/17/2008 10:04 AM Alaskan Standard Time - ACROBERTS ASRC technician reset power at substation outside of Quarry Hill. AC power came back at the site.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 1667 **Date Opened:** 6/16/08 **Date Completed:** 6/17/08

Summary: Hill 3265 - Site unknown.

Resolution: 6/17/2008 10:04 AM Alaskan Standard Time - ACROBERTS ASRC technician reset power at substation outside of Quarry Hill. AC power came back at the site.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1668 **Date Opened:** 6/16/08 **Date Completed:** 6/23/08

Summary: Tudor Road Master Site - Four sites unknown; Valdez, Divide, Ernestine and Tsina.

Resolution: 6/23/2008 9:26 AM Alaskan Standard Time - ACROBERTS Generator was refueled and the microwave link was restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1670 **Date Opened:** 6/16/08 **Date Completed:** 6/16/08

Summary: Summit Lake - Site unknown.

Resolution: 10/19/2011 8:25 AM Alaskan Standard Time - adeveau CAUSE: Likely transport related (microwave link).
RESOLUTION: Microwave link restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1671 **Date Opened:** 6/16/08 **Date Completed:** 6/16/08

Summary: Silvertip - Site unknown

Resolution: 10/19/2011 8:29 AM Alaskan Standard Time - adeveau CAUSE: Likely transport related (microwave link).
RESOLUTION: Microwave link restored.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1672 **Date Opened:** 6/16/08 **Date Completed:** 6/16/08

Summary: Silvertip - Repeater site base radio unknown.

Resolution: 6/16/2008 11:50 AM Alaskan Standard Time - ACROBERTS Cause unknown. Issue cleared on its own.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1673 **Date Opened:** 6/16/08 **Date Completed:** 6/20/08

Summary: Willow Mtn - Error processing SNMP request.

Resolution: 10/10/2008 2:34 PM Alaskan Standard Time - ACROBERTS Reloaded SDM 3000.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 1675 **Date Opened:** 6/17/08 **Date Completed:** 8/13/08

Summary: Seldovia - Site SDM3000 MOSCAD RTU not working.

Resolution: 8/13/2008 9:29 AM Alaskan Standard Time - ACROBERTS Technician was able to remotely recover by clearing the flash memory.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1681 **Date Opened:** 6/18/08 **Date Completed:** 6/23/08

Summary: Birch Hill Master Site - Core 1 router malfunction

Resolution: 6/23/2008 8:32 AM Alaskan Standard Time - ACROBERTS Technician replaced the bad router.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1682 **Date Opened:** 6/18/08 **Date Completed:** 6/18/08

Summary: Auke Lake - Site Bouncing 3 times in 30 minutes.

Resolution: 10/19/2011 8:52 AM Alaskan Standard Time - adeveau Microwave link issue cleared on its own.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1685 **Date Opened:** 6/19/08 **Date Completed:** 8/25/08

Summary: Tudor Road Master Site - SIP PC constantly rebooting.

Resolution: 10/16/2008 2:39 PM Alaskan Standard Time - ACROBERTS Replaced battery and reconfigured server IP.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1692 **Date Opened:** 6/23/08 **Date Completed:** 7/21/08

Summary: Tudor Road Master Site - File errors on the ZSS server

Resolution: 7/21/2008 2:13 PM Alaskan Standard Time - ACROBERTS Known issue. Motorola engineers emailed the technician information on how to resolve the issue.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1694 **Date Opened:** 6/23/08 **Date Completed:** 6/24/08

Summary: Garner - Site bouncing

Resolution: 6/24/2008 7:32 AM Alaskan Standard Time - ACROBERTS Microwave maintenance completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1701 **Date Opened:** 6/30/08 **Date Completed:** 7/4/08

Summary: Silvertip - Site not in wide area trunking.

Resolution: 7/7/2008 8:43 AM Alaskan Standard Time - ACROBERTS Circuit was restored at the site.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1702 **Date Opened:** 6/30/08 **Date Completed:** 7/4/08

Summary: Summit Lake - Site not in wide area trunking

Resolution: 7/7/2008 8:43 AM Alaskan Standard Time - ACROBERTS Circuit was restored at the site.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 1739 **Date Opened:** 7/2/08 **Date Completed:** 7/2/08

Summary: Elmendorf - Console won't boot up.

Resolution: 10/19/2011 2:08 PM Alaskan Standard Time - adeveau CAUSE: Very dusty.
RESOLUTION: Cleaned out the dust and reseated cards.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1740 **Date Opened:** 7/2/08 **Date Completed:** 7/9/08

Summary: Auke Lake - Site unknown.

Resolution: 8/11/2008 8:14 AM Alaskan Standard Time - ACROBERTS Circuit re-routed to another microwave

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1741 **Date Opened:** 7/2/08 **Date Completed:** 7/2/08

Summary: Portage - Site unknown.

Resolution: 10/19/2011 1:59 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1744 **Date Opened:** 7/2/08 **Date Completed:** 7/3/08

Summary: Whittier - Site unknown.

Resolution: 7/2/2008 1:08 PM Alaskan Standard Time - ACROBERTS SOA techs were testing UPS batteries at the site causing the site to disconnect. Work completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 1745 **Date Opened:** 7/2/08 **Date Completed:** 7/3/08

Summary: Elmendorf - Console failed; stuck in audio mode.

Resolution: 7/22/2008 10:30 AM Alaskan Standard Time - ACROBERTS Technician replaced the secure card.
7/3/2008 11:22 AM Alaskan Standard Time - ACROBERTS A spare console was installed and the original was sent in for repair- case 21573545.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1755 **Date Opened:** 7/7/08 **Date Completed:** 7/11/08

Summary: Black Rapids - Site unknown 4 times in 10 minutes.

Resolution: 7/10/2008 4:19 PM Alaskan Standard Time - ACROBERTS Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1756 **Date Opened:** 7/7/08 **Date Completed:** 7/11/08

Summary: Donnelly Dome - Site unknown 4 times in 10 minutes.

Resolution: 7/10/2008 4:20 PM Alaskan Standard Time - ACROBERTS Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1794 **Date Opened:** 7/14/08 **Date Completed:** 7/23/08

Summary: Moose Pass - Hardware failure at the site.

Resolution: 10/19/2011 2:50 PM Alaskan Standard Time - adeveau Insect residue caused alarm. Fans have been cleaned of debris.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1805 **Date Opened:** 7/16/08 **Date Completed:** 7/16/08

Summary: Tudor Road Master Site - ARCA DACS has major alarm on card.

Resolution: 7/16/2008 12:02 PM Alaskan Standard Time - ACROBERTS Mark Jenks installed IO card. System is now working properly.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 1808 **Date Opened:** 7/17/08 **Date Completed:** 7/17/08

Summary: Eielson - Console IT logger not recording.

Resolution: 7/17/2008 9:33 AM Alaskan Standard Time - ACROBERTS IP logger was rebooted several times and the AIS encryption key was loaded and reloaded.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1810 **Date Opened:** 7/18/08 **Date Completed:** 7/18/08

Summary: TSAIA - Console Router is down.

Resolution: 7/18/2008 9:56 AM Alaskan Standard Time - ACROBERTS Technician rebooted router.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 1814 **Date Opened:** 7/18/08 **Date Completed:** 7/18/08

Summary: Elmendorf - IP logger stopped recording calls.

Resolution: 7/18/2008 9:53 AM Alaskan Standard Time - ACROBERTS AIS server was rebooted.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1827 **Date Opened:** 7/21/08 **Date Completed:** 7/21/08

Summary: Tudor Road Master Site - Zone 1 and 2 showing alarms at the master sites.

Resolution: 10/19/2011 3:02 PM Alaskan Standard Time - adeveau Duplicate case: Ref. CASE # 21585466.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1828 **Date Opened:** 7/21/08 **Date Completed:** 7/22/08

Summary: Tudor Road Master - After upgrade, switch 1 showing 'fault light' flashing on the switch.

Resolution: 7/22/2008 12:20 PM Alaskan Standard Time - ACROBERTS Technician replaced the Module G which resolved the problem. No other known issues at this time.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1829 **Date Opened:** 7/21/08 **Date Completed:** 8/5/08

Summary: Elmendorf - Unable to log into the MCC7500.

Resolution: 8/5/2008 2:00 PM Alaskan Standard Time - ACROBERTS Per MOL- Resolution- Problem Solved.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1830 **Date Opened:** 7/21/08 **Date Completed:** 7/21/08

Summary: Tudor Road Master Site - Multiple sites showing unknown.

Resolution: 10/19/2011 3:14 PM Alaskan Standard Time - adeveau Duplicate Case#21591931

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1831 **Date Opened:** 7/22/08 **Date Completed:** 12/5/08

Summary: Tudor Road Master Site - After 7.1.1 upgrade, users cannot login.

Resolution: 12/5/2008 3:20 PM Alaskan Standard Time - ACROBERTS
CAUSE: Configuration issue.
RESOLUTION: Need to add all user to the Domain Controller.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1832 **Date Opened:** 7/22/08 **Date Completed:** 10/16/08

Summary: Tudor Road Master Site - 7.1.1 CSMS Hardening.

Resolution: 10/20/2011 4:10 PM Alaskan Standard Time - adeveau CAUSE: Procedural issue.
RESOLUTION: Field team work with the product group.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1833 **Date Opened:** 7/22/08 **Date Completed:** 7/22/08

Summary: Byers Creek - Cannot log into Op 1

Resolution: 10/20/2011 4:15 PM Alaskan Standard Time - adeveau CAUSE: Op1 computer account missing in active directory.
RESOLUTION: Added Op1 computer account to active directory and removed/added Op1 to the domain.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1834 **Date Opened:** 7/22/08 **Date Completed:** 7/22/08

Summary: Tudor Road Master Site - Multiple sites unknown & CEB 2 at Valdez PD unknown.

Resolution: 7/22/2008 8:22 AM Alaskan Standard Time - ACROBERTS Microwave was realigned. Reference case 21593117.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1862 **Date Opened:** 7/28/08 **Date Completed:** 7/28/08

Summary: Blueberry Hill - Both site control paths are down.

Resolution: 7/28/2008 9:05 AM Alaskan Standard Time - ACROBERTS No trouble was found at the site. Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1866 **Date Opened:** 7/28/08 **Date Completed:** 7/25/08

Summary: Tudor Road Master Site - Willow Creek, Chulitna, and Byers Creek down due to T1 problem.

Resolution: 7/28/2008 10:28 AM Alaskan Standard Time - ACROBERTS SOA repaired a connector at the channel bank at Willow Creek.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1867 **Date Opened:** 7/28/08 **Date Completed:** 8/4/08

Summary: Tudor Road Master Site - Tracking installation of ARC Sight Connector.

Resolution: 8/5/2008 1:58 PM Alaskan Standard Time - ACROBERTS Sight connector was installed.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 1908 **Date Opened:** 8/5/08 **Date Completed:** 8/14/08

Summary: Eielson - IP logger not working.

Resolution: 8/14/2008 9:42 AM Alaskan Standard Time - ACROBERTS Technician rebooted IP logger.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1909 **Date Opened:** 8/5/08 **Date Completed:** 8/5/08

Summary: Moose Pass - Critical malfunction on the repeater fan.

Resolution: 8/5/2008 1:27 PM Alaskan Standard Time - ACROBERTS Technician cleaned out fan module and fan began working.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1917 **Date Opened:** 8/8/08 **Date Completed:** 8/13/08

Summary: Tudor Road Master Site - MOSCAD support covers all 4 SDM's

Resolution: 10/21/2011 1:20 PM Alaskan Standard Time - adeveau Technician was able to recover remotely by clearing the flash memory.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1919 **Date Opened:** 8/8/08 **Date Completed:** 10/27/08

Summary: Tudor Road Master Site - Opened with MOSCAD support for issue with push pin location.

Resolution: 10/21/2011 1:24 PM Alaskan Standard Time - adeveau DESCRIPTION: Zone 2 does not show the pushpins correctly in the System Overview screen.
RESOLUTION: CSE set the pushpin timeout value to above 30.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1927 **Date Opened:** 8/12/08 **Date Completed:** 9/16/08

Summary: Tudor Road Master Site - GE dispatchers unable to get updates from CDM since 7.1.1 upgrade.

Resolution: 9/17/2008 7:58 AM Alaskan Standard Time - ACROBERTS Reinstalled all the Gold Elite software at all the Gold Elite op's in the system.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1934 **Date Opened:** 8/14/08 **Date Completed:** 8/13/08

Summary: R1 North - Channel 5 receiver malfunction/ illegal carrier

Resolution: 8/14/2008 7:54 AM Alaskan Standard Time - ACROBERTS Illegal carrier was cleared.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 1939 **Date Opened:** 8/14/08 **Date Completed:** 9/9/08

Summary: Tudor Road Master Site - FR priority queue exceeded.

Resolution: 10/21/2011 2:35 PM Alaskan Standard Time - adeveau This is normal operation in 7.1.1. Mark Jenks provided case closure.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1953 **Date Opened:** 8/18/08 **Date Completed:** 8/18/08

Summary: Seldovia - Site not wide trunking.

Resolution: 8/18/2008 11:17 AM Alaskan Standard Time - ACROBERTS SOA restored the microwave path.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1954 **Date Opened:** 8/18/08 **Date Completed:** 8/18/08

Summary: Ninilchik - Site not wide trunking.

Resolution: 1/1/0001 12:00 AM Alaskan Standard Time - SOA technicians restored microwave path,

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1955 **Date Opened:** 8/18/08 **Date Completed:** 8/18/08

Summary: Kasilof - Site not wide trunking.

Resolution: 1/1/0001 12:00 AM Alaskan Standard Time - SOA technicians restored microwave path,

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1956 **Date Opened:** 8/18/08 **Date Completed:** 8/18/08

Summary: Diamond Ridge - Site not wide trunking.

Resolution: 1/1/0001 12:00 AM Alaskan Standard Time - SOA technicians restored microwave path,

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1957 **Date Opened:** 8/18/08 **Date Completed:** 8/18/08

Summary: Anchor River - Site not wide trunking.

Resolution: 1/1/0001 12:00 AM Alaskan Standard Time - SOA technicians restored microwave path,

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Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1958 **Date Opened:** 8/18/08 **Date Completed:** 8/18/08

Summary: R1 North - Channel 5 receiver malfunction/ illegal carrier.

Resolution: 1/1/0001 12:00 AM Alaskan Standard Time - Illegal carrier was cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1959 **Date Opened:** 8/18/08 **Date Completed:** 8/18/08

Summary: Tudor Road Master Site - MOSCAD server is displaying windows errors.

Resolution: 8/18/2008 11:30 AM Alaskan Standard Time - ACROBERTS The SCADAlarm software was un-installed and reinstalled and that fixed the issue.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 1960 **Date Opened:** 8/18/08 **Date Completed:** 8/22/08

Summary: Eielson - Command Post Console 1 and logging recorder down.

Resolution: 10/21/2011 2:46 PM Alaskan Standard Time - adeveau CAUSE: defective computer RESOLUTION: replaced repaired computer

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Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 1971 **Date Opened:** 8/21/08 **Date Completed:** 9/16/08

Summary: Birch Hill Master Site - PBX, tone generator, and interconnect audio path down.

Resolution: 10/21/2011 2:50 PM Alaskan Standard Time - adeveau CAUSE: Bad ACSS RESOLUTION: FT replaced ACSS server

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Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 1972 **Date Opened:** 8/21/08 **Date Completed:** 8/21/08

Summary: Eielson - Logger is not working at security.

Resolution: 8/21/2008 3:36 PM Alaskan Standard Time - ACROBERTS Resynchronized database with AIS and rebooted the playback station.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1973 **Date Opened:** 8/22/08 **Date Completed:** 8/22/08

Summary: Tudor Road Master - Control path 1.1 and 1.2 bouncing; connection is down in both zones.

Resolution: 8/22/2008 1:34 PM Alaskan Standard Time - ACROBERTS CAUSE: Customer is working on the microwave.
RESOLUTION: Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 1976 **Date Opened:** 8/22/08 **Date Completed:** 8/19/08

Summary: Whittier - Site unknown (8/15-8/18)

Resolution: 10/24/2011 10:53 AM Alaskan Standard Time - adeveau Microwave issue resolved.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 1993 **Date Opened:** 8/25/08 **Date Completed:** 8/27/08

Summary: Diamond Ridge - Channels being disabled.

Resolution: 8/27/2008 2:40 PM Alaskan Standard Time - ACROBERTS Bad circulator. Circulator was replaced.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 1994 **Date Opened:** 8/25/08 **Date Completed:** 8/25/08

Summary: Elmendorf - Fire 1 cannot access the Nice Logger at R1 North.

Resolution: 10/2/2011 12:13 PM Alaskan Standard Time - jkpannone No notes on work order to determine resolution.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 2000 **Date Opened:** 8/27/08 **Date Completed:** 8/27/08

Summary: Eielson - Command Post Console is down.

Resolution: 8/27/2008 3:21 PM Alaskan Standard Time - ACROBERTS Technician turned off hyper threading.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 2001 **Date Opened:** 8/27/08 **Date Completed:** 8/27/08

Summary: Elmendorf - IP logger is not recording calls.

Resolution: 8/27/2008 8:47 AM Alaskan Standard Time - ACROBERTS
CAUSE: IP logger needed to be reseated and re-booted.
RESOLUTION: FSO states rebooting the IP logger and reseating the encryption card to the AIS resolved the issue.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2002 **Date Opened:** 8/27/08 **Date Completed:** 8/28/08

Summary: Tahneta Pass - Coverage complaint and shop found some discrepancies.

Resolution: 8/28/2008 10:21 AM Alaskan Standard Time - ACROBERTS Cable issue was the cause. Technician rewired the cables.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2025 **Date Opened:** 9/9/08 **Date Completed:** 9/9/08

Summary: Anchor River - Site unknown

Resolution: 9/9/2008 7:34 AM Alaskan Standard Time - ACROBERTS FT was working at site causing alarms. Site in normal operations.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2027 **Date Opened:** 9/9/08 **Date Completed:** 9/7/08

Summary: Tudor Road Master Site - Tracking work at site.

Resolution: 10/8/2008 2:25 PM Alaskan Standard Time - ACROBERTS Board installment completed at the site.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2041 **Date Opened:** 9/12/08 **Date Completed:** 9/10/08

Summary: Birch Hill Master Site - Breech at the master site.

Resolution: 9/12/2008 2:21 PM Alaskan Standard Time - ACROBERTS Alarm at the site was reset.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 2042 **Date Opened:** 9/12/08 **Date Completed:** 9/12/08

Summary: Ski Hill - Channel 1 base radio unknown.

Resolution: 9/12/2008 2:23 PM Alaskan Standard Time - ACROBERTS Problem cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2043 **Date Opened:** 9/12/08 **Date Completed:** 9/10/08

Summary: Ester Dome - Site not wide area trunking.

Resolution: 10/25/2011 10:53 AM Alaskan Standard Time - adeveau CAUSE: High temperature in the equipment room
RESOLUTION: Fix the environmental fan

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2044 **Date Opened:** 9/12/08 **Date Completed:** 9/10/08

Summary: Birch Hill Master Site - Cannot send down group policies on the console ops.

Resolution: 9/12/2008 2:27 PM Alaskan Standard Time - ACROBERTS Problem cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 2045 **Date Opened:** 9/12/08 **Date Completed:** 11/4/08

Summary: Eielson - Security Forces console is not initializing.

Resolution: 11/5/2008 9:04 AM Alaskan Standard Time - ACROBERTS Problem lo FRB loading the keys. FT was able to load keys.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 2046 **Date Opened:** 9/15/08 **Date Completed:** 9/15/08

Summary: R1 North - Repeater site channel malfunction.

Resolution: 10/25/2011 11:07 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2049 **Date Opened:** 9/17/08 **Date Completed:** 9/17/08

Summary: Tudor Road Master Site - Disabled all the MGEGs to load encryption keys.

Resolution: 9/17/2008 10:53 AM Alaskan Standard Time - ACROBERTS Loading of the encryption keys completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 2053 **Date Opened:** 9/18/08 **Date Completed:** 9/18/08

Summary: Eielson - IP logger not recording radio traffic.

Resolution: 9/18/2008 11:55 AM Alaskan Standard Time - ACROBERTS Rebooted logger and AIS

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2054 **Date Opened:** 9/18/08 **Date Completed:** 9/19/08

Summary: FGA - IP logger not recording radio traffic.

Resolution: 9/19/2008 8:59 AM Alaskan Standard Time - ACROBERTS Rebooted logger, AIS and playback stations.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2055 **Date Opened:** 9/18/08 **Date Completed:** 9/18/08

Summary: Tudor Road Master Site - Loading encryption key to the system.

Resolution: 10/8/2008 1:28 PM Alaskan Standard Time - ACROBERTS Keys were loaded.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2076 **Date Opened:** 9/23/08 **Date Completed:** 9/23/08

Summary: Tudor Road Master Site - MGEG disabled by accident by technicians at the site.

Resolution: 9/23/2008 2:45 PM Alaskan Standard Time - ACROBERTS MGEG was disabled on accident at the site.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 2078 **Date Opened:** 9/25/08 **Date Completed:** 9/25/08

Summary: Eielson - Fire console is not working at security.

Resolution: 10/25/2011 2:23 PM Alaskan Standard Time - adeveau CAUSE: Password expired. RESOLUTION: Password and domain reset.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2079 **Date Opened:** 9/26/08 **Date Completed:** 9/24/08

Summary: Chulitna - Site unknown.

Resolution: 10/25/2011 2:30 PM Alaskan Standard Time - adeveau Cause: Unknown. Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2080 **Date Opened:** 9/26/08 **Date Completed:** 9/24/08

Summary: Chulitna - Site inverter alarm.

Resolution: 9/26/2008 7:57 AM Alaskan Standard Time - ACROBERTS Circuit breaker tripped due to low battery; breaker reset.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2081 **Date Opened:** 9/26/08 **Date Completed:** 9/25/08

Summary: Tudor Road Master Site - Database Optimization; ZDS disabled.

Resolution: 9/26/2008 8:00 AM Alaskan Standard Time - ACROBERTS Database optimization completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2082 **Date Opened:** 9/26/08 **Date Completed:** 9/22/08

Summary: Byers Creek - Site unknown for 5 minutes.

Resolution: 9/26/2008 8:05 AM Alaskan Standard Time - ACROBERTS Microwave fade. Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2083 **Date Opened:** 9/26/08 **Date Completed:** 9/22/08

Summary: Chulitna - Site unknown for 5 minutes.

Resolution: 10/25/2011 2:43 PM Alaskan Standard Time - adeveau Microwave fade; cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2084 **Date Opened:** 9/26/08 **Date Completed:** 9/22/08

Summary: Hurricane - Site unknown for 5 minutes.

Resolution: 9/26/2008 8:06 AM Alaskan Standard Time - ACROBERTS Microwave fade. Issue cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2085 **Date Opened:** 9/26/08 **Date Completed:** 9/23/08

Summary: Tudor Road Master Site - CSMS internal health indicator & many errors in the event logs.

Resolution: 9/26/2008 8:10 AM Alaskan Standard Time - ACROBERTS Reseated RAM on CPU.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 2087 **Date Opened:** 9/26/08 **Date Completed:** 9/25/08

Summary: FWA - Console User unable to log into the NM.

Resolution: 9/26/2008 8:29 AM Alaskan Standard Time - ACROBERTS Group policy issue resolved.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2088 **Date Opened:** 9/26/08 **Date Completed:** 9/25/08

Summary: Black Rapids - Site unknown

Resolution: 9/26/2008 8:31 AM Alaskan Standard Time - ACROBERTS Alarm cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2089 **Date Opened:** 9/26/08 **Date Completed:** 9/24/08

Summary: Hurricane - Site channels 1-4 inhibit via user request.

Resolution: 10/8/2008 2:28 PM Alaskan Standard Time - ACROBERTS AC power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2090 **Date Opened:** 9/26/08 **Date Completed:** 9/24/08

Summary: Tudor Road Master Site - Link and interzone control paths are bouncing.

Resolution: 10/8/2008 2:31 PM Alaskan Standard Time - ACROBERTS UO was causing alarms and failed to notify NMO.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2091 **Date Opened:** 9/26/08 **Date Completed:** 9/30/08

Summary: Tudor Road Master Site - System event log error on DCD referencing the domain controller.

Resolution: 10/1/2008 8:59 AM Alaskan Standard Time - ACROBERTS Technician reconfigured the domain controller.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 2105 **Date Opened:** 10/1/08 **Date Completed:** 9/30/08

Summary: Elmendorf - Console AIS Encryption card has gone bad.

Resolution: 10/1/2008 9:01 AM Alaskan Standard Time - ACROBERTS Technician replaced the encryption card.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2107 **Date Opened:** 10/1/08 **Date Completed:** 9/27/08

Summary: Skagway - Site is down.

Resolution: 10/1/2008 9:10 AM Alaskan Standard Time - ACROBERTS Circuit was restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2108 **Date Opened:** 10/1/08 **Date Completed:** 9/29/08

Summary: Tudor Road Master Site - Multiple sites down and CEB 7.

Resolution: 10/26/2011 10:31 AM Alaskan Standard Time - adeveau Microwave issue cleared on its own.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2109 **Date Opened:** 10/1/08 **Date Completed:** 10/22/08

Summary: FGA - Console Getting event logs on all equipment for NICE.

Resolution: 10/23/2008 8:43 AM Alaskan Standard Time - ACROBERTS Loggers rebuilt by NICE.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 2110 **Date Opened:** 10/1/08 **Date Completed:** 10/23/08

Summary: Elmendorf - RCC IP Logger is not recording calls.

Resolution: 10/23/2008 1:13 PM Alaskan Standard Time - ACROBERTS FT installed SP2.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2120 **Date Opened:** 10/2/08 **Date Completed:** 10/28/08

Summary: Birch Hill Master Site - does not show the pushpins correctly in System Overview screen.

Resolution: 10/28/2008 12:29 PM Alaskan Standard Time - ACROBERTS CSE set the pushpin timeout value above 30.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 2121 **Date Opened:** 10/3/08 **Date Completed:** 10/6/08

Summary: Eielson - Console MCC7500 periodically loses connectivity.

Resolution: 10/6/2008 3:23 PM Alaskan Standard Time - ACROBERTS Domain issues resolved.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 2124 **Date Opened:** 10/3/08 **Date Completed:** 10/3/08

Summary: Elmendorf - Changing settings and rebooting IP logger

Resolution: 10/3/2008 1:13 PM Alaskan Standard Time - ACROBERTS Reset page file settings to 2048kb per Nice instructions. Reboot logger for settings to take effect.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 2130 **Date Opened:** 10/6/08 **Date Completed:** 10/26/11

Summary: Elmendorf - Console is down.

Resolution: 10/6/2008 3:28 PM Alaskan Standard Time - ACROBERTS Technician replaced bad CPU.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2131 **Date Opened:** 10/6/08 **Date Completed:** 12/16/08

Summary: Tudor Road Master Site - Massive duration & busy signals on Atwood VHF &Ted Stevens.

Resolution: 10/26/2011 12:15 PM Alaskan Standard Time - adeveau Zone controller issue; no resolution noted in the Motorola notes.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2132 **Date Opened:** 10/6/08 **Date Completed:** 11/13/08

Summary: Tudor Road Master Site - Cannot get system historical reports after Sept 22.

Resolution: 11/13/2008 1:47 PM Alaskan Standard Time - ACROBERTS CAUSE: Documentation did not state the SSS needed to be restarted when zone 4 was added.
RESOLUTION: Disabled and enabled the SSS.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2137 **Date Opened:** 10/8/08 **Date Completed:** 10/8/08

Summary: Portage - Site Unknown

Resolution: 10/26/2011 12:22 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Alarm cleared on its own.

Department: AML-Soldotna PD **Priority** 3-Intermittent System Failure

Service Request #: 2139 **Date Opened:** 10/9/08 **Date Completed:** 2/23/11

Summary: Soldotna PD - AMB link 1.26.1 has not worked properly since installation.

Resolution: 2/23/2011 3:21 PM Alaskan Standard Time - adeveau Per Casey Borg, the SOA has moved both circuits onto the State Microwave system. Close request.
11/12/2009 2:10 PM Alaskan Standard Time - JKPANNONE Motorola still waiting for reply from the SOA.
10/21/2009 1:57 PM Alaskan Standard Time - JKPANNONE Motorola is waiting for a reply from the SOA.
9/11/2009 3:02 PM Alaskan Standard Time - JKPANNONE The state is installing new microwave between the EOC/AST/Ski Hill, so when that is done the Field Tech thinks we'll just move all the circuits over to the new microwave. We thought the SOA would be done in late June but have not heard anything.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 2140 **Date Opened:** 10/9/08 **Date Completed:** 10/10/08

Summary: Elmendorf - Nice Recorder at ELM is 1 minute off.

Resolution: 4/10/2009 11:29 AM Alaskan Standard Time - JKPANNONE Per Mark Jenks he contacted the customer the next day to see what clocks he was looking at. When he called the time was fine and they have not reported any further problems.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2143 **Date Opened:** 10/9/08 **Date Completed:** 10/10/08

Summary: Site Summit - Channel 4 and 5 malfunction.

Resolution: 10/10/2008 8:41 AM Alaskan Standard Time - ACROBERTS Contractor onsite adding channels. Work is finished and all channels are back up.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2144 **Date Opened:** 10/10/08 **Date Completed:** 10/10/08

Summary: Tudor Road Master Site - Kenai PD Radios cannot TX or RX.

Resolution: 10/10/2008 8:38 AM Alaskan Standard Time - ACROBERTS Technician reset the site controllers at Ski Hill.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2145 **Date Opened:** 10/10/08 **Date Completed:** 10/10/08

Summary: Girdwood - Site unknown; bouncing.

Resolution: 10/10/2008 2:49 PM Alaskan Standard Time - ACROBERTS Weather issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2146 **Date Opened:** 10/10/08 **Date Completed:** 10/12/08

Summary: Heney Range - Site unknown; bouncing.

Resolution: 10/14/2008 2:34 PM Alaskan Standard Time - ACROBERTS Site outage caused by high winds. Problem cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2147 **Date Opened:** 10/10/08 **Date Completed:** 10/10/08

Summary: Ski Hill - Site not wide trunking.

Resolution: 12/22/2011 10:09 AM Alaskan Standard Time - adeveau Technician did a hard reset on the site controllers and cleared the alarm.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2148 **Date Opened:** 10/10/08 **Date Completed:** 10/10/08

Summary: Birch Hill Master Site - Bad telephone line.

Resolution: 10/10/2008 10:59 AM Alaskan Standard Time - ACROBERTS Bad part on the telephone line. Part was replaced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2157 **Date Opened:** 10/14/08 **Date Completed:** 10/13/08

Summary: Birch Hill Master Site - CEB 4 and 5 bouncing and several AMB Links.

Resolution: 10/14/2008 2:44 PM Alaskan Standard Time - ACROBERTS Loose connection on the switch; connection stabilized.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2158 **Date Opened:** 10/15/08 **Date Completed:** 10/15/08

Summary: Tsina - Site control path down.

Resolution: 10/15/2008 11:14 AM Alaskan Standard Time - ACROBERTS Cause- microwave/weather. Issue cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2159 **Date Opened:** 10/15/08 **Date Completed:** 10/17/08

Summary: Honolulu - Site channel 1 at the site has low power.

Resolution: 10/17/2008 8:40 AM Alaskan Standard Time - ACROBERTS Technician realigned radio.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 2160 **Date Opened:** 10/16/08 **Date Completed:** 10/17/08

Summary: FRA - Legacy loggers are not recording talk groups.

Resolution: 10/17/2008 8:28 AM Alaskan Standard Time - ACROBERTS Cause unknown. Field tech reset the channel bank.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 2163 **Date Opened:** 10/21/08 **Date Completed:** 10/21/08

Summary: Pole Hill - Site unknown.

Resolution: 10/21/2008 3:21 PM Alaskan Standard Time - ACROBERTS Arctic Slope finished their circuit work.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 2164 **Date Opened:** 10/21/08 **Date Completed:** 10/21/08

Summary: Hill 3265 - Site unknown.

Resolution: 10/21/2008 3:23 PM Alaskan Standard Time - ACROBERTS Arctic Slope finished their circuit work.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2166 **Date Opened:** 10/21/08 **Date Completed:** 10/24/08

Summary: Ernestine - Site reduce TX power out.

Resolution: 11/10/2008 1:00 PM Alaskan Standard Time - ACROBERTS Reference Track-It case 2170.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2169 **Date Opened:** 10/23/08 **Date Completed:** 10/30/08

Summary: Tudor Road Master Site - Alarm light on the server.

Resolution: 10/30/2008 9:43 AM Alaskan Standard Time - ACROBERTS CAUSE: Hardware/Configuration
RESOLUTION: Reseated the RAM on the mother board and corrected the time on the CSMS server.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2170 **Date Opened:** 10/23/08 **Date Completed:** 10/24/08

Summary: Ernestine - Site commercial power loss. Transmitter realignment to lower power.

Resolution: 10/24/2008 10:45 AM Alaskan Standard Time - ACROBERTS SOA technicians restored the power at the site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2171 **Date Opened:** 10/23/08 **Date Completed:** 10/23/08

Summary: Skagway - Site unknown 3 times in 30 minutes.

Resolution: 10/23/2008 1:34 PM Alaskan Standard Time - ACROBERTS Site unknown due to weather. Cleared on its own.

Department: SOA-DPS **Priority** 3-Intermittent System Failure

Service Request #: 2173 **Date Opened:** 10/24/08 **Date Completed:** 10/29/08

Summary: AST - Soldotna Dispatch digital clock display. The seconds on the clock keep flashing.

Resolution: 10/30/2008 7:53 AM Alaskan Standard Time - ACROBERTS Hank from Motorola went down to Soldotna on 10/29 and fixed the clock.
Case closed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2175 **Date Opened:** 10/24/08 **Date Completed:** 11/20/08

Summary: Women's Bay - Site offline.

Resolution: 11/20/2008 10:22 AM Alaskan Standard Time - ACROBERTS Microwave issue resolved.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2192 **Date Opened:** 10/27/08 **Date Completed:** 10/27/08

Summary: Tsina - Site bouncing.

Resolution: 10/27/2008 10:27 AM Alaskan Standard Time - ACROBERTS Cause unknown. Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 2194 **Date Opened:** 10/27/08 **Date Completed:** 11/4/08

Summary: Eielson - Consoles can't load encryption keys in to the secure card.

Resolution: 11/10/2008 1:05 PM Alaskan Standard Time - ACROBERTS CAUSE: Can't load encryption keys in to the secure card.
RESOLUTION: Disabled encryption card in to the CCM

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2197 **Date Opened:** 10/28/08 **Date Completed:** 10/28/08

Summary: Birch Hill Master Site - Multiple failures on OP positions access to Plant CMIRR.

Resolution: 10/31/2011 2:53 PM Alaskan Standard Time - adeveau Shift change spike from OP positions.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2198 **Date Opened:** 10/29/08 **Date Completed:** 10/29/08

Summary: Tudor Road Master Site - ATR not sending SYSLOG notifications to the SYSLOG server.

Resolution: 10/29/2008 8:13 AM Alaskan Standard Time - ACROBERTS Technician restarted syslog server and tested logging functionality.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2200 **Date Opened:** 10/29/08 **Date Completed:** 10/29/08

Summary: Tudor Road Master Site - Core RP4 malfunctioned; RP path down.

Resolution: 10/31/2011 3:01 PM Alaskan Standard Time - adeveau Customer conducting ATP. ATP completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2204 **Date Opened:** 10/30/08 **Date Completed:** 11/11/08

Summary: Birch Hill Master Site - SYSLOG not sending logging events.

Resolution: 11/12/2008 1:13 PM Alaskan Standard Time - ACROBERTS Changed log file settings to 2MB and only keeping 2 log files total in order to remedy the memory problem.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2205 **Date Opened:** 10/30/08 **Date Completed:** 10/31/08

Summary: Cottonwood Creek - Site not wide trunking.

Resolution: 11/5/2008 9:02 AM Alaskan Standard Time - ACROBERTS Microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2208 **Date Opened:** 10/30/08 **Date Completed:** 11/7/08

Summary: Tudor Road Master Site - Bad DVD drive on Syslog server.

Resolution: 11/7/2008 9:53 AM Alaskan Standard Time - ACROBERTS Technician replaced the bad DVD drive. Syslog server is now working properly.

Department: DOD-USAF-13th SWS **Priority** 1-Major System Failure

Service Request #: 2209 **Date Opened:** 10/30/08 **Date Completed:** 10/30/08

Summary: Clear - Site controller unknown.

Resolution: 10/31/2011 3:40 PM Alaskan Standard Time - adeveau System ATP; continues to be tracked on case 21708974

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2210 **Date Opened:** 10/30/08 **Date Completed:** 10/31/08

Summary: Birch Hill Master Site - Core RP4 malfunctioned- RP path down.

Resolution: 11/5/2008 9:01 AM Alaskan Standard Time - ACROBERTS ATP finished.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2223 **Date Opened:** 11/5/08 **Date Completed:** 11/8/08

Summary: Seward - Site controller bouncing 3 times in 30 minutes.

Resolution: 11/7/2008 4:31 PM Alaskan Standard Time - ACROBERTS Technician reseated the lan-connector on site controller.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 2224 **Date Opened:** 11/5/08 **Date Completed:** 11/4/08

Summary: Site Summit - SOA is doing work at the site.

Resolution: 10/31/2011 4:05 PM Alaskan Standard Time - adeveau State finished work at the site.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 2225 **Date Opened:** 11/5/08 **Date Completed:** 11/4/08

Summary: Dimond Courthouse - Channel 62.4 chronic power amp alarms.

Resolution: 11/5/2008 9:58 AM Alaskan Standard Time - ACROBERTS Alarms cleared on their own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2226 **Date Opened:** 11/5/08 **Date Completed:** 11/3/08

Summary: Tudor Road Master Site - Unable to restart the console.

Resolution: 11/5/2008 10:11 AM Alaskan Standard Time - ACROBERTS Tech reset the CIE.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2228 **Date Opened:** 11/5/08 **Date Completed:** 11/2/08

Summary: Tsina - Site bouncing.

Resolution: 11/5/2008 10:32 AM Alaskan Standard Time - ACROBERTS Link was restored.

Department: DOD-USARAK-FRA **Priority** 3-Intermittent System Failure

Service Request #: 2229 **Date Opened:** 11/5/08 **Date Completed:** 12/9/08

Summary: FRA - Console, bad DVD drive in client computer.

Resolution: 12/9/2008 9:54 AM Alaskan Standard Time - ACROBERTS DVD drive replaced on client computer.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2230 **Date Opened:** 11/5/08 **Date Completed:** 11/20/08

Summary: Tudor Road Master Site - CSMS is not getting time.

Resolution: 11/4/2011 9:51 AM Alaskan Standard Time - adeveau Put the computer back on the work group, reset the clock, and rejointed the domain.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 2231 **Date Opened:** 11/5/08 **Date Completed:** 11/3/08

Summary: Pillar Mtn - Channel 3 base station malfunction.

Resolution: 11/5/2008 11:15 AM Alaskan Standard Time - ACROBERTS Frequency conflict with the State Ferry system. Channel is offline.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2232 **Date Opened:** 11/5/08 **Date Completed:** 11/1/08

Summary: Heney Range - Site unknown.

Resolution: 11/4/2011 9:56 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 2237 **Date Opened:** 11/5/08 **Date Completed:** 11/26/08

Summary: Eielson - Nice logging replacement DVD drive not working.

Resolution: 11/26/2008 12:45 PM Alaskan Standard Time - ACROBERTS CAUSE: Nice logger replacement DVD drive are not working (RMA-456621)
RESOLUTION: DVD drive replaced

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2240 **Date Opened:** 11/6/08 **Date Completed:** 11/12/08

Summary: Tudor Road Master Site - AMB Link 1.4.1 in configuration; unknown cause.

Resolution: 11/12/2008 1:11 PM Alaskan Standard Time - ACROBERTS Cause: Configuration unknown.
Resolution: AMBLink is not monitored.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2246 **Date Opened:** 11/7/08 **Date Completed:** 11/14/08

Summary: Birch Hill Master Site - DCD not reporting to syslog server.

Resolution: 11/14/2008 1:39 PM Alaskan Standard Time - ACROBERTS Reinstalled the syslog components per the case notes. Server is fully operational.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 2248 **Date Opened:** 11/8/08 **Date Completed:** 11/8/08

Summary: Eielson - Security Forces Analog logger is not working.

Resolution: 11/7/2008 4:46 PM Alaskan Standard Time - ACROBERTS 50 pair connector was not plugged in all the way.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2252 **Date Opened:** 11/10/08 **Date Completed:** 11/9/08

Summary: Tsina - Site bouncing 3 times in 30 minutes.

Resolution: 11/4/2011 10:30 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2257 **Date Opened:** 11/12/08 **Date Completed:** 11/12/08

Summary: Tsina - Site not wide trunking 3 times in 30 minutes.

Resolution: 11/4/2011 1:40 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2268 **Date Opened:** 11/12/08 **Date Completed:** 11/12/08

Summary: Lion's Head - Site unknown.

Resolution: 11/4/2011 1:44 PM Alaskan Standard Time - adeveau Cause: System Manager and tech working on the system.
Resolution: System work completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2277 **Date Opened:** 11/13/08 **Date Completed:** 11/13/08

Summary: Byers Creek - After upgrade of windows clients remote desk top got disabled.

Resolution: 11/13/2008 11:43 AM Alaskan Standard Time - ACROBERTS CAUSE: None Works as designed
RESOLUTION: Hardening remote desktop in 7.11 does get disabled. If the customer would like they could written request if they want this unlocked so we are ok legally. Similar to a written request when a customer wants their root passwords

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2278 **Date Opened:** 11/17/08 **Date Completed:** 11/20/08

Summary: Pillar Mtn - Site not wide trunking 3 times in 30 minutes.

Resolution: 11/20/2008 10:22 AM Alaskan Standard Time - ACROBERTS Microwave link was restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2284 **Date Opened:** 11/18/08 **Date Completed:** 11/19/08

Summary: Skagway - Site unknown

Resolution: 9/2/2011 10:43 AM Alaskan Standard Time - adeveau CAUSE: Commercial power failure
RESOLUTION: Commercial power restored

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2292 **Date Opened:** 11/19/08 **Date Completed:** 11/25/08

Summary: Birch Hill Master Site - Unable to open Full Vision.

Resolution: 11/4/2011 2:32 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 2296 **Date Opened:** 11/20/08 **Date Completed:** 12/8/08

Summary: Eielson - Intermittent T1 from security.

Resolution: 11/4/2011 2:39 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Intermittent connection on T56 blocked.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 2348 **Date Opened:** 11/24/08 **Date Completed:** 11/23/08

Summary: Elmendorf - Console Computers not working.

Resolution: 11/4/2011 2:50 PM Alaskan Standard Time - adeveau Cause: Power surge.
Resolution: Consoles reset.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2469 **Date Opened:** 11/25/08 **Date Completed:** 12/30/08

Summary: Birch Hill Master Site - Core router 1 reset.

Resolution: 12/31/2008 9:10 AM Alaskan Standard Time - ACROBERTS CAUSE: Router hardware watchdog timeout.
RESOLUTION: Router was replaced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2512 **Date Opened:** 12/1/08 **Date Completed:** 12/1/08

Summary: Birch Hill Master Site - Inter Zone Control paths 4.1 and 4.2 bouncing.

Resolution: 12/1/2008 1:08 PM Alaskan Standard Time - ACROBERTS CAUSE: No trouble found.
RESOLUTION: Technician verified that links were stable. Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2515 **Date Opened:** 12/2/08 **Date Completed:** 12/9/08

Summary: Trims - Site controller 1 unknown.

Resolution: 12/10/2008 10:01 AM Alaskan Standard Time - ACROBERTS CAUSE: Bad LAN switch.
RESOLUTION: Changed LAN switch.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2520 **Date Opened:** 12/3/08 **Date Completed:** 12/3/08

Summary: Birch Hill Master Site - Agent unreachable.

Resolution: 12/3/2008 10:06 AM Alaskan Standard Time - ACROBERTS CAUSE: Unknown
RESOLUTION: Agent verified as reachable.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2526 **Date Opened:** 12/4/08 **Date Completed:** 12/4/08

Summary: Trims - Request for exchange

Resolution: 11/7/2011 9:42 AM Alaskan Standard Time - adeveau Created RA #80487073-1.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 2531 **Date Opened:** 12/8/08 **Date Completed:** 12/9/08

Summary: R1 North - Site failsoft due to interference.

Resolution: 12/9/2008 9:56 AM Alaskan Standard Time - ACROBERTS CAUSE:loose connection
RESOLUTION: Secure the connection

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2532 **Date Opened:** 12/8/08 **Date Completed:** 12/8/08

Summary: Tudor Road Master Site - AMB Link 1.11.1 configuration unknown.

Resolution: 11/7/2011 9:57 AM Alaskan Standard Time - adeveau CAUSE: Configuration Unknown Cause
RESOLUTION: Issue is being tracked under case 21647167.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2533 **Date Opened:** 12/8/08 **Date Completed:** 12/9/08

Summary: TSAIA - Controller and control path malfunction.

Resolution: 12/9/2008 9:58 AM Alaskan Standard Time - ACROBERTS CAUSE: Z1 - CONTROLLER and CONTROLPATH 4.2 MALFUNCTION UNKNOWN.
RESOLUTION: Reconnected AC Cable to router

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 2542 **Date Opened:** 12/15/08 **Date Completed:** 12/15/08

Summary: Pillar Mtn - Repeater site channel 52.3 malfunction.

Resolution: 12/15/2008 12:15 PM Alaskan Standard Time - ACROBERTS CAUSE: NMO - Z1 Rptrsitechannel 52.3 Malfunction.
RESOLUTION: Per the CHP, this channel failure is a known issue and is not monitored.

Department: DOD-USARAK-FWA **Priority** 3-Intermittent System Failure

Service Request #: 2544 **Date Opened:** 12/16/08 **Date Completed:** 12/16/08

Summary: FWA - Fire dispatch console not working.

Resolution: 4/10/2009 10:02 AM Alaskan Standard Time - JKPANNONE CAUSE: Elite .OP folder needed to be rebuilt
RESOLUTION: Rebuilt the elite .OP folder

Department: SOA-DPS **Priority** 1-Major System Failure

Service Request #: 2545 **Date Opened:** 12/16/08 **Date Completed:** 5/29/09

Summary: AST - Delta Dispatch console communication problems with Delta Area EMS.

Resolution: 11/7/2011 10:26 AM Alaskan Standard Time - adeveau CAUSE: Voyager testing scheduled on site.
RESOLUTION: Documented event.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2559 **Date Opened:** 12/18/08 **Date Completed:** 12/18/08

Summary: Tudor Road Master Site - Multiple sites bouncing.

Resolution: 12/18/2008 8:39 AM Alaskan Standard Time - ACROBERTS CAUSE: No trouble found.
RESOLUTION: Problem cleared on its own.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 2560 **Date Opened:** 12/18/08 **Date Completed:** 1/18/09

Summary: Eielson - Security Forces having Console trouble.

Resolution: 4/10/2009 10:18 AM Alaskan Standard Time - JKPANNONE Per Andy Strait, he replaced the secure card on approximately 1/18/09.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2563 **Date Opened:** 12/18/08 **Date Completed:** 1/13/09

Summary: Birch Hill Master Site - Core router 2 malfunctioning.

Resolution: 1/13/2009 12:14 PM Alaskan Standard Time - ACROBERTS CAUSE: Bad router.
RESOLUTION: Router replaced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2569 **Date Opened:** 12/22/08 **Date Completed:** 12/22/08

Summary: Tudor Road Master Site - Multiple sites not wide trunking.

Resolution: 12/22/2008 10:39 AM Alaskan Standard Time - ACROBERTS Microwave issue. Problem cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2612 **Date Opened:** 12/23/08 **Date Completed:** 12/24/08

Summary: Birch Hill Master Site - MGEG Malfunction; temperature fault.

Resolution: 10/13/2011 3:57 PM Alaskan Standard Time - adeveau CAUSE: Techs on site caused alarm. RESOLUTION: Technicians remedied problem prior to leaving the site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2618 **Date Opened:** 12/29/08 **Date Completed:** 12/29/08

Summary: Pillar Mtn - Site not wide trunking.

Resolution: 12/29/2008 12:27 PM Alaskan Standard Time - ACROBERTS Microwave link restored, Alarms cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2619 **Date Opened:** 12/29/08 **Date Completed:** 12/29/08

Summary: Women's Bay - Site not wide trunking.

Resolution: 12/29/2008 12:27 PM Alaskan Standard Time - ACROBERTS Microwave link restored. Alarms cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2620 **Date Opened:** 12/29/08 **Date Completed:** 12/27/08

Summary: Women's Bay - Site unknown 3 times in 30 minutes.

Resolution: 12/29/2008 12:59 PM Alaskan Standard Time - ACROBERTS Microwave problem cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2621 **Date Opened:** 12/29/08 **Date Completed:** 1/8/09

Summary: Women's Bay - Site unknown 3 times in 30 minutes.

Resolution: 1/8/2009 1:35 PM Alaskan Standard Time - ACROBERTS SOA completed their work on Seldovia to Bede microwave and battery maintenance at Shuyak.
12/29/2008 1:03 PM Alaskan Standard Time - ACROBERTS Microwave problem cleared. Site stable for 5 hours.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2623 **Date Opened:** 12/29/08 **Date Completed:** 1/6/09

Summary: Seldovia - Site unknown; site controller fan intermittent.

Resolution: 1/6/2009 1:54 PM Alaskan Standard Time - ACROBERTS Heat was turned back on at the site. Site is back to normal operations.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2625 **Date Opened:** 12/31/08 **Date Completed:** 12/30/08

Summary: Donnelly Dome - Site unknown.

Resolution: 12/31/2008 9:05 AM Alaskan Standard Time - ACROBERTS No trouble found. Alarm cleared.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 2627 **Date Opened:** 12/31/08 **Date Completed:** 1/2/09

Summary: Quarry Hill - Power supply alarm on microwave.

Resolution: 1/6/2009 11:24 AM Alaskan Standard Time - ACROBERTS CAUSE: power supply failed.
RESOLUTION: bad power supply in slot 2, and he replaced it with a spare and activated.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2633 **Date Opened:** 1/5/09 **Date Completed:** 1/1/09

Summary: Tudor Road Master Site - Z1 and Z2 control path not wide area trunking.

Resolution: 1/5/2009 4:08 PM Alaskan Standard Time - ACROBERTS Problem cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2634 **Date Opened:** 1/5/09 **Date Completed:** 1/1/09

Summary: Heney Range - Site not wide trunking.

Resolution: 1/5/2009 3:56 PM Alaskan Standard Time - ACROBERTS The state had been moving circuits and have since stopped.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2635 **Date Opened:** 1/5/09 **Date Completed:** 1/1/09

Summary: Valdez - Site unknown more than 5 minutes.

Resolution: 1/5/2009 3:59 PM Alaskan Standard Time - ACROBERTS The State had been moving circuits and have since stopped.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2636 **Date Opened:** 1/5/09 **Date Completed:** 1/1/09

Summary: Valdez - Radio system is down.

Resolution: 1/5/2009 3:54 PM Alaskan Standard Time - ACROBERTS CAUSE: Radio system is down
RESOLUTION: state was changing circuits around

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2639 **Date Opened:** 1/6/09 **Date Completed:** 1/1/09

Summary: Tudor Road Master Site - CEB 3 Valdez PD unknown.

Resolution: 1/5/2009 3:58 PM Alaskan Standard Time - ACROBERTS The state had been moving circuits and have since stopped.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2640 **Date Opened:** 1/6/09 **Date Completed:** 1/6/09

Summary: Tsina - Repeater site controller fan unmanaged by NMO.

Resolution: 1/6/2009 1:56 PM Alaskan Standard Time - ACROBERTS CAUSE:RPTRSCRFAN 59.1 AND 59.2 UNMANAGED BY NMO due to cold weather
RESOLUTION: Mark said they have heat now at site and NMO Managed objects back

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2641 **Date Opened:** 1/6/09 **Date Completed:** 1/2/09

Summary: Valdez - Site bouncing.

Resolution: 1/6/2009 10:51 AM Alaskan Standard Time - ACROBERTS CAUSE: NMO Valdez Zone 1 Alaska Site is bouncing
RESOLUTION: Problem cleared

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2642 **Date Opened:** 1/6/09 **Date Completed:** 1/2/09

Summary: Heney Range - Site bouncing.

Resolution: 1/5/2009 4:22 PM Alaskan Standard Time - ACROBERTS Intermittent microwave. Problem cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2696 **Date Opened:** 1/6/09 **Date Completed:** 1/3/09

Summary: Valdez - Site unknown and CEB3 Valdez PD unknown (bouncing)

Resolution: 1/6/2009 11:38 AM Alaskan Standard Time - ACROBERTS CAUSE: Valdez-Zone 1 - Site unknown and CEB3 Valdez PD unknown (bouncing)
RESOLUTION: Power Restored

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2697 **Date Opened:** 1/6/09 **Date Completed:** 1/3/09

Summary: Divide - Site unknown.

Resolution: 1/6/2009 11:16 AM Alaskan Standard Time - ACROBERTS Power was restored at the site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2698 **Date Opened:** 1/6/09 **Date Completed:** 1/3/09

Summary: Heney Range - Site unknown.

Resolution: 11/8/2011 3:39 PM Alaskan Standard Time - adeveau Power restored.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2699 **Date Opened:** 1/6/09 **Date Completed:** 1/13/09

Summary: Tudor Road Master Site - Customer having problems logging into the console.

Resolution: 1/13/2009 11:31 AM Alaskan Standard Time - ACROBERTS CAUSE: Customer having problem logging into console
RESOLUTION:Operator error

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2700 **Date Opened:** 1/6/09 **Date Completed:** 1/6/09

Summary: Seldovia - Site unknown.

Resolution: 1/6/2009 1:51 PM Alaskan Standard Time - ACROBERTS Problem cleared on its own. Seldovia site is back in normal operation.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2701 **Date Opened:** 1/6/09 **Date Completed:** 1/6/09

Summary: Valdez - Site unknown.

Resolution: 1/6/2009 1:49 PM Alaskan Standard Time - ACROBERTS Problem cleared on its own. Both sites are back to normal operations.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2702 **Date Opened:** 1/6/09 **Date Completed:** 1/14/09

Summary: Ernestine - Site controller fan critical malfunction.

Resolution: 10/19/2011 1:50 PM Alaskan Standard Time - adeveau CAUSE: no heat in building
RESOLUTION: heat fixed

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 2703 **Date Opened:** 1/6/09 **Date Completed:** 1/6/09

Summary: Elmendorf - Console had no audio.

Resolution: 1/6/2009 1:47 PM Alaskan Standard Time - ACROBERTS CAUSE: Console had no audio.
RESOLUTION: Tech stated there was no power to the GPIOM; power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2704 **Date Opened:** 1/6/09 **Date Completed:** 1/7/09

Summary: Tudor Road Master Site - Multiple sites not wide area trunking simultaneously.

Resolution: 1/7/2009 8:41 AM Alaskan Standard Time - ACROBERTS Microwave fade. Problem cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2708 **Date Opened:** 1/7/09 **Date Completed:** 1/13/09

Summary: Heney Range - Site bounced 3 times in 30 minutes.

Resolution: 1/15/2009 9:07 AM Alaskan Standard Time - ACROBERTS No trouble found. Problem cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2709 **Date Opened:** 1/7/09 **Date Completed:** 1/14/09

Summary: Valdez - Site bouncing 3 times in 30 minutes.

Resolution: 11/10/2011 10:25 AM Alaskan Standard Time - adeveau No trouble found. Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2711 **Date Opened:** 1/7/09 **Date Completed:** 1/14/09

Summary: Tsina - Repeater site fan malfunction.

Resolution: 1/15/2009 9:37 AM Alaskan Standard Time - ACROBERTS *** Case Close 1/13/2009 6:40:20 PM AME090
DESCRIPTION: NMO verified alarm cleared, closing case
CAUSE: no heat in building
RESOLUTION: heat fixed
CLOSURE APPROVED BY: MarkE/NMO
1/15/2009 9:35 AM Alaskan Standard Time - ACROBERTS 21777156 Closed; Tsina-Zone 1 Site 59-Alaska, State of, ALMR System/Bering Straits; SZ0142159; Severity 1; NMO - Z1 - RPTRSCRFAN 59.1.1 and 59.2.1 BOUNCING CRITICAL MALFUNCTION.;

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2712 **Date Opened:** 1/7/09 **Date Completed:** 1/14/09

Summary: Beaver Creek - Site repeater fan malfunction.

Resolution: 1/15/2009 9:09 AM Alaskan Standard Time - ACROBERTS CAUSE: cold weather causing fan problem
RESOLUTION:heat fixed, alarm clear

1/15/2009 9:09 AM Alaskan Standard Time - ACROBERTS 21777365 Closed; Beaver Creek-Zone 2 Site 19- Alaska, State of, ALMR/Bering Straits; SZ0142219; Severity 1; NMO - Z2 - Beaver Creek - RptrSC Fan Malfunction 19.1.1 bouncing;

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2717 **Date Opened:** 1/8/09 **Date Completed:** 1/8/09

Summary: Sawmill - Site unknown.

Resolution: 1/8/2009 8:14 AM Alaskan Standard Time - ACROBERTS State was moving circuits and forgot to notify Motorola of the outage(s) that may occur.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2720 **Date Opened:** 1/9/09 **Date Completed:** 1/13/09

Summary: Beaver Creek - Users reporting poor coverage.

Resolution: 1/13/2009 9:01 AM Alaskan Standard Time - ACROBERTS CAUSE: Users reporting poor coverage
RESOLUTION: system tests OK

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2725 **Date Opened:** 1/13/09 **Date Completed:** 1/14/09

Summary: Women's Bay - Site repeater channel malfunction.

Resolution: 1/13/2009 3:16 PM Alaskan Standard Time - ACROBERTS Technician reset circuit breaker.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2727 **Date Opened:** 1/13/09 **Date Completed:** 1/12/09

Summary: Women's Bay - Site controller 1 unknown.

Resolution: 1/13/2009 11:29 AM Alaskan Standard Time - ACROBERTS CAUSE: Related to case 21781349
RESOLUTION: Mark Jenks called in and said that this case is related to above case.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2728 **Date Opened:** 1/13/09 **Date Completed:** 1/13/09

Summary: Ninilchik - Site failsoft. No control channel.

Resolution: 1/13/2009 11:34 AM Alaskan Standard Time - ACROBERTS CAUSE: Nilnilchil - Site in Failsoft - No Control Channel.
RESOLUTION:Mark Jenks said their was a contractor/technician on-site

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2735 **Date Opened:** 1/15/09 **Date Completed:** 1/14/09

Summary: Tudor Road Master Site - No InterZone trunking between Z1 and Z2.

Resolution: 1/15/2009 9:46 AM Alaskan Standard Time - ACROBERTS Cause: Unknown. Paxton ISR site is a Microwave hub site that affected the interzones link between both zones.
Resolution: Microwave path stable.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2736 **Date Opened:** 1/15/09 **Date Completed:** 1/14/09

Summary: Paxson - Site unknown 3 times in 30 minutes.

Resolution: 11/17/2011 1:25 PM Alaskan Standard Time - adeveau Cause: Microwave hub site that affected the inter-zone link between both zones.
Resolution: Microwave path stabilized on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2737 **Date Opened:** 1/15/09 **Date Completed:** 1/21/09

Summary: Women's Bay - Site down; site controller 1 unknown.

Resolution: 11/17/2011 1:29 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Microwave dish repaired.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2739 **Date Opened:** 1/15/09 **Date Completed:** 1/22/09

Summary: Trims - Site unknown.

Resolution: 11/17/2011 1:35 PM Alaskan Standard Time - adeveau Cause: T1 failure.
Resolution: Rerouted T1.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2740 **Date Opened:** 1/15/09 **Date Completed:** 1/22/09

Summary: Paxson - Site unknown.

Resolution: 11/18/2011 11:35 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: State rerouted T1.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2741 **Date Opened:** 1/15/09 **Date Completed:** 4/9/09

Summary: Tudor Road Master Site - Inter Zone link bouncing.

Resolution: 4/10/2009 9:20 AM Alaskan Standard Time - JKPANNONE Microwave link has been repaired and interZone restored.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2742 **Date Opened:** 1/15/09 **Date Completed:** 1/23/09

Summary: Birch Hill Master Site - Console site manger link warning in Full Vision.

Resolution: 1/29/2009 11:45 AM Alaskan Standard Time - ACROBERTS CAUSE: OP was flooding site with traffic RESOLUTION: Technician logged out of OP, and logged back in

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Department: AML-Valdez PD **Priority** 1-Major System Failure

Service Request #: 2743 **Date Opened:** 1/15/09 **Date Completed:** 1/15/09

Summary: Valdez PD - Both consoles are experiencing static and console shut down.

Resolution: 1/20/2009 9:10 AM Alaskan Standard Time - ACROBERTS Microwave dish was realigned.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2744 **Date Opened:** 1/15/09 **Date Completed:** 1/15/09

Summary: Tudor Road Master Site - Multiple sites bouncing.

Resolution: 11/21/2011 3:17 PM Alaskan Standard Time - adeveau Cause: Weather.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2747 **Date Opened:** 1/16/09 **Date Completed:** 1/19/09

Summary: Tudor Road Master Site - Multiple sites bouncing.

Resolution: 1/20/2009 9:12 AM Alaskan Standard Time - ACROBERTS Microwave dish was out of alignment due to the storm. Dishes were realigned and the alarms were cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2750 **Date Opened:** 1/20/09 **Date Completed:** 1/19/09

Summary: Tudor Road Master Site - Four sites unknown.

Resolution: 1/20/2009 9:04 AM Alaskan Standard Time - ACROBERTS Microwave path was restored.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 2783 **Date Opened:** 1/26/09 **Date Completed:** 1/27/09

Summary: FRA - PMO Console is down at Building 656.

Resolution: 1/26/2009 3:45 PM Alaskan Standard Time - JKPANNONE Spoke to Mark Jenks/Motorola and he was not able to determine what the problem was. May have been a glitch with the UPS but can't be sure. Closing Service Request.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 2796 **Date Opened:** 1/29/09 **Date Completed:** 1/22/09

Summary: Eielson - Logging recorder not working for radio.

Resolution: 1/29/2009 10:42 AM Alaskan Standard Time - ACROBERTS CAUSE: Encryption Keys to the AIS needed to be reloaded.
RESOLUTION: Reloaded the encryption keys to the AIS.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2797 **Date Opened:** 1/29/09 **Date Completed:** 3/22/09

Summary: Birch Hill Master Site - Intermittently unable to log back into domain if network is lost.

Resolution: 3/23/2009 9:05 AM Alaskan Standard Time - ACROBERTS Cause: Intermittently unable to log back into domain if network is lost; One of the scripts was deleted.
Resolution: Issue has not occurred for several months. A new case will be opened for any additional occurrences.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2798 **Date Opened:** 1/29/09 **Date Completed:** 1/22/09

Summary: FRA - DVD drive is bad.

Resolution: 1/29/2009 11:08 AM Alaskan Standard Time - ACROBERTS CAUSE: DVD Drive is bad.
RESOLUTION: Cleaned computer, reseated cable.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2799 **Date Opened:** 1/29/09 **Date Completed:** 1/24/09

Summary: Lion's Head - Repeater site controller fan malfunction.

Resolution: 1/29/2009 11:36 AM Alaskan Standard Time - ACROBERTS CAUSE: No trouble found.
RESOLUTION: Problem cleared on its own.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 2800 **Date Opened:** 1/29/09 **Date Completed:** 2/2/09

Summary: FRA - Console Playback #2 can not join the domain.

Resolution: 2/3/2009 3:08 PM Alaskan Standard Time - ACROBERTS CAUSE: Playback #2 cannot join the domain
RESOLUTION: updated the registry on the computer and rejoined the domain

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2801 **Date Opened:** 1/29/09 **Date Completed:** 1/30/09

Summary: Valdez - Site unknown bouncing 3 x in 30 minutes.

Resolution: 1/30/2009 9:27 AM Alaskan Standard Time - ACROBERTS CAUSE: Microwave problems
RESOLUTION: Microwave work completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2804 **Date Opened:** 1/29/09 **Date Completed:** 1/28/09

Summary: Tudor Road Master Site - SYSLOG server unable to mount blank media.

Resolution: 1/29/2009 11:56 AM Alaskan Standard Time - ACROBERTS CAUSE: Using incorrect commands.
RESOLUTION: Used correct commands for action.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 2808 **Date Opened:** 1/30/09 **Date Completed:** 3/18/09

Summary: Tsina - Lost connection to site controller.

Resolution: 3/18/2009 12:27 PM Alaskan Standard Time - ACROBERTS CAUSE: Controller 2 failure.
RESOLUTION: Reset the controller and restored connection.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 2810 **Date Opened:** 1/30/09 **Date Completed:** 1/29/09

Summary: Ninilchik - Channel 1 and 3 RptrSite Channel malfunction.

Resolution: 1/30/2009 9:18 AM Alaskan Standard Time - ACROBERTS CAUSE: Channel 1 and 3 RptrSiteChannel malfunction
RESOLUTION: This was a circuit breaker problem and has been resolved..

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2811 **Date Opened:** 1/30/09 **Date Completed:** 1/30/09

Summary: Ninilchik - Channel 1 & 3 RptrSiteChannel Malfunctioning HW Failure > 5 Mins;

Resolution: 1/30/2009 9:41 AM Alaskan Standard Time - ACROBERTS CAUSE: Wrong circuit breakers were installed
RESOLUTION: Techs changed circuit breakers.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2812 **Date Opened:** 1/30/09 **Date Completed:** 1/30/09

Summary: Skagway - Site unknown for 7 minutes.

Resolution: 1/30/2009 12:07 PM Alaskan Standard Time - ACROBERTS CAUSE: Site reported unknown.
RESOLUTION: Site has recovered and stable.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2813 **Date Opened:** 1/30/09 **Date Completed:** 1/31/09

Summary: Black Rapids - Site not wide trunking.

Resolution: 2/2/2009 9:44 AM Alaskan Standard Time - ACROBERTS Cause: Weather
Resoultion: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2814 **Date Opened:** 1/30/09 **Date Completed:** 2/2/09

Summary: Donnelly Dome - Site not wide trunking.

Resolution: 2/2/2009 9:46 AM Alaskan Standard Time - ACROBERTS Cause: Inclement weather.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 2815 **Date Opened:** 1/30/09 **Date Completed:** 2/2/09

Summary: Pole Hill - Site not wide trunking.

Resolution: 2/2/2009 9:48 AM Alaskan Standard Time - ACROBERTS Cause: Inclement weather.
Resolution: Weather cleared.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 2816 **Date Opened:** 1/30/09 **Date Completed:** 2/2/09

Summary: Hill 3265 - Site not wide area trunking.

Resolution: 2/2/2009 9:50 AM Alaskan Standard Time - ACROBERTS Cause: Inclement weather.
Resolution: Weather cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2850 **Date Opened:** 2/4/09 **Date Completed:** 4/8/09

Summary: Valdez - Site unknown.

Resolution: 11/22/2011 9:49 AM Alaskan Standard Time - adeveau CAUSE :Unknown (bouncing).
RESOLUTION: State repaired microwave.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2854 **Date Opened:** 2/4/09 **Date Completed:** 4/8/09

Summary: Divide - Site unknown.

Resolution: 4/10/2009 9:33 AM Alaskan Standard Time - JKPANNONE Cause: Microwave issue.
Resolution: State completed microwave work.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 2855 **Date Opened:** 2/4/09 **Date Completed:** 2/4/09

Summary: R1 North - Channel 9 receiver failure / illegal carrier.

Resolution: 2/4/2009 10:56 AM Alaskan Standard Time - ACROBERTS Cause: Channel 9 receiver failure.
Resolution: Channel Illegal carrier cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2894 **Date Opened:** 2/5/09 **Date Completed:** 2/15/09

Summary: Black Rapids - Site unknown.

Resolution: 11/22/2011 11:13 AM Alaskan Standard Time - adeveau CAUSE: Microwave fade due to storm in the area.
RESOLUTION: Problem cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2895 **Date Opened:** 2/5/09 **Date Completed:** 2/5/09

Summary: Donnelly Dome - Site unknown.

Resolution: 11/22/2011 11:16 AM Alaskan Standard Time - adeveau CAUSE: Microwave fade due to storm in the area
RESOLUTION: Problem cleared

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2896 **Date Opened:** 2/5/09 **Date Completed:** 2/7/09

Summary: Women's Bay - 2 channels off at the site.

Resolution: 11/22/2011 11:19 AM Alaskan Standard Time - adeveau CAUSE: Bad circuit breaker
RESOLUTION: Replaced the circuit breaker

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 2898 **Date Opened:** 2/5/09 **Date Completed:** 2/6/09

Summary: Honolulu - Site unknown 3 times in 30 minutes.

Resolution: 2/6/2009 11:13 AM Alaskan Standard Time - ACROBERTS CAUSE: Microwave issue.
RESOLUTION: Problem cleared

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 2899 **Date Opened:** 2/5/09 **Date Completed:** 2/6/09

Summary: Hurricane - Site unknown 3 times in 30 minutes.

Resolution: 2/6/2009 11:12 AM Alaskan Standard Time - ACROBERTS Cause: Microwave issue.
Resolution: Microwave issue cleared.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 2921 **Date Opened:** 2/6/09 **Date Completed:** 2/7/09

Summary: Elmendorf - Console locking up.

Resolution: 2/10/2009 9:30 AM Alaskan Standard Time - ACROBERTS User rebooted console. Console is now operational.

Department: DOD-USAF-673RD WING-ALC(**Priority** 2-Significant System Failure

Service Request #: 3046 **Date Opened:** 2/12/09 **Date Completed:** 3/27/09

Summary: ALCOM - Adrian Smith from ACS nook called in to report his radio can RX but not TX

Resolution: 3/27/2009 10:08 AM Alaskan Standard Time - JJONES (Provide Information) Customer indicated he would work this through internal sources.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 3094 **Date Opened:** 2/17/09 **Date Completed:** 2/14/09

Summary: Tudor Road Master Site - Standalone database export failed to copy to zc/m server.

Resolution: 2/17/2009 10:08 AM Alaskan Standard Time - ACROBERTS CAUSE: TSO found that the zone controllers root password had expired.
RESOLUTION: TSO reset the zc1 and zc2 root passwords in both zone1 and zone2 and issue was resolved.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 3114 **Date Opened:** 2/18/09 **Date Completed:** 3/10/09

Summary: Birch Hill Master Site - Intermittent back-ups on Zone 2.

Resolution: 3/11/2009 12:55 PM Alaskan Standard Time - ACROBERTS CAUSE: Intermittent backups on Zone 2.
RESOLUTION: Parameter change.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3138 **Date Opened:** 2/23/09 **Date Completed:** 2/26/09

Summary: Tudor Road Master Site - Radios cutting out at Soldotna PSC.

Resolution: 2/26/2009 8:20 AM Alaskan Standard Time - ACROBERTS CAUSE: AMI links needed to be disconnected.
RESOLUTION: Disconnected the AMI links.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3150 **Date Opened:** 2/26/09 **Date Completed:** 2/26/09

Summary: Byers Creek - Site Ch.1 & 5 Rptrsitechannel 11.1 & .5 HW failure;

Resolution: 2/26/2009 8:30 AM Alaskan Standard Time - ACROBERTS Cause: Byers Creek Ch.1 & 5 Rptr site channel 11.1 & .5 hardware failure
Resolution: Generator replaced.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 3160 **Date Opened:** 2/26/09 **Date Completed:** 3/2/09

Summary: Chulitna - Lost connectivity to the moscad SDM3000;

Resolution: 3/2/2009 10:44 AM Alaskan Standard Time - ACROBERTS Cause: Lost connectivity to the Moscad SDM3000
Resolution: Manually reset the Moscad.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 3174 **Date Opened:** 3/2/09 **Date Completed:** 3/3/09

Summary: FWA - Analog logger not responding.

Resolution: 3/3/2009 8:20 AM Alaskan Standard Time - ACROBERTS CAUSE: Analog logger not responding.
RESOLUTION: Cold reboot, system tests OK.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 3183 **Date Opened:** 3/5/09 **Date Completed:** 3/5/09

Summary: R1 North - Channel 7 Illegal Carrier Present

Resolution: 3/5/2009 2:45 PM Alaskan Standard Time - JJONES (Maintenance Completed) Set reset command via CSS. R1 North continued to receive multiple interference. Channel cleared after interference cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3214 **Date Opened:** 3/9/09 **Date Completed:** 3/7/09

Summary: Birch Hill Master Site - Unable to login to ARCA DACS.

Resolution: 3/9/2009 8:56 AM Alaskan Standard Time - ACROBERTS CAUSE: Unable to login to ARCADACS.
RESOLUTION: Technician pulled the CPU cards on computer cards to get it to roll to the alternate card.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3227 **Date Opened:** 3/11/09 **Date Completed:** 3/11/09

Summary: FGA - Consoles bouncing in full vision.

Resolution: 3/11/2009 12:52 PM Alaskan Standard Time - ACROBERTS CAUSE: Corrupted event logs.
RESOLUTION: Technician cleared the corrupted event logs.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 3238 **Date Opened:** 3/17/09 **Date Completed:** 3/17/09

Summary: Elmendorf - AIS is not working.

Resolution: 3/17/2009 3:47 PM Alaskan Standard Time - ACROBERTS CAUSE: Computer needed reboot and time re-sync'd
RESOLUTION: Rebooted the computer and re-sync'd the time.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3242 **Date Opened:** 3/18/09 **Date Completed:** 4/8/09

Summary: Diamond Ridge - Site bouncing.

Resolution: 4/15/2009 11:58 AM Alaskan Standard Time - JKPANNONE Cause: Bad connector on antenna.
Resolution: Repaired connector on antenna.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 3292 **Date Opened:** 3/23/09 **Date Completed:** 3/23/09

Summary: R1 North - Site Channel 8 malfunction due to illegal carrier.

Resolution: 3/23/2009 1:50 PM Alaskan Standard Time - ACROBERTS Illegal carrier was cleared.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 3298 **Date Opened:** 3/24/09 **Date Completed:** 3/24/09

Summary: Elmendorf - AIS logger offline.

Resolution: 3/24/2009 8:09 AM Alaskan Standard Time - ACROBERTS CAUSE: Bad encryption card in the AIS.
RESOLUTION: Technician changed the encryption card in the AIS.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 3319 **Date Opened:** 3/25/09 **Date Completed:** 3/25/09

Summary: Tudor Road Master Site - OP position SPSCOP03 keeps reporting old events.

Resolution: 4/13/2009 11:17 AM Alaskan Standard Time - JKPANNONE Cleared event logs and local Syslog message files.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3322 **Date Opened:** 3/26/09 **Date Completed:** 5/8/09

Summary: Tudor Road Master Site - CGE Event logs become corrupt on dispatch positions.

Resolution: 5/8/2009 12:21 PM Alaskan Standard Time - smotech CAUSE: Works as designed.
RESOLUTION: Event logs will be cleared manually.

Department: SOA-DMVA-DHS&EM **Priority** 4-Scheduled Maintenance

Service Request #: 3329 **Date Opened:** 3/27/09 **Date Completed:** 4/8/09

Summary: DHSEM - EOC Console not linking.

Resolution: 4/8/2009 10:57 AM Alaskan Standard Time - JJONES (Maintenance Completed) Remote link stabilized.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 3330 **Date Opened:** 3/27/09 **Date Completed:** 3/28/09

Summary: Elmendorf - Console Losing site link manager.

Resolution: 3/27/2009 4:07 PM Alaskan Standard Time - ACROBERTS CAUSE: Corrupted logs
RESOLUTION: Cleared corrupted event logs

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3331 **Date Opened:** 3/30/09 **Date Completed:** 6/17/09

Summary: Birch Hill Master Site - ZC fan failure.

Resolution: 6/17/2009 12:04 PM Alaskan Standard Time - JKPANNONE Replaced the fan in the Zone Controller.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3333 **Date Opened:** 3/30/09 **Date Completed:** 3/31/09

Summary: Tudor Road Master Site - AMB Link 1.11.1 unknown.

Resolution: 3/31/2009 8:09 AM Alaskan Standard Time - ACROBERTS AMI card replaced at site by technician.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 3340 **Date Opened:** 4/1/09 **Date Completed:** 4/8/09

Summary: Elmendorf - AIS has stopped working.

Resolution: 4/8/2009 9:47 AM Alaskan Standard Time - JJONES (Maintenance Completed) CAUSE: Tardis NPT service
RESOLUTION: Disabled Tardis NPT service

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3370 **Date Opened:** 4/6/09 **Date Completed:** 4/8/09

Summary: Tudor Road Master Site - AMB Link 1.11.1Configuration 3 x 30 Mins.

Resolution: 4/8/2009 10:01 AM Alaskan Standard Time - JJONES (Maintenance Completed) CAUSE: Bad AIMI Card and T1 Cable punch.
RESOLUTION: Swapping AIMI Card and re-punched T1 Cables.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3400 **Date Opened:** 4/8/09 **Date Completed:** 4/8/09

Summary: Birch Hill Master Site - Multiple CEBs down.

Resolution: 4/13/2009 8:26 AM Alaskan Standard Time - JKPANNONE CAUSE: FGA CEB1, BH CEB2 & Eielson CEB3 reporting malfunction.
RESOLUTION: FGA CEB1, BH CEB2 & Eielson CEB3 no longer in service. NMO unmanaged objects in DOD1/DOD2 and updated CHP.

Technician stated that the CEB's on site are no longer monitored by Motorola NMO. He unmanaged objects in DOD1/DOD2 and updated CHP.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3412 **Date Opened:** 4/9/09 **Date Completed:** 4/8/09

Summary: Tudor Road Master Site - When doing any transmitter alignment test, frequency is off .1525

Resolution: 4/13/2009 8:18 AM Alaskan Standard Time - JKPANNONE Per technician, this case was opened up in error.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3431 **Date Opened:** 4/14/09 **Date Completed:** 4/22/09

Summary: Rabbit Creek - Channel 6 test freqs are not default.

Resolution: 4/23/2009 10:45 AM Alaskan Standard Time - JKPANNONE Replaced the exciter and aligned the radio which in turn corrected the problem.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3441 **Date Opened:** 4/15/09 **Date Completed:** 4/15/09

Summary: Lena Point - Site is bouncing.

Resolution: 4/15/2009 8:30 AM Alaskan Standard Time - smotech (Repair) *** Case Close 4/15/2009 4:11:54 AM
C77876
DESCRIPTION: Lena Point Zone 1 Alaska Site is bouncing
CAUSE: Mark Jenks/FSO causing alarms
RESOLUTION: FSO completed work
CLOSURE APPROVED BY: Mark Jenks/FSO MikeB/NMO verified all alarms are clear

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Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 3445 **Date Opened:** 4/15/09 **Date Completed:** 4/15/09

Summary: Summit Lake - Request for exchange.

Resolution: 1/26/2012 3:17 PM Alaskan Standard Time - adeveau CAUSE: Fan alarm
RESOLUTION: Created RA80500373-1

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 3451 **Date Opened:** 4/16/09 **Date Completed:** 4/22/09

Summary: Eielson - Alt Fire Consoles Evasived Ping time.

Resolution: 4/22/2009 11:08 AM Alaskan Standard Time - JKPANNONE Fiber problem was fixed.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 3457 **Date Opened:** 4/20/09 **Date Completed:** 4/20/09

Summary: Elmendorf - Logging recorder is rec DVD ram drives.

Resolution: 4/20/2009 7:59 AM Alaskan Standard Time - JKPANNONE Reset the DVD Ram.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3486 **Date Opened:** 4/21/09 **Date Completed:** 5/5/09

Summary: FRA - DVD Drive not working on KMF server. Will not write or read to RW disk.

Resolution: 5/6/2009 7:06 AM Alaskan Standard Time - JKPANNONE Replaced DVD Drive.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3487 **Date Opened:** 4/22/09 **Date Completed:** 4/29/09

Summary: Tudor Road Master Site - Data replication is down Zone 4 at 4am every day.

Resolution: 4/30/2009 7:59 AM Alaskan Standard Time - JKPANNONE Optimized the database and synchronization errors are not showing up anymore.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 3514 **Date Opened:** 4/24/09 **Date Completed:** 4/27/09

Summary: Eielson - Red flag console bouncing.

Resolution: 4/29/2009 12:45 PM Alaskan Standard Time - JKPANNONE Customer resolved their fiber issue.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3554 **Date Opened:** 4/29/09 **Date Completed:** 5/1/09

Summary: Heney Range - Site is bouncing 4 times in the last hour; microwave issue.

Resolution: 5/4/2009 8:35 AM Alaskan Standard Time - smotech CAUSE: Microwave issue.
RESOLUTION: Issued cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 3592 **Date Opened:** 4/30/09 **Date Completed:** 4/30/09

Summary: Lion's Head - Repeater Site BRPWR amp 54.1.1 PA Temperature Alarm 3 in 30.

Resolution: 1/27/2012 9:56 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3599 **Date Opened:** 4/30/09 **Date Completed:** 5/1/09

Summary: Lion's Head - Chronic malfunction on Channel 1.

Resolution: 5/1/2009 3:57 PM Alaskan Standard Time - JKPANNONE Per call to Mark Jenks they fixed the air handling equipment as it was a heating problem.

Department: DOD-USARAK-FWA **Priority** 3-Intermittent System Failure

Service Request #: 3600 **Date Opened:** 4/30/09 **Date Completed:** 5/1/09

Summary: FWA - Radio logger not Recording

Resolution: 5/1/2009 9:58 AM Alaskan Standard Time - JKPANNONE Reinitialised AIS.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3674 **Date Opened:** 5/2/09 **Date Completed:** 5/5/09

Summary: Tudor Road Master Site - AMB Link 1.6.1 unknown.

Resolution: 5/4/2009 4:15 PM Alaskan Standard Time - smotech Technician reset the AMI card.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 3677 **Date Opened:** 5/4/09 **Date Completed:** 5/7/09

Summary: Lion's Head - Power amp temperature alarm 3 in 30 minutes.

Resolution: 5/7/2009 10:31 AM Alaskan Standard Time - smotech Repaired the error handling and fixed the temperature in the exhaust fan.

Department: DOD-USARAK-FRA **Priority** 3-Intermittent System Failure

Service Request #: 3691 **Date Opened:** 5/6/09 **Date Completed:** 5/6/09

Summary: FRA - Analog logger not logging.

Resolution: 5/6/2009 7:21 AM Alaskan Standard Time - JKPANNONE Reset channel at both ends of circuit.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3692 **Date Opened:** 5/6/09 **Date Completed:** 5/7/09

Summary: Tudor Road Master Site - Reloading Core Routers.

Resolution: 5/7/2009 10:23 AM Alaskan Standard Time - smotech Reloading Core Routers completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3699 **Date Opened:** 5/7/09 **Date Completed:** 5/7/09

Summary: Tudor Road Master Site - Loading Router Configurations.

Resolution: 5/7/2009 10:28 AM Alaskan Standard Time - smotech Finished Loading router configurations.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3702 **Date Opened:** 5/8/09 **Date Completed:** 5/8/09

Summary: Tudor Road Master Site - AMB Link 1.7.1 in configuration mode.

Resolution: 5/8/2009 12:11 PM Alaskan Standard Time - smotech RESOLUTION:reset cards

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3708 **Date Opened:** 5/11/09 **Date Completed:** 12/23/09

Summary: Tudor Road Master Site - Questions about Syslog Clients.

Resolution: 12/23/2009 4:18 PM Alaskan Standard Time - JKPANNONE Script was provided to clear event logs to be implemented via windows task scheduler or manually.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 3783 **Date Opened:** 5/20/09 **Date Completed:** 5/20/09

Summary: FWA - Console Logging recorder is not working.

Resolution: 5/20/2009 12:53 PM Alaskan Standard Time - JJONES (Maintenance Completed) Operator error.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 3812 **Date Opened:** 5/21/09 **Date Completed:** 5/20/09

Summary: Elmendorf - NICE Logger not working.

Resolution: 5/21/2009 7:58 AM Alaskan Standard Time - JKPANNONE Hard reboot.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3816 **Date Opened:** 5/22/09 **Date Completed:** 5/22/09

Summary: Trims - Site Not Wide Trunking.

Resolution: 5/22/2009 10:47 AM Alaskan Standard Time - JKPANNONE Alarms cleared on microwave

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 3817 **Date Opened:** 5/22/09 **Date Completed:** 5/26/09

Summary: Tudor Road Master Site - Doing Microwave work on site

Resolution: 5/27/2009 8:10 AM Alaskan Standard Time - JKPANNONE microwave work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 3820 **Date Opened:** 5/22/09 **Date Completed:** 5/22/09

Summary: Tudor Road Master Site - Inter Zone Down.

Resolution: 5/26/2009 9:17 AM Alaskan Standard Time - JKPANNONE Microwave caused issue and now clear

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Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 3832 **Date Opened:** 5/26/09 **Date Completed:** 5/26/09

Summary: Tudor Road Master Site - Microwave issue.

Resolution: 5/27/2009 7:51 AM Alaskan Standard Time - JKPANNONE Issued cleared on it's own

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Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 3836 **Date Opened:** 5/27/09 **Date Completed:** 5/27/09

Summary: Elmendorf - Security Forces Console is down.

Resolution: 5/28/2009 8:16 AM Alaskan Standard Time - JKPANNONE Air Force rep left the key loading cable plugged in plus microphone was fixed

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3837 **Date Opened:** 5/27/09 **Date Completed:** 5/27/09

Summary: Woman's Bay - Site unknown 3x in 30 min.

Resolution: 5/27/2009 1:56 PM Alaskan Standard Time - JKPANNONE Microwoave Issues cleared by State

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Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 3839 **Date Opened:** 5/27/09 **Date Completed:** 5/27/09

Summary: Pillar Mtn - Site unknown 3 times in 30 min.

Resolution: 5/27/2009 1:55 PM Alaskan Standard Time - JKPANNONE Microwave Issues cleared.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 3883 **Date Opened:** 6/2/09 **Date Completed:** 6/2/09

Summary: R1 North - Intermittant chan5 malfunction/ illegal carrier.

Resolution: 6/2/2009 10:03 AM Alaskan Standard Time - JKPANNONE Alarm cleared.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 3890 **Date Opened:** 6/3/09 **Date Completed:** 6/4/09

Summary: Pillar Mtn - Channel 3 Repeater Site channel 3 malfunction.

Resolution: 6/3/2009 4:16 PM Alaskan Standard Time - JKPANNONE This case should not have been opened as the channel at this site has been disabled for 4-5 months.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 3946 **Date Opened:** 6/5/09 **Date Completed:** 6/5/09

Summary: Skagway - Site unknown.

Resolution: 6/5/2009 1:54 PM Alaskan Standard Time - JJONES (Maintenance Completed) Telco cleared problem.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4113 **Date Opened:** 6/10/09 **Date Completed:** 6/9/09

Summary: Heney Range - Channels Disabled at User Request.

Resolution: 6/10/2009 8:33 AM Alaskan Standard Time - JKPANNONE (NON-ALMR) Repaired AC unit

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4172 **Date Opened:** 6/11/09 **Date Completed:** 6/10/09

Summary: Woman's Bay - Site Controller 46.1 & 46.2 Unknown.

Resolution: 6/11/2009 8:34 AM Alaskan Standard Time - JKPANNONE FSO reported both controllers show enabled.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 4182 **Date Opened:** 6/15/09 **Date Completed:** 12/15/09

Summary: Birch Hill Master Site - Full vision will not launch while received into NM Client.

Resolution: 9/23/2010 7:05 PM Alaskan Standard Time - jkpannone -----Original Message-----
From: Jenks Mark-CFST01 [mailto:mark.jenks@motorola.com]
Sent: Tuesday, December 15, 2009 10:06 AM
To: Julie Pannone
Cc: Strayer Tim-cts034; STRAIT ANDREW-C19406
Subject: FW: Case Number Update 21943139 titled "Fullvision Will Not Launch While RDP'd Into NMCLIENT"

fyi

Regards,
Mark Jenks
Motorola FST

907-830-8589 Cell
cfst01@motorola.com
-----Original Message-----
From: Motorola AutoNotify-CSC075
Sent: Tuesday, December 15, 2009 8:06 AM
To: Jenks Mark-CFST01
Subject: Case Number Update 21943139 titled "Fullvision Will Not Launch While RDP'd Into NMCLIENT"

****
PLEASE NOTE: This email was sent by Motorola and was created automatically upon resolution of a case that was opened by you or on your behalf. Replies to this email will be sent to the system that generated this email and can not be acknowledged.
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Dear Mark:
Case number (reference issue #21943139 titled "Fullvision Will Not Launch While RDP'd Into NMCLIENT") that was opened on 06/12/2009 06:19:05 PM has been resolved. For your reference, the closing notes in the case are:

DESCRIPTION:Fullvision Will Not Launch While RDP'd Into NMCLIENT
CAUSE:Remote Desktop (RDP) is an unsupported feature in this release
RESOLUTION:use pcAnywhere not Remote Desktop (RDP)
CLOSURE APPROVED BY:Mark Jenks

If for any reason you are not satisfied with the issue resolution, or have any questions, please contact us at 1-800-323-9949.

We invite you to take a short survey that will be used to improve the quality of our service. Your business is valuable to Motorola, and we look forward to satisfying your future needs.

You can access the survey by clicking on the link below:
http://websurvey.motorola.com/ClosedCaseSurvey2

Sincerely,
Motorola
11/20/2009 8:17 AM Alaskan Standard Time - JKPANNONE Deferred until Jenkins comes back
11/5/2009 8:29 AM Alaskan Standard Time - JKPANNONE 11/2/09 Motorola forwarded issue to Poland for a work-a-round.
10/21/2009 2:18 PM Alaskan Standard Time - JKPANNONE Requested update from Motorola.
9/14/2009 8:32 AM Alaskan Standard Time - JKPANNONE 09/01/2009 CSE is currently recreating this issue in the lab on the A7.4 system and attempt to find ways to properly reset the Exceed server. The method by which the user is disconnecting the session may not be supported. After this is complete, CSE will escalate any findings to GNMO product engineering if necessary.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 4213 **Date Opened:** 6/15/09 **Date Completed:** 6/15/09

Summary: Elmendorf - Console fire op 2 will not Boot up.

Resolution: 6/16/2009 7:29 AM Alaskan Standard Time - JKPANNONE Rebuilt console with parts from spare CPU and installed

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Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 4228 **Date Opened:** 6/16/09 **Date Completed:** 6/16/09

Summary: Elmendorf - IP logger is down.

Resolution: 6/17/2009 8:00 AM Alaskan Standard Time - JKPANNONE Rebooted looger and resolved the issue.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4240 **Date Opened:** 6/22/09 **Date Completed:** 6/19/09

Summary: Skagway - Site Unknown.

Resolution: 6/22/2009 9:33 AM Alaskan Standard Time - JKPANNONE No trouble found, site restored.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 4241 **Date Opened:** 6/22/09 **Date Completed:** 6/22/09

Summary: Ft Greely - Channel 4 malfunction.

Resolution: 6/22/2009 9:39 AM Alaskan Standard Time - JKPANNONE Alarm cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4242 **Date Opened:** 6/22/09 **Date Completed:** 6/22/09

Summary: Ski Hill - Site bounced 3 in 30.

Resolution: 6/23/2009 7:52 AM Alaskan Standard Time - JKPANNONE Microwave maintenance complete.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4243 **Date Opened:** 6/22/09 **Date Completed:** 6/25/09

Summary: Moose Pass - Site controller fan 24.1.1 hardware failure.

Resolution: 6/25/2009 11:47 AM Alaskan Standard Time - JKPANNONE Updated database

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 4244 **Date Opened:** 6/22/09 **Date Completed:** 6/22/09

Summary: Tudor Road Master Site - Database optimization.

Resolution: 6/22/2009 9:58 AM Alaskan Standard Time - JKPANNONE Database optimization completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 4245 **Date Opened:** 6/22/09 **Date Completed:** 6/22/09

Summary: Tudor Road Master Site - Hardware alarm on CSMS server.

Resolution: 6/22/2009 10:03 AM Alaskan Standard Time - JKPANNONE reseated the RAM carriers.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4246 **Date Opened:** 6/22/09 **Date Completed:** 6/22/09

Summary: Byers Creek - Site Unknown.

Resolution: 6/22/2009 1:43 PM Alaskan Standard Time - JKPANNONE Generator Kicked in and Batteries are charging

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4253 **Date Opened:** 6/22/09 **Date Completed:** 6/22/09

Summary: Nikiski - Site is unknown.

Resolution: 7/10/2009 8:48 AM Alaskan Standard Time - JKPANNONE (NON-ALMR) State working on site.
6/23/2009 7:55 AM Alaskan Standard Time - JKPANNONE State was working on site

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Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4323 **Date Opened:** 6/24/09 **Date Completed:** 6/23/09

Summary: FRA - PMO No audio resources on console.

Resolution: 6/24/2009 7:42 AM Alaskan Standard Time - JKPANNONE Checked PMO console, tested and issue cleared on it's own.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4325 **Date Opened:** 6/24/09 **Date Completed:** 6/24/09

Summary: Seward - Ch 4 low rx sensitivity. Now -108/last yr -111

Resolution: 6/24/2009 9:54 AM Alaskan Standard Time - JKPANNONE No trouble found.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4349 **Date Opened:** 6/25/09 **Date Completed:** 6/24/09

Summary: Diamond Ridge - Site Not Wide Trunking.

Resolution: 6/25/2009 8:00 AM Alaskan Standard Time - JKPANNONE reseated connection on channel bank

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4353 **Date Opened:** 6/25/09 **Date Completed:** 6/25/09

Summary: Tudor Road Master Site - Girdwood, Hope, Rabbit Creek and Silvertip - Sites unknown.

Resolution: 6/25/2009 1:06 PM Alaskan Standard Time - JKPANNONE Microwave work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4356 **Date Opened:** 6/25/09 **Date Completed:** 6/25/09

Summary: Kasilof - Site Unknown.

Resolution: 6/26/2009 7:43 AM Alaskan Standard Time - JKPANNONE State maintenance on DACS complete

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4357 **Date Opened:** 6/25/09 **Date Completed:** 6/25/09

Summary: Anchor River - Site Unknown.

Resolution: 6/26/2009 7:51 AM Alaskan Standard Time - JKPANNONE State circuit issue cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4358 **Date Opened:** 6/25/09 **Date Completed:** 6/25/09

Summary: Pipeline Hills - Site unknown >5 mins.

Resolution: 6/26/2009 7:48 AM Alaskan Standard Time - JKPANNONE (NON-ALMR) State maintenance on DACS complete

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4373 **Date Opened:** 6/26/09 **Date Completed:** 6/26/09

Summary: Cottonwood Creek - Site bouncing & and high temp alarm.

Resolution: 6/26/2009 2:38 PM Alaskan Standard Time - JKPANNONE everything was working and Air Conditioning was restored

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4379 **Date Opened:** 6/29/09 **Date Completed:** 6/27/09

Summary: Tudor Road Master Site - CEB 8 (Palmer).

Resolution: 6/29/2009 8:34 AM Alaskan Standard Time - JKPANNONE State microwave issue. Power restored.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4388 **Date Opened:** 6/29/09 **Date Completed:** 6/30/09

Summary: Donnelly Dome - Site not wide trunking.

Resolution: 6/30/2009 1:54 PM Alaskan Standard Time - JKPANNONE Satellite dish replaced, contractor finished with work.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4389 **Date Opened:** 6/29/09 **Date Completed:** 6/30/09

Summary: Black Rapids - Site not wide trunking.

Resolution: 6/30/2009 1:57 PM Alaskan Standard Time - JKPANNONE (NON-ALMR) Satellite dish replaced, contractor completed work.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 4411 **Date Opened:** 7/1/09 **Date Completed:** 7/2/09

Summary: Elmendorf - OTAP not functioning properly.

Resolution: 7/2/2009 10:16 AM Alaskan Standard Time - JKPANNONE Disabled firewall on the CPS laptop

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Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 4417 **Date Opened:** 7/6/09 **Date Completed:** 7/6/09

Summary: Cathedral Rapids - PA Fan Failure.

Resolution: 7/6/2009 3:01 PM Alaskan Standard Time - JKPANNONE Replaced PA.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4435 **Date Opened:** 7/7/09 **Date Completed:** 7/7/09

Summary: Seward - Site Unknown.

Resolution: 7/7/2009 2:47 PM Alaskan Standard Time - JKPANNONE Rebooted router.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 4532 **Date Opened:** 7/14/09 **Date Completed:** 7/15/09

Summary: Atwood VHF - Channel 8 Power Amp failure (Bouncing).

Resolution: 7/15/2009 8:16 AM Alaskan Standard Time - JKPANNONE replaced the power amplifier

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Department: AML-Whittier PD **Priority** 3-Intermittent System Failure

Service Request #: 4544 **Date Opened:** 7/17/09 **Date Completed:** 11/3/10

Summary: Whittier PD - Dead spots along Hwy to Whittier

Resolution: 11/3/2010 10:49 AM Alaskan Standard Time - adeveau Casey spoke to the customer and he said that the issue resolved itself within three weeks of the initial report.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 4545 **Date Opened:** 7/18/09 **Date Completed:** 7/22/09

Summary: Tudor Road Master Site - HP tape drive failure.

Resolution: 7/23/2009 8:21 AM Alaskan Standard Time - JKPANNONE Replace tape.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 4553 **Date Opened:** 7/20/09 **Date Completed:** 7/22/09

Summary: Yanert - High background noise at site.

Resolution: 7/23/2009 8:24 AM Alaskan Standard Time - JKPANNONE Tech added pad in multicoupler

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Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 4556 **Date Opened:** 7/21/09 **Date Completed:** 7/21/09

Summary: Elmendorf - Fire Logging Recorder not picking up radio traffic, only phone since 7/20/09.

Resolution: 7/21/2009 2:18 PM Alaskan Standard Time - JKPANNONE Rebooted AIS server.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 4561 **Date Opened:** 7/23/09 **Date Completed:** 7/21/09

Summary: FRA - Replacing bad tape drive in nice logger.

Resolution: 7/23/2009 8:09 AM Alaskan Standard Time - JKPANNONE eplaced tape drive and tape and rebooted CLS server

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4580 **Date Opened:** 7/27/09 **Date Completed:** 7/28/09

Summary: Moose Pass - Site controller fan 24.1.1 hardware failure.

Resolution: 3/27/2012 1:19 PM Alaskan Standard Time - adeveau Cause: Hardware failure due to debris. Resolution: Technician cleaned bugs out of the fan.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 4611 **Date Opened:** 7/28/09 **Date Completed:** 7/28/09

Summary: Women's Bay - Channel 2 Rptr Site Base Radio Unknown

Resolution: 7/28/2009 3:38 PM Alaskan Standard Time - PWINDERS Channel 2 enabled at 9:36 AM CT

Department: FED-DOC-NOAA **Priority** 2-Significant System Failure

Service Request #: 4617 **Date Opened:** 7/30/09 **Date Completed:** 7/31/09

Summary: NOAA - ALMR radio talk groups are down on mobile radio.

Resolution: 10/24/2011 2:50 PM Alaskan Standard Time - jkpannone The determination is that there is not a system problem with his radio and he will need to get a technician to troubleshoot the installation of his radio.

Department: SOA-DPS **Priority** 1-Major System Failure

Service Request #: 4619 **Date Opened:** 8/3/09 **Date Completed:** 8/3/09

Summary: AST - Dispatch Center Console does not respond to the network.

Resolution: 8/3/2009 9:05 AM Alaskan Standard Time - PWINDERS Reset COIM

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4621 **Date Opened:** 8/3/09 **Date Completed:** 8/26/09

Summary: Tudor Rd Master Site - Unreachable.

Resolution: 8/26/2009 1:27 PM Alaskan Standard Time - JKPANNONE Hardware product group analyzed the error logs and determined that memory parity error caused the reset. Recommendation to replace the server was not made. If there is another occurence then the server should be replaced. I informed Mark Jenks of this.
8/3/2009 4:31 PM Alaskan Standard Time - JKPANNONE logged in to the ok prompt and booted the server up.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 4629 **Date Opened:** 8/5/09 **Date Completed:** 8/6/09

Summary: Tsina - Site generator has failed so powering down channels.

Resolution: 8/6/2009 2:54 PM Alaskan Standard Time - PWINDERS Completed powering down channels.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 4640 **Date Opened:** 8/7/09 **Date Completed:** 8/7/09

Summary: Sawmill - Site receiver issue on channel 3.

Resolution: 8/11/2009 11:00 AM Alaskan Standard Time - PWINDERS The issue seems to be due to external interference. This is not covered under maintenance and the question now becomes who is responsible to follow up on this and who pays for it. By protecting the channel it will not be assigned unless all the other channels are busy.
8/7/2009 3:56 PM Alaskan Standard Time - PWINDERS Protected the channel.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 4641 **Date Opened:** 8/10/09 **Date Completed:** 8/10/09

Summary: Dimond Courthouse - Site down for over 5 minutes.

Resolution: 8/10/2009 1:12 PM Alaskan Standard Time - JKPANNONE Power restored

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Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 4644 **Date Opened:** 8/11/09 **Date Completed:** 8/10/09

Summary: Elmendorf - Fire installing console operator position.

Resolution: 8/11/2009 7:05 AM Alaskan Standard Time - JKPANNONE Installing console operator at fire station is complete

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 4768 **Date Opened:** 8/21/09 **Date Completed:** 9/21/09

Summary: Independent Ridge - Investigating PMI issues

Resolution: 9/10/2009 11:04 AM Alaskan Standard Time - JKPANNONE Andy Strait went to Independent Ridge on 8/21/09 to check out this issue based on SR4425 and was unable to reproduce the problem. Per Casey Borg, closing the case.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4888 **Date Opened:** 9/4/09 **Date Completed:** 9/3/09

Summary: Birch Hill Master Site - ZDS Disable.

Resolution: 9/4/2009 8:15 AM Alaskan Standard Time - JKPANNONE Duplicate Case see Case #22043420

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4898 **Date Opened:** 9/4/09 **Date Completed:** 9/4/09

Summary: Birch Hill VHF - Channel 6 disabled.

Resolution: 9/8/2009 9:49 AM Alaskan Standard Time - JKPANNONE Testing completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 4911 **Date Opened:** 9/9/09 **Date Completed:** 9/8/09

Summary: Rabbit Creek - SCB malf on chan(s)5 & 6 SCB Internal Reference.

Resolution: 9/9/2009 9:35 AM Alaskan Standard Time - JKPANNONE Reset the Radios, alarms clear

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Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 4924 **Date Opened:** 9/10/09 **Date Completed:** 9/11/09

Summary: Tudor Road Master Site - Time stamp issues on two servers.

Resolution: 9/13/2009 8:36 PM Alaskan Standard Time - JKPANNONE Corrupted file deleted, new log file set up.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 4929 **Date Opened:** 9/15/09 **Date Completed:** 9/25/09

Summary: Tudor Rd Master Site - Unable to backup the Zone Database Server.

Resolution: 9/26/2009 9:15 PM Alaskan Standard Time - JKPANNONE created the status file and tested backup successfully.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 4936 **Date Opened:** 9/16/09 **Date Completed:** 12/30/09

Summary: R1 North - AIS Client alarm.

Resolution: 12/21/2009 3:39 PM Alaskan Standard Time - JKPANNONE Rebuilt Computer and changed encryption card.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 4987 **Date Opened:** 9/22/09 **Date Completed:** 9/22/09

Summary: Lion's Head - Channel 2 Malfunction.

Resolution: 9/21/2009 10:24 PM Alaskan Standard Time - JKPANNONE Tech on site didn't call in arrival. Tech completed, alarm cleared.

Department: DOD-USARAK-FWA **Priority** 3-Intermittent System Failure

Service Request #: 4995 **Date Opened:** 9/23/09 **Date Completed:** 9/23/09

Summary: FWA - Rebooting loggers.

Resolution: 9/23/2009 3:35 PM Alaskan Standard Time - JKPANNONE Rebooting completed.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 4997 **Date Opened:** 9/23/09 **Date Completed:** 9/24/09

Summary: FWA - Replacing console DVD drives.

Resolution: 9/23/2009 8:15 PM Alaskan Standard Time - JKPANNONE Replacing DVD Drives complete

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Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 4999 **Date Opened:** 9/24/09 **Date Completed:** 9/25/09

Summary: FGA - Rebooting Logger and AIS.

Resolution: 9/25/2009 10:03 AM Alaskan Standard Time - JKPANNONE Rebooting logger and AIS is complete

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5005 **Date Opened:** 9/27/09 **Date Completed:** 9/26/09

Summary: Tudor Road Master Site - Router configurations.

Resolution: 9/26/2009 9:21 PM Alaskan Standard Time - JKPANNONE Router rebooted

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Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 5020 **Date Opened:** 9/28/09 **Date Completed:** 9/29/09

Summary: Elmendorf - Security Forces console is down.

Resolution: 9/28/2009 8:44 PM Alaskan Standard Time - JKPANNONE Replaced PCI SECURE CARD with spare.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 5027 **Date Opened:** 9/29/09 **Date Completed:** 9/29/09

Summary: R1 North - Channel 7 Receiver malfunction / illegal carrier.

Resolution: 9/29/2009 10:24 AM Alaskan Standard Time - JKPANNONE Alarm cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5029 **Date Opened:** 9/29/09 **Date Completed:** 10/3/09

Summary: Seward - Site control path down.

Resolution: 10/5/2009 7:49 AM Alaskan Standard Time - JKPANNONE 10/2/09 - Router reset.
10/1/2009 6:04 PM Alaskan Standard Time - JKPANNONE Case deferred for 24 hours for monitoring.
9/30/2009 5:39 PM Alaskan Standard Time - JKPANNONE Case deferred until 10/1/09 5:00 PM for monitoring.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 5040 **Date Opened:** 10/1/09 **Date Completed:** 10/1/09

Summary: Tudor Road Master Site - Multiple site control path went down momentarily.

Resolution: 9/30/2009 5:42 PM Alaskan Standard Time - JKPANNONE Rebooted the router and it came back ok. the last reboot was 4 days. monitoring for 1 week to confirm that this issue is resolved. No additional issues reported.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5046 **Date Opened:** 10/1/09 **Date Completed:** 10/2/09

Summary: Independent Ridge - Checking operational site.

Resolution: 10/2/2009 11:48 AM Alaskan Standard Time - JKPANNONE Tech stated that the check is complete

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Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5259 **Date Opened:** 10/5/09 **Date Completed:** 10/6/09

Summary: Site Summit - Disabling channel 6 until work can be completed.

Resolution: 10/6/2009 3:43 PM Alaskan Standard Time - JKPANNONE Realgined the channel and replaced the exciter.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 5421 **Date Opened:** 10/9/09 **Date Completed:** 10/9/09

Summary: Canyon Creek - Channel 2 hardware failure.

Resolution: 10/9/2009 1:28 PM Alaskan Standard Time - JKPANNONE Replaced the PA.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 5423 **Date Opened:** 10/9/09 **Date Completed:** 10/14/09

Summary: Eielson - AIS not audio.

Resolution: 10/13/2009 2:22 PM Alaskan Standard Time - JKPANNONE One of the radios at the tower was not encrypted which was causing audio errors on the console. The radio was encrypted and the errors are gone.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5485 **Date Opened:** 10/13/09 **Date Completed:** 10/13/09

Summary: Tudor Road Master Site - Operational health 1.1 stable voltage threshold violation.

Resolution: 10/12/2009 4:52 PM Alaskan Standard Time - JKPANNONE Mark Jenks will order and replace the battery. I provided Mark all the information needed to perform this activity.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5508 **Date Opened:** 10/13/09 **Date Completed:** 10/14/09

Summary: Auke Lake - Site Unknown.

Resolution: 10/14/2009 11:29 AM Alaskan Standard Time - JKPANNONE Outage due to bad channel bank so SOA bypassed the channel bank which fixed the problem.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 5570 **Date Opened:** 10/21/09 **Date Completed:** 10/23/09

Summary: Eielson - Console Headsets #2 audio level is low.

Resolution: 10/23/2009 3:09 PM Alaskan Standard Time - JKPANNONE Handsets weren't plugged in.
10/21/2009 3:11 PM Alaskan Standard Time - JKPANNONE Andrew Strait, Mot FSO called in to defer case till 10/23 10am ASKT for him to meet with phone tech.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 5575 **Date Opened:** 10/21/09 **Date Completed:** 10/22/09

Summary: Quarry Hill - checking transmit modulation on repeaters.

Resolution: 10/22/2009 9:11 AM Alaskan Standard Time - JKPANNONE Transmit modulation complete.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5577 **Date Opened:** 10/22/09 **Date Completed:** 10/22/09

Summary: Divide - Site not wide trunking.

Resolution: 10/22/2009 9:41 AM Alaskan Standard Time - JKPANNONE Rebooted router.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 5583 **Date Opened:** 10/22/09 **Date Completed:** 10/23/09

Summary: Nenana - Checking transmit audio levels.

Resolution: 10/22/2009 5:03 PM Alaskan Standard Time - JKPANNONE Re-aligned all three channels

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5601 **Date Opened:** 10/26/09 **Date Completed:** 10/23/09

Summary: Birch Hill Master Site - MGEG application 1.1 disabled by user.

Resolution: 9/23/2010 7:15 PM Alaskan Standard Time - jkpannone DESCRIPTION: Master site Zone 2 Alaska MGEG application 1.1 disabled by user
CAUSE: FSO on site working
RESOLUTION: Work completed

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5603 **Date Opened:** 10/26/09 **Date Completed:** 10/24/09

Summary: Divide - Channel 3 Repeater Site Base Radio unknown.

Resolution: 11/12/2009 4:32 PM Alaskan Standard Time - JKPANNONE Cleared by itself.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5605 **Date Opened:** 10/26/09 **Date Completed:** 10/26/09

Summary: Cottonwood Creek - Deviation alignments.

Resolution: 9/23/2010 7:18 PM Alaskan Standard Time - jkpannone Alignment completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 5608 **Date Opened:** 10/26/09 **Date Completed:** 11/9/09

Summary: Tsina - Repeater Site Base Radio 59.2 unreachable from manager.

Resolution: 11/9/2009 10:21 AM Alaskan Standard Time - kneagle (Maintenance Completed) Jeff Patricelli/FT stated that the switch was turned off, he turned it back on and every thing working.

11/4/2009 2:18 PM Alaskan Standard Time - JKPANNONE Case deferred until 11/11/09 due to weather.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 5623 **Date Opened:** 10/29/09 **Date Completed:** 11/3/09

Summary: Tudor Road Master Site - Daily full back ups failing ZDS.

Resolution: 11/3/2009 4:15 PM Alaskan Standard Time - JKPANNONE CAUSE:The file bkup.zds01.zone1.log was not in the tmp directory.
RESOLUTION: TSO recreated that file.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 5650 **Date Opened:** 11/3/09 **Date Completed:** 11/3/09

Summary: Tsina - Site Controller Fan Hardware Malfunction

Resolution: 9/23/2010 11:58 AM Alaskan Standard Time - jkpannone Alarm cleared.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 5669 **Date Opened:** 11/4/09 **Date Completed:** 11/3/09

Summary: Summit Lake - PA Fail Channel 3.

Resolution: 11/3/2009 4:28 PM Alaskan Standard Time - JKPANNONE Deviation alignment completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 5672 **Date Opened:** 11/4/09 **Date Completed:** 11/3/09

Summary: Hope - Site deviation alignment.

Resolution: 11/3/2009 4:54 PM Alaskan Standard Time - JKPANNONE Deviation alignment completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 5673 **Date Opened:** 11/4/09 **Date Completed:** 11/4/09

Summary: Birch Hill Master Site - Installing FXO card and phone line in channel bank.

Resolution: 11/4/2009 2:21 PM Alaskan Standard Time - JKPANNONE Installing FXO card and phone line in channel bank has been completed.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 5680 **Date Opened:** 11/4/09 **Date Completed:** 11/5/09

Summary: Elmendorf - KMF is not recognizing any KVLs.

Resolution: 11/6/2009 10:31 AM Alaskan Standard Time - kneagle Reset the comports

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Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 5682 **Date Opened:** 11/4/09 **Date Completed:** 11/5/09

Summary: Money Knob - Adjusting transmit deviation level.

Resolution: 11/6/2009 10:45 AM Alaskan Standard Time - kneagle (Maintenance Completed) Adjusting transmit deviation level is complete.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5686 **Date Opened:** 11/5/09 **Date Completed:** 11/6/09

Summary: Skagway - Site controller 2 unknown for 10 minutes.

Resolution: 11/5/2009 5:57 PM Alaskan Standard Time - JKPANNONE SOA bumped circuit. Problem cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5687 **Date Opened:** 11/5/09 **Date Completed:** 11/5/09

Summary: Hope - Site Controller 19.2 Connection Down 3 in 30.

Resolution: 11/5/2009 2:07 PM Alaskan Standard Time - kneagle (Maintenance Completed) MW fade cleared.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 5696 **Date Opened:** 11/9/09 **Date Completed:** 11/10/09

Summary: Elmendorf - AIS Recorder has not recorded any activity since 11/7/09 1624 hours.

Resolution: 11/17/2009 10:13 AM Alaskan Standard Time - JKPANNONE Spare PCI Secure Card installed. This is a continuing problem form case 22053698. Closing this case and will continue to monitor under Service Request 4936.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 5697 **Date Opened:** 11/9/09 **Date Completed:** 11/18/09

Summary: Elmendorf - Port 1 on KMF has not been talking to KVL's since 11/6/09.

Resolution: 11/12/2009 12:21 PM Alaskan Standard Time - JKPANNONE Deferred do to Presidents visit.
11/18/2009 10:59 AM Alaskan Standard Time - JKPANNONE reboot computer and disable ILO

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5701 **Date Opened:** 11/9/09 **Date Completed:** 11/9/09

Summary: Birch Hill Master Site - Synchronizing Gold Elite Aliases.

Resolution: 11/9/2009 2:54 PM Alaskan Standard Time - kneagle (Maintenance Completed) Completed synchronizing the aliases and everything checks clear.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5718 **Date Opened:** 11/13/09 **Date Completed:** 11/13/09

Summary: Tsina - Site is bouncing.

Resolution: 11/13/2009 10:52 AM Alaskan Standard Time - JKPANNONE Jim FSO called in and stated that this was due to MW fade NMO verified that all alarms have cleared NMO closing case
11/12/2009 5:56 PM Alaskan Standard Time - JKPANNONE Patricelli called in to defer case until 11/13/09 1:30pm for monitoring.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 5729 **Date Opened:** 11/16/09 **Date Completed:** 11/18/09

Summary: Elmendorf - Problem with comm port on the KMF Server.

Resolution: 11/18/2009 9:55 AM Alaskan Standard Time - JKPANNONE reboot computer and disable ILO
11/16/2009 8:54 AM Alaskan Standard Time - JKPANNONE Jenks/FSO/Motorola called in to update the case and to defer it until 11/20/09 AT 7 PM/ AKST. He stated the reason for the deferral is to monitor this site and he stated that he reboot computer and disable ILO.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5755 **Date Opened:** 11/18/09 **Date Completed:** 11/18/09

Summary: Canyon Creek - Channel 2 RptrSiteBaseRadio Critical PA/Exciter HW Failure 3 x 30.

Resolution: 11/18/2009 9:50 AM Alaskan Standard Time - JKPANNONE FT replaced the PA and Exciter and reset station

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5778 **Date Opened:** 11/23/09 **Date Completed:** 11/24/09

Summary: Diamond Ridge - Site unknown, bouncing.

Resolution: 11/24/2009 8:43 AM Alaskan Standard Time - JKPANNONE Site cleared on its own

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Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 5784 **Date Opened:** 11/24/09 **Date Completed:** 11/24/09

Summary: Chulitna - Channel 2 shows malfunction in zone watch.

Resolution: 11/24/2009 10:39 AM Alaskan Standard Time - JKPANNONE Reset channel.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5788 **Date Opened:** 11/27/09 **Date Completed:** 11/25/09

Summary: Cooper Mtn - Site Trunking.

Resolution: 11/27/2009 11:41 AM Alaskan Standard Time - JJONES (Maintenance Completed) SOA finished circuit work.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5885 **Date Opened:** 12/7/09 **Date Completed:** 12/7/09

Summary: Tudor Rd Master Site - 2 Station on Channel AST E Dispatch RX and TX.

Resolution: 12/8/2009 10:41 AM Alaskan Standard Time - JKPANNONE Redundant circuit. Disconnect the circuit.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 5897 **Date Opened:** 12/8/09 **Date Completed:** 12/8/09

Summary: Eielson - Checking logging recorder at command post.

Resolution: 12/8/2009 4:37 PM Alaskan Standard Time - JKPANNONE Andrew Strait, FSO called in to close case. Resolution: No trouble found.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5905 **Date Opened:** 12/10/09 **Date Completed:** 12/9/09

Summary: Nikiski - Site Unknown 3 in 30 minutes.

Resolution: 12/10/2009 10:56 AM Alaskan Standard Time - lsmith (ALMR) alarms cleared on their own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5906 **Date Opened:** 12/10/09 **Date Completed:** 12/10/09

Summary: Diamond Ridge - Site bouncing, not wide trunking.

Resolution: 12/10/2009 2:27 PM Alaskan Standard Time - lsmith Alarm cleared on its own

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 5910 **Date Opened:** 12/10/09 **Date Completed:** 12/11/09

Summary: Tudor Road Master Site - Affiliation Viewer unable to add radio in.

Resolution: 12/11/2009 10:36 AM Alaskan Standard Time - lsmith From: Motorola AutoNotify-CSC075 [mailto:CSC075@motorola.com]
Sent: Friday, December 11, 2009 10:00 AM
To: ALMR Helpdesk; Casey Borg; 9078308589@mobile.celloneusa.com; Strayer Tim-cts034
Subject: 22144743 Closed

22144743 Closed; Tudor Rd-Zone 1 Master-Alaska Dept of Admin, State of; SZ01421; Severity 3; Affiliation Viewer unable to add radio in.

12/11/2009 10:35 AM Alaskan Standard Time - lsmith Case Close 12/11/2009 1:00:00 PM Status = Closed, Resolution Code = Please Specify.
*** Case Close 12/11/2009 1:00:00 PM C22869
DESCRIPTION: Affiliation Viewer unable to add radio in
CAUSE: Radio id not in RCM database.
RESOLUTION: performed export of RCM data and tested the radios provided by Mark Jenks. If a radio is not affiliated to the system but is in the database, there is a warning popup which user has to ok before radio is added. The warning states that not all details could be added because affiliation data is not available.
CLOSURE APPROVED BY: Mark Jenks/ST over the phone. Krzysztof S/Astro 25

12/11/2009 9:00 AM Alaskan Standard Time - lsmith Phone Log 12/10/2009 7:42:20 PM Start = 12/10/2009 07:42:06 PM, End = 12/10/2009 07:42:20 PM, Contact = Mark Jenks.
*** Phone Log 12/10/2009 7:42:20 PM C22869Case Action Type: Incoming call
CREATED BY: Krzysztof Szewczyk CORE_ID: C22869
Dave Jenkins/CSE assisted with confirming this operation.
Phone Log 12/10/2009 7:41:57 PM Start = 12/10/2009 07:39:56 PM, End = 12/10/2009 07:41:57 PM, Contact = Mark Jenks.
*** Phone Log 12/10/2009 7:41:57 PM C22869Case Action Type: Incoming call
CREATED BY: Krzysztof Szewczyk CORE_ID: C22869
Current Update: Mark Jenks called to assist with investigation of the issue where he was not able to add radios to AFF viewer. I connected to the system and investigated. I found that it works as designed. The ATR was disabled and cleared it's affiliation database. Upon enabling, radios that are not affiliated to the system can be added to teh affiliation view but will not have any other details added besides the Radio ID.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 5911 **Date Opened:** 12/11/09 **Date Completed:** 1/6/10

Summary: Diamond Ridge - Site bouncing unknown, chronic.

Resolution: 1/6/2010 5:55 PM Alaskan Standard Time - JKPANNONE ----------James Jones/alaska ALMR/ 9072695750, jjones@inuit.com/ tech/ called in to close the case. He stated that the alarm cleared . Cause unknown.
1/5/2010 5:02 PM Alaskan Standard Time - JKPANNONE ----------James Jones/alaska ALMR/ 9072695750, jjones@inuit.com/ tech called to defer the case until tomorrow @ 3:00 PM to contact FCC
1/4/2010 3:16 PM Alaskan Standard Time - JKPANNONE Jeff Patricelli/Tech 9073508687, jpatricelli@inuitservices.com called in to defer the case until 1/5 3:45 PM CST reason: Monitoring

12/21/2009 10:39 AM Alaskan Standard Time - JKPANNONE ames Jones,FSO called in to defer case till 12/22 1pm ASKT for SCC to keep investigating issue

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5935 **Date Opened:** 12/16/09 **Date Completed:** 12/17/09

Summary: Sourdough - Site not wide trunking.

Resolution: 12/17/2009 8:37 AM Alaskan Standard Time - lsmith RESOLUTION:Reset circuit

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Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 5937 **Date Opened:** 12/16/09 **Date Completed:** 12/16/09

Summary: R1 North - SOA seeing Beacon Tower alarm.

Resolution: 12/16/2009 12:47 PM Alaskan Standard Time - JKPANNONE Alarm cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5954 **Date Opened:** 12/21/09 **Date Completed:** 12/18/09

Summary: Heney Range - Both site controllers down.

Resolution: 12/21/2009 9:39 AM Alaskan Standard Time - JKPANNONE Site controllers cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5955 **Date Opened:** 12/21/09 **Date Completed:** 12/21/09

Summary: Heney Range - Site unknown, not wide.

Resolution: 12/21/2009 9:59 AM Alaskan Standard Time - JKPANNONE Duplicate case, refer to case 22133378.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5972 **Date Opened:** 12/23/09 **Date Completed:** 1/13/10

Summary: Tudor Road Master Site - Zone Controller Operation Health 1.1 Fan Failure

Resolution: 1/13/2010 7:22 PM Alaskan Standard Time - JKPANNONE polled alarm and cleared

1/13/2010 8:18 AM Alaskan Standard Time - JKPANNONE Alarm is still showing latched, I spoke to Kevin Sweet and he stated that there was an issue when they were switching DOD servers and waiting on Steve Worden/IT to fix.
ACTION PLAN AND/OR DEFERRAL: Per previous notes, Mark Jenks/FSO was showing the alarms cleared. Deferring until 1600CST to check the DOD to verify the alarm has cleared

1/6/2010 9:15 AM Alaskan Standard Time - JKPANNONE Mark Jenks/FSO called in to defer this case until 1/13/10 at 12PM CST. They stated that reason for the deferral is waiting to schedule a zone controller switch over.

12/23/2009 7:45 AM Alaskan Standard Time - JKPANNONE Mark Jenks/Motorola FSO called to defer case out for parts - Mark/FSO stated they need to order a replacement fan.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 5988 **Date Opened:** 12/30/09 **Date Completed:** 12/31/09

Summary: Tudor Road Master Site - AMB Link 1.27.1 in configuration.

Resolution: 12/30/2009 4:51 PM Alaskan Standard Time - JKPANNONE Re-seated card.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 6046 **Date Opened:** 12/31/09 **Date Completed:** 12/31/09

Summary: Tudor Rd Master Site - Locating call & verifying recording, not able to login to scenario reply

Resolution: 1/11/2010 11:03 AM Alaskan Standard Time - JKPANNONE Rebooted logger.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 6048 **Date Opened:** 1/4/10 **Date Completed:** 1/1/10

Summary: Elmendorf - Console, computer network is running slow.

Resolution: 1/4/2010 8:47 AM Alaskan Standard Time - JKPANNONE Cleared corrupted event log.

Department: SOA-DPS **Priority** 1-Major System Failure

Service Request #: 6050 **Date Opened:** 1/4/10 **Date Completed:** 2/10/10

Summary: AST - Soldotna Dispatch intermittent TS/RX loss.

Resolution: 2/10/2010 3:15 PM Alaskan Standard Time - JKPANNONE CAUSE: Transition card needed to be replaced
RESOLUTION: Replaced the T-1 E-1 Transition card

2/8/2010 1:40 PM Alaskan Standard Time - JKPANNONE Mark Jenks/FSO/Motorola called to defer the case until Tue 02/09 @ 8:30 PM CST for monitoring.

2/3/2010 6:00 PM Alaskan Standard Time - JKPANNONE Mark Jenks/FSO called in to defer this case until 8PM CST on 2/5/10. They stated that reason for the deferral replaced T1/E1 Transition card and would like to monitor.

2/1/2010 8:34 AM Alaskan Standard Time - JKPANNONE Mark Jenks/FSO called in to defer this case until 2/5/10 at 6PM CST. They stated that reason for the deferral is further testing.

1/27/2010 7:46 AM Alaskan Standard Time - JKPANNONE Mark Jenks, FSO is done for the night and will be back later in the week to finish testing.
ACTION PLAN AND/OR DEFERRAL: Deferring case until 1/29 at 1800cst for update.
1/26/2010 6:29 PM Alaskan Standard Time - JKPANNONE Mark Jenks, FSO called in to report site arrival. He stated he will be working on MGEG 1

1/26/2010 10:46 AM Alaskan Standard Time - JKPANNONE case need s to be defered until Fri 01/29 @ 6:00 PM CST, while waiting for parts.

1/25/2010 8:35 AM Alaskan Standard Time - JKPANNONE Parts arrived on 1/21/10. Jenks picked up on 1/22/10.
1/20/2010 8:17 AM Alaskan Standard Time - JKPANNONE Defer the case until 1/22/10 at 5PM AST pending receipt of replacement part for MGEG.
1/19/2010 8:07 AM Alaskan Standard Time - JKPANNONE Mark Jenks/Motorola FSO called stated he is still working and troubleshooting this issue and requested a deferral till Tue for next update
1/12/2010 8:01 AM Alaskan Standard Time - JKPANNONE Mark Jenks/ Tech/ FSO requested a deferral and stated that he will be re-enabling MGEG1 tomorrow and monitoring for problems.
ACTION PLAN AND/OR DEFERRAL:Will defer this case until 01/15/2010 04:01:04 PM
1/8/2010 5:32 PM Alaskan Standard Time - JKPANNONE Mark Jenks/FSO called in to defer this case until 1/11/10 at 8PM CST. They stated that reason for the deferral is scheduling.

1/8/2010 9:28 AM Alaskan Standard Time - JKPANNONE Per Mark Jenks case deferred out until 1/8/09 at 5:47 pm.

1/6/2010 5:57 PM Alaskan Standard Time - JKPANNONE Mark Jenks/FSO called in to defer this case until 1/7/10 at 9PM CST. They stated that reason for the deferral is to continue work.

1/6/2010 10:43 AM Alaskan Standard Time - JKPANNONE Per Casey Borg they think they found the problem with MGEG 1 so they are going to disable it and continue to monitor the issue.
1/5/2010 6:56 PM Alaskan Standard Time - JKPANNONE Mark Jenks,FSO called in to defer case till 1/6 430pm AKST for them to work on issue.

1/5/2010 10:10 AM Alaskan Standard Time - JKPANNONE Mark Jenks/FSO stated he rebooted, re-sychrinized the system. Will be back tomorrow to collect more data.
1/4/2010 3:03 PM Alaskan Standard Time - JKPANNONE Mark Jenks, FSO, Motorolan called in stating he will be rebooting the MGEGS.

1/4/2010 8:58 AM Alaskan Standard Time - JKPANNONE Mark Jenks/FSO who requested to defer this case until 01/04/10 at 12pm akst to monitor the site

Department: AML-Wasilla PD-MATCOM **Priority** 2-Significant System Failure

Service Request #: 6199 **Date Opened:** 1/4/10 **Date Completed:** 2/1/10

Summary: MATCOM - AST Dispatch and Wasilla PD main are not receiving all transmissions.

Resolution: 2/1/2010 2:45 PM Alaskan Standard Time - JKPANNONE Closing this request and will continue to track under 6050.
1/26/2010 10:37 AM Alaskan Standard Time - JKPANNONE Sent Technician a request for update.

Department: AML-Valdez PD **Priority** 2-Significant System Failure

Service Request #: 6258 **Date Opened:** 1/5/10 **Date Completed:** 2/9/10

Summary: Valdez PD - Dispatch is not receiving all transmissions.

Resolution: 9/27/2010 11:44 AM Alaskan Standard Time - jkpannone CAUSE: Transition card needed to be replaced
RESOLUTION: Replaced the T-1 E-1 Transition card
1/26/2010 10:50 AM Alaskan Standard Time - JKPANNONE Refer to Case #22163657 for updates.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 6295 **Date Opened:** 1/6/10 **Date Completed:** 1/11/10

Summary: TSAIA - Site controller 1 unreachable.

Resolution: 1/11/2010 12:49 PM Alaskan Standard Time - JKPANNONE Jeff Patricelli, FSO called in to close case.
Resolution: NTF. Bob/NMO approved

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 6296 **Date Opened:** 1/6/10 **Date Completed:** 2/10/10

Summary: Tudor Road Master Site - Eth 1 Interface critical failure on FV for Core router 3.

Resolution: 2/10/2010 3:28 PM Alaskan Standard Time - JKPANNONE CAUSE: Router stopped responding to SNMP queries from FV
RESOLUTION: Rebooted the router. Per engineering, if this happens again, the router can be replaced.

2/4/2010 2:42 PM Alaskan Standard Time - JKPANNONE Mark Jenks has rebooted the Core Router 3 and I checked fullvision, the Eth1 interface now shows up green. I ran check of interface status and it now shows status of Lan interfaces as before we were getting a timeout due to SNMP not working in the router.
Action Plan: Monitoring the router, I will check the Fullvision status next week and discuss with Mark Jenks.
2/3/2010 6:02 PM Alaskan Standard Time - JKPANNONE Mark Jenks/FSO called in to defer this case until NBD. They stated that reason for the deferral is done rebooting router.

1/19/2010 12:42 PM Alaskan Standard Time - JKPANNONE The router appears to be working fine. The issue is with a snmp trap on a lan port. We are waiting for the router group to characterize the issue.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 6312 **Date Opened:** 1/8/10 **Date Completed:** 1/8/10

Summary: FRA - NICE Logger DVD drive not working.

Resolution: 1/7/2010 5:25 PM Alaskan Standard Time - JKPANNONE Cleaned the computer and rotated DVD - Reconnected the NICE playback at Fort Rich Fire and cleared event logs on FRA Fire console.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6358 **Date Opened:** 1/13/10 **Date Completed:** 1/13/10

Summary: Divide - Site unknown 3 times in 30 minutes.

Resolution: 1/13/2010 8:21 AM Alaskan Standard Time - JKPANNONE Site restored, cause unknown.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 6390 **Date Opened:** 1/14/10 **Date Completed:** 1/15/10

Summary: Donnelly Dome - Channel 1 RSRIB Failure illegal carrier.

Resolution: 1/14/2010 9:41 AM Alaskan Standard Time - JKPANNONE alarm cleared.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 6397 **Date Opened:** 1/15/10 **Date Completed:** 1/18/10

Summary: Tudor Road Master Site - Proxy Agent reports unknown on local Full Vision.

Resolution: 1/19/2010 8:11 AM Alaskan Standard Time - JKPANNONE Mark Jenks, FSO called in to close and update the case. He stated that the resolution was cleared by itself. He stated that the case could be closed.

1/15/2010 8:02 AM Alaskan Standard Time - JKPANNONE Proxy Agent reports unknown on local Fullvision. NMO is showing Agent and trap up and can poll objects. NMO also verified rcvng traps.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6490 **Date Opened:** 1/22/10 **Date Completed:** 1/21/10

Summary: Tudor Road Master Site - MGEG application 1.1 disabled.

Resolution: 1/22/2010 9:28 AM Alaskan Standard Time - AK Wireless (Provide Information) Mark Jenks, FSO called to have case closed per duplicate 22163657, WO 6050.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6491 **Date Opened:** 1/22/10 **Date Completed:** 1/22/10

Summary: Birch Hill Master Site - ZDS & ATR Disabled Unknown Cause.

Resolution: 1/22/2010 9:34 AM Alaskan Standard Time - AK Wireless (Maintenance Completed) Optimization completed

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6508 **Date Opened:** 1/26/10 **Date Completed:** 1/26/10

Summary: Tudor Road Master Site - MGEG application 1.1 being disabled.

Resolution: 1/26/2010 10:18 AM Alaskan Standard Time - JKPANNONE per Mark Jenks caused by work on ongoing MGEG work under case 22163657

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6509 **Date Opened:** 1/26/10 **Date Completed:** 1/26/10

Summary: Birch Hill Master Site - Unable to log in to Zone Controller 1.

Resolution: 1/26/2010 11:09 AM Alaskan Standard Time - JKPANNONE TSO unlocked the console port by killing the orphaned process and reset the aging time on the 'root' account for ZC1.

1/26/2010 10:04 AM Alaskan Standard Time - JKPANNONE Andrew Strait/FSO 9075905861, Motorola called in to open a sev1 case for " Unable to log in to zone controller 1 " and requeted to talk to the Astro team and reported site arrival

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Department: AML-COF-Dispatch/EOC **Priority** 1-Major System Failure

Service Request #: 6513 **Date Opened:** 1/27/10 **Date Completed:** 1/15/10

Summary: Fairbanks Dispatch/EOC - Dead client computer on motobridge system.

Resolution: 2/16/2010 8:39 AM Alaskan Standard Time - JKPANNONE Andrew Strait/FSO called in to close this case. He stated that the resolution was that he replaced a power supply on site and that everything is working fine.

1/28/2010 1:35 PM Alaskan Standard Time - JKPANNONE Andrew Strait/FSO called in to close this case. He stated that the resolution was that he replaced a power supply on site and that everything is working fine.

1/26/2010 4:19 PM Alaskan Standard Time - JKPANNONE Andrew Strait, FSO called in to defer case until 02/15/2010 12:00:40 PM AKST for waiting on parts.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 6547 **Date Opened:** 1/28/10 **Date Completed:** 1/28/10

Summary: TSAIA - Site Unknown

Resolution: 1/28/2010 11:05 AM Alaskan Standard Time - JKPANNONE I called Motorola SSC and closed the case. Site recovered on its own about 9:41 am and no further outages.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 6549 **Date Opened:** 1/28/10 **Date Completed:** 2/2/10

Summary: Birch Hill to Quarry Hill Microwave - Blown Fuse on A Side

Resolution: 12/10/2010 3:57 PM Alaskan Standard Time - adeveau Per the technician, the defective power supply was replaced 2/1/10.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 6566 **Date Opened:** 2/1/10 **Date Completed:** 1/31/10

Summary: Beaver Creek - Site Controller #1

Resolution: 2/1/2010 8:12 AM Alaskan Standard Time - JKPANNONE Site controller enabled as of 1-30-10 at 20:04 CT

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6591 **Date Opened:** 2/4/10 **Date Completed:** 2/4/10

Summary: Tudor Road Master Site - Core RP 5 enabling.

Resolution: 2/3/2010 6:06 PM Alaskan Standard Time - JKPANNONE Mark/NMO called in to close out this case. They stated that this is a duplicate cae of 22166579.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 6645 **Date Opened:** 2/5/10 **Date Completed:** 2/6/10

Summary: Ski Hill - Site bounced 3 times in 30 minutes.

Resolution: 2/8/2010 8:26 AM Alaskan Standard Time - JKPANNONE REBOOTED THE SWITCHES. NMO verified no active alarms.
2/5/2010 12:24 PM Alaskan Standard Time - JKPANNONE Per Call from James Jones both switches at the site had locked up. He did a hard boot on both switches and the site is back on line.
2/5/2010 10:56 AM Alaskan Standard Time - JKPANNONE James Jones, 9072695750, ALASKA CUST TECH DISPATCH, Tech called to report stie arrival at 1:46 pm CST.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 6765 **Date Opened:** 2/9/10 **Date Completed:** 2/9/10

Summary: Ft Greely - Illegal carrier channel 5.

Resolution: 2/10/2010 2:42 PM Alaskan Standard Time - JKPANNONE CAUSE:illegal Carrier RESOLUTION::Andrew Strait/FSO called in to close out this case. They stated that interference is gone

2/8/2010 4:57 PM Alaskan Standard Time - JKPANNONE Andrew Strait/FSO called to take assignment of the case and defer for monitoring.
ACTION PLAN AND/OR DEFERRAL: Marking case status to assigned and deferring case for 24 hours.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 6847 **Date Opened:** 2/10/10 **Date Completed:** 2/25/10

Summary: Tudor Road Master Site - MGEG 1 rebooted.

Resolution: 2/25/2010 1:12 PM Alaskan Standard Time - adeveau MGEG 1 rebooted
2/25/2010 1:07 PM Alaskan Standard Time - adeveau Mark Jenks/FSO/Motorola. Called to close the case. Resolution: Rebooted the MGEG. Spoke with Calvin/NMO to approve case closure.

2/11/2010 8:55 AM Alaskan Standard Time - JKPANNONE Mark Jens/FSO called in stating he's finished for the night and will be back tomorrow night.
ACTION PLAN AND/OR DEFERRAL: Deferring case for 24 hours.
2/10/2010 3:11 PM Alaskan Standard Time - JKPANNONE Mark Jenks/Motorola FSO 907 830 8589 called into defer case. Mark/FSO will have to come back tomorrow and speak to the Astro group for assistance.
ACTION PLAN AND/OR DEFERRAL: Deferring case until 2/10 at 2000cst for update.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6848 **Date Opened:** 2/11/10 **Date Completed:** 2/11/10

Summary: Seward - Site unknown > 5 Mins.

Resolution: 2/10/2010 3:18 PM Alaskan Standard Time - JKPANNONE rebooted the site router

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Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6860 **Date Opened:** 2/16/10 **Date Completed:** 2/12/10

Summary: Seward - Site not wide trunking 3 x 30 minutes.

Resolution: 2/16/2010 8:23 AM Alaskan Standard Time - JKPANNONE Per Casey Borg this is an ALMR issue not a telco issue.
2/16/2010 8:20 AM Alaskan Standard Time - JKPANNONE CAUSE: telco
RESOLUTION: NMO was informed the control path cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 6862 **Date Opened:** 2/16/10 **Date Completed:** 2/15/10

Summary: Seward - Site unknown.

Resolution: 2/16/2010 8:45 AM Alaskan Standard Time - JKPANNONE CAUSE: Site Unknown
RESOLUTION:Site cleared

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 6867 **Date Opened:** 2/16/10 **Date Completed:** 2/17/10

Summary: Eielson - Intermittent Connection on T1 Circuit.

Resolution: 2/17/2010 10:54 AM Alaskan Standard Time - JKPANNONE CAUSE: Bad T1
RESOLUTION: repunched cable pairs.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 6881 **Date Opened:** 2/17/10 **Date Completed:** 2/18/10

Summary: Seward - Taking channel 3 off air for troubleshooting.

Resolution: 2/17/2010 4:44 PM Alaskan Standard Time - JKPANNONE CAUSE: Channel 3 troubleshooting is complete
RESOLUTION: Channel 3 is back up

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 6950 **Date Opened:** 2/25/10 **Date Completed:** 2/25/10

Summary: Tolsona - Site Testing

Resolution: 2/25/2010 1:31 PM Alaskan Standard Time - adeveau Site Testing completed.

2/25/2010 12:49 PM Alaskan Standard Time - adeveau Mark Jenks, 9078308589, Motorola, FSO called to open case and report site arrival for Site Testing. He was on site at 2.57CST

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 6967 **Date Opened:** 3/1/10 **Date Completed:** 2/27/10

Summary: Fire Station 12 - Technician trouble shooting noise. Will be taking site off line.

Resolution: 2/28/2010 4:55 PM Alaskan Standard Time - JKPANNONE CAUSE: FSO is working on 21981937
RESOLUTION: Work completed

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 6970 **Date Opened:** 3/1/10 **Date Completed:** 8/27/10

Summary: Pillar Mtn - USCG reporting Kodiak interference.

Resolution: 8/27/2010 3:39 PM Alaskan Standard Time - adeveau Personnel have not reported any problems from Pillar Mt in quite some time. Recommend closure.
3/16/2010 12:50 PM Alaskan Standard Time - AK Wireless The link to Kodiak is down.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 7041 **Date Opened:** 3/8/10 **Date Completed:** 3/10/10

Summary: Elmendorf - Fire Console LAN cable needs to be connected or replaced.

Resolution: 3/10/2010 12:35 PM Alaskan Standard Time - adeveau Correct LAN cable identified.
3/9/2010 4:17 PM Alaskan Standard Time - JKPANNONE 1:30 pm, Roger Ash called to let us know James Jones would be going over to Elmendorf to look at console at 3:30 today.
3/9/2010 1:25 PM Alaskan Standard Time - adeveau James Jones/Tech/Alaska Wireless/9072300391 called in to defer case until 3/10/10, 1PM AKST while waiting for parts.

3/8/2010 2:13 PM Alaskan Standard Time - adeveau James Jones, 9072695750,FSO, Motorolan called in to open a tech dispatch case; Fire Station 1 op position 2 console down, lost land cables.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7060 **Date Opened:** 3/10/10 **Date Completed:** 4/12/10

Summary: Tsina - Site not wide trunking 3 x 30 Mins.

Resolution: 4/12/2010 11:09 AM Alaskan Standard Time - adeveau Issue was caused by microwave fading. James Jones/tech/Alaska Wireless/9072695750 called in to close out this case. They stated that microwave link has stabilized.

3/25/2010 8:58 AM Alaskan Standard Time - adeveau Andrea Deveau/ Customer 9072698616, called in to defer case until 4/15/10. State is waiting to schedule a helicopter to go up and do the maintenance on the generator, alarm work and to refuel.
3/16/2010 1:34 PM Alaskan Standard Time - adeveau James Jones/Tech/Alaska Wireless/9072695750 called in to update case; he stated to defer for 2 weeks while State of Alaska obtains helicopter.
3/9/2010 4:38 PM Alaskan Standard Time - JKPANNONE James Jones/Tech/Alaska Wireless/9072695750 called in to defer case until 3/16/10, 1PM AKST due to severe weather.

3/9/2010 3:18 PM Alaskan Standard Time - adeveau CCO to dispatch tech to investigate.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 7096 **Date Opened:** 3/16/10 **Date Completed:** 3/17/10

Summary: TSAIA - Controller 1 and 2 Unknown.

Resolution: 3/17/2010 7:38 AM Alaskan Standard Time - adeveau State of Alaska finished Circuit work.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7101 **Date Opened:** 3/17/10 **Date Completed:** 3/18/10

Summary: Tudor Road Master Site - Ivd Pdr Ggsn Link 1.1.1.1and 2.1.1.1 down.

Resolution: 3/18/2010 9:05 AM Alaskan Standard Time - adeveau Per James, programmed and connected a spare GGSN that was already racked to fix the issue. Work will continue on the original GGSN to determine what the problem is.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 7107 **Date Opened:** 3/17/10 **Date Completed:** 3/17/10

Summary: PMI Peger Road - Testing on channel 4.

Resolution: 3/17/2010 12:34 PM Alaskan Standard Time - adeveau PMI testing on channel 4 completed.
3/17/2010 10:04 AM Alaskan Standard Time - adeveau Joe Hummel/tech/ACS Wireless/9073784496 called to open a severity 3 technical dispatch case and report site arrival at 12:39pm CST. He stated that he will be doing testing on channel 4.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 7109 **Date Opened:** 3/17/10 **Date Completed:** 3/18/10

Summary: Elmendorf - Fire and PWCS unable to gain complete access to the NICE Logger.

Resolution: 3/18/2010 1:09 PM Alaskan Standard Time - JKPANNONE After rebooting the AIS remotely at R1 North the IP logger came back on line. Before that I had James reboot the domain controller for zone 1. Also I went into ODBC on the play back station in an attempt to verify machine resources. And several other things were done prior to the final solution.

3/18/2010 10:34 AM Alaskan Standard Time - adeveau Andy called to notify that the NICE Logger at R1N is now working.
3/17/2010 4:17 PM Alaskan Standard Time - adeveau Work order forwarded to Casey at approximately 3 pm for immediate assistance.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 7114 **Date Opened:** 3/18/10 **Date Completed:** 4/8/10

Summary: Tudor Road Master Site - GGSN Router is being installed.

Resolution: 4/8/2010 12:02 PM Alaskan Standard Time - adeveau Mark Jenks received an update back from Mohammad, Motorola engineer, with the following details on the error message: The error message is normal when you change the GGSN. The context activation database was gone when the GGSN was replaced and the HPD clients and PDG had old context activation database. That's why the GGSN was complaining that it didn't know the context activation labels. Once clients re-register the GGSN builds its new database and the error messages should go away.
He will call James and pass this information on and recommend closure on this case.
4/7/2010 7:57 AM Alaskan Standard Time - adeveau Per Mark Jenks, awaiting a reply from CSE on request for an explanation.
I'll defer the case out a few more days awaiting a reply.
4/6/2010 8:08 AM Alaskan Standard Time - adeveau Deferred until 4/8/10 per Brian, technician at Motorola, who is waiting for a response from Motorola's engineering department.
4/5/2010 8:41 AM Alaskan Standard Time - adeveau Deferred until 4/5/10. Per James Jones, the case will be deferred until Monday when he will attempt to make contact again with CSE for a response to the initial request for an explanation of the error message.
3/26/2010 9:54 AM Alaskan Standard Time - adeveau Deferred until 3/30/10. Per Motorola: Contacted James Jones/tech/Bering Streits Information Technology/907-269-5750 who stated that he is waiting to speak with ASTRO. Contacted Mike /ASTRO who spoke to the tech further. Mike stated that Brian B/ASTRO will follow up with the case.

3/25/2010 1:28 PM Alaskan Standard Time - adeveau Case deferred until 3/26/2010 by James Jones/tech/Bering Straits Information Technology/9072695750 pending arrival of information from TSO:Astro.
Bryan, TSO: Astro, will determine if the necessary information has been sent to customer. If so, customer has approved closure. If not, then the case will be re-deferred for until as long as Bryan needs.

3/25/2010 1:13 PM Alaskan Standard Time - adeveau CCO called James Jones/ 907-269-5750/BERING STRAITS INFORMATION TECHNOLOGY LLC for closure approval, but didn't get hold of him. CCO has left a message. CCO is deferring case till 03/25/2010 06:00:41 PM. Informed mark/NMO.

3/24/2010 9:00 AM Alaskan Standard Time - adeveau 3/19 Case assigned to Brian at Motorola. What he has to do is access their Fullvision server and pull the logs from yesterday when they brought this router up and see if engineering can fill us in and what these are.

3/18/2010 4:32 PM Alaskan Standard Time - adeveau CCO calling no one available James requested to defer the case until 3/19 to talk to 6x team.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 7119 **Date Opened:** 3/19/10 **Date Completed:** 3/23/10

Summary: Elmendorf - MOC unable to log in to the NICE Recorder.

Resolution: 3/23/2010 7:59 AM Alaskan Standard Time - adeveau Restored connectivity to playback computer, shutdown and restarted logger.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7134 **Date Opened:** 3/22/10 **Date Completed:** 3/24/10

Summary: Tudor Road Master Site - MGEG application alarms.

Resolution: 3/24/2010 9:09 AM Alaskan Standard Time - adeveau Applications were reloaded.
3/23/2010 5:54 PM Alaskan Standard Time - JKPANNONE Mark Jenks, FSO called in to defer case till 7pm ASKT for him to get to site

3/23/2010 8:22 AM Alaskan Standard Time - JKPANNONE Mark Jenks/FSO called in to defer case till 3/23 430pm ASKT for montoring of system. he stated that he reloaded the applications and is waiting to see if it causes anymore issues

3/22/2010 12:15 PM Alaskan Standard Time - adeveau Deferring case until 5:00 PM . Assigning case to the service provider's WIPBin. Waiting for next update from technician.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 7144 **Date Opened:** 3/24/10 **Date Completed:** 3/24/10

Summary: Elmendorf - PWICS NICE Playback is not displaying data properly.

Resolution: 12/11/2012 11:27 AM Alaskan Standard Time - jkpannone
Cause: Logging recorder.
Resolution: Reconfigured the scenario replay.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 7147 **Date Opened:** 3/24/10 **Date Completed:** 3/24/10

Summary: Elmendorf - NICE Logger not displaying correctly.

Resolution: 3/24/2010 12:49 PM Alaskan Standard Time - adeveau CANCELLED - DUPLICATE WORK ORDER. REFER TO WO#7144

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 7162 **Date Opened:** 3/26/10 **Date Completed:** 4/26/10

Summary: Tudor Road Master Site - MGEG reboots on its own.

Resolution: 4/26/2010 3:48 PM Alaskan Standard Time - adeveau Replaced the CPU card, hard drive and CD ROM; reloaded OS and software.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 7169 **Date Opened:** 3/29/10 **Date Completed:** 3/29/10

Summary: Tudor Road Master Site - Optimization on Z1 & Z2.

Resolution: 3/29/2010 7:59 AM Alaskan Standard Time - adeveau Optimization work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7174 **Date Opened:** 3/30/10 **Date Completed:** 4/28/10

Summary: Black Rapids - Low voltage on power plant.

Resolution: 4/28/2010 1:36 PM Alaskan Standard Time - adeveau Replaced bad rectifier in power plant.

4/27/2010 8:22 AM Alaskan Standard Time - adeveau Andrew Strait/FSO/Motorola called to defer the case until 04/28/10 technician availability.

4/22/2010 8:46 AM Alaskan Standard Time - adeveau Andrew Strait, FSO Motorola, called in to defer this case until 04/27/10 for tech availability. CCO contacted NMO and he approve the deferral.
4/21/2010 8:47 AM Alaskan Standard Time - adeveau ANDREW K STRAIT/FSO called to defer the case until 4/22/10 for scheduling.

4/14/2010 9:39 AM Alaskan Standard Time - adeveau Case deferred until 4/21/10; waiting for parts.
3/30/2010 2:45 PM Alaskan Standard Time - JKPANNONE Rectifier provided by SOA and shipped to Andy Strait today.
3/30/2010 8:00 AM Alaskan Standard Time - adeveau Case deferred until 4/14. Andrew Strait stated that they need to order a rectifier.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7194 **Date Opened:** 4/1/10 **Date Completed:** 3/31/10

Summary: Tudor Road Master Site - Multiple site control Paths and site Manager Links down.

Resolution: 3/31/2010 5:43 PM Alaskan Standard Time - JKPANNONE Refer to WO 7191, Case 22257075 for details.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7195 **Date Opened:** 4/1/10 **Date Completed:** 3/31/10

Summary: Independent Ridge - Site Ch 16.2 Malf - PA alarm - 1 of 3 channels down.

Resolution: 3/31/2010 5:48 PM Alaskan Standard Time - JKPANNONE Refer to WO 3039, Case 22256707 for details.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 7196 **Date Opened:** 4/1/10 **Date Completed:** 3/31/10

Summary: Saddle Mtn - Site unknown.

Resolution: 3/31/2010 5:51 PM Alaskan Standard Time - JKPANNONE Refer to WO 7191, Case 22257075 for details.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 7197 **Date Opened:** 4/1/10 **Date Completed:** 4/5/10

Summary: Elmendorf - Security Forces are locked out of the NICE Playback Station.

Resolution: 4/6/2010 7:46 AM Alaskan Standard Time - adeveau The NICE Playback Station was reconfigured and moved it into a new office.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 7214 **Date Opened:** 4/2/10 **Date Completed:** 4/5/10

Summary: FRA - NM Client won't boot up.

Resolution: 4/5/2010 8:21 AM Alaskan Standard Time - adeveau Reset LAN, reseated RAM and reset IDE.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 7254 **Date Opened:** 4/5/10 **Date Completed:** 4/6/10

Summary: Tolsona - Interference at the site.

Resolution: 4/6/2010 8:34 AM Alaskan Standard Time - adeveau Duplicate work order. Please refer to work order 6952 for information.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7401 **Date Opened:** 4/8/10 **Date Completed:** 4/8/10

Summary: Ft Greely - osing console link from site.

Resolution: 4/8/2010 3:32 PM Alaskan Standard Time - adeveau Cleared event log and cleared station.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 7551 **Date Opened:** 4/19/10 **Date Completed:** 5/12/10

Summary: Eielson - Intermittent T1 Activity and Full Vision Alarms

Resolution: 5/12/2010 1:55 PM Alaskan Standard Time - adeveau Cause: Due to intermittent T66 Block.
Resolution: Repaired T66 block.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7554 **Date Opened:** 4/20/10 **Date Completed:** 4/20/10

Summary: Willow Mtn - Site Channel 1 malfunction/hardware failure.

Resolution: 4/20/2010 9:27 AM Alaskan Standard Time - adeveau James Jones/FT called for status, advised alarm cleared.

4/20/2010 7:59 AM Alaskan Standard Time - adeveau Case deferred for site monitoring.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 7557 **Date Opened:** 4/21/10 **Date Completed:** 5/7/10

Summary: Tudor Road Master Site - Taking down Ambister Links 1.6.1 and 1.6.2.

Resolution: 5/7/2010 12:27 PM Alaskan Standard Time - AK Wireless Removed cross connect

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Department: SOA-DPS **Priority** 1-Major System Failure

Service Request #: 7558 **Date Opened:** 4/21/10 **Date Completed:** 4/21/10

Summary: AST - Fairbanks and Tok Dispatch computers have crashed; having to use back-up radios.

Resolution: 4/21/2010 9:17 AM Alaskan Standard Time - adeveau Fairbanks Dispatch rebooted all computers and everything is back on line.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 7565 **Date Opened:** 4/22/10 **Date Completed:** 4/22/10

Summary: Elmendorf - CEB Unknown & AMBLink_1.7.1 In Configuration

Resolution: 4/22/2010 3:30 PM Alaskan Standard Time - adeveau Reset breaker for CEB.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 7567 **Date Opened:** 4/23/10 **Date Completed:** 4/27/10

Summary: Elmendorf - NICE need assistance searching for recording with FD channels only.

Resolution: 4/27/2010 3:58 PM Alaskan Standard Time - adeveau Advance Search Criteria was configured for the talk groups.
Actual site is Elmendorf SZ01421D21_(NICE).

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 7568 **Date Opened:** 4/26/10 **Date Completed:** 4/26/10

Summary: Willow Mtn - Channel 3 is not being assigned.

Resolution: 4/26/2010 7:59 AM Alaskan Standard Time - adeveau James Jones/Tech/Alaska Wireless/907-230-0391 called in to close case. He stated that he reset channel 3 and stated that he does not know what caused the issue.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 7569 **Date Opened:** 4/26/10 **Date Completed:** 4/25/10

Summary: FWA - Console Customer cannot log on to Position 1.

Resolution: 4/26/2010 8:06 AM Alaskan Standard Time - adeveau Added new user to the system.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 7594 **Date Opened:** 4/27/10 **Date Completed:** 4/27/10

Summary: Valdez - Site Channel 1 has high reflected power from the isolator.

Resolution: 4/27/2010 7:45 AM Alaskan Standard Time - adeveau Could not duplicate the problem. Tony/CCO called for case closure. NMO advised all alarms clear at site since 9:38 pm central time.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7621 **Date Opened:** 4/28/10 **Date Completed:** 4/28/10

Summary: Valdez - Site not wide trunking.

Resolution: 4/29/2010 7:50 AM Alaskan Standard Time - adeveau James Jones/ Tech/ Alaska Wireless/907-230-0391 called in to close case. He stated that state did microwave work and they are done.

4/28/2010 1:29 PM Alaskan Standard Time - adeveau James Jones/ Tech/ Alaska Wireless/907-230-0391 called in and stated that State is doing MW work and to monitor for 3 hours and then close if clear.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 7639 **Date Opened:** 4/30/10 **Date Completed:** 5/21/10

Summary: Eielson - Alt WOC operator console dead on arrival.

Resolution: 5/21/2010 11:32 AM Alaskan Standard Time - adeveau Encryption Card replaced.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 7645 **Date Opened:** 5/3/10 **Date Completed:** 5/3/10

Summary: Tudor Road Master Site - Optimization Zone 1 and 2.

Resolution: 5/3/2010 8:20 AM Alaskan Standard Time - adeveau Completed the Optimization on both Zone 1 and 2.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 7710 **Date Opened:** 5/4/10 **Date Completed:** 5/4/10

Summary: Tudor Road Master Site - AMBLINK_1.4.1 In Configuration Unknown Cause.

Resolution: 5/3/2010 6:10 PM Alaskan Standard Time - JKPANNONE Per Mark Jenks this link is for TAS and isn't used very often so he requested the case be closed.

Department: AML-FNSB **Priority** 2-Significant System Failure

Service Request #: 7737 **Date Opened:** 5/5/10 **Date Completed:** 5/11/10

Summary: FNSB - Experiencing excessive busies on radio system.

Resolution: 5/11/2010 10:58 AM Alaskan Standard Time - adeveau No reported busies at this time per Joe Hummel.
5/6/2010 9:43 AM Alaskan Standard Time - JKPANNONE Busies due to base exercise. Deferring out until 5/10/10 for monitoring only.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 7743 **Date Opened:** 5/6/10 **Date Completed:** 5/7/10

Summary: Tudor Road Master Site - Bad connector on the CEB link 1.11.1.

Resolution: 5/7/2010 12:25 PM Alaskan Standard Time - AK Wireless Replaced a connector on a cable

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Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 7847 **Date Opened:** 5/21/10 **Date Completed:** 5/24/10

Summary: ALCOM - Problems with antenna at the ALCOM Headquarters Building.

Resolution: 5/24/2010 2:13 PM Alaskan Standard Time - AK Wireless Replaced connector on antenna cable

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 7885 **Date Opened:** 5/25/10 **Date Completed:** 5/25/10

Summary: Tudor Road Master Site - Database Optimization for Zones 1 and 2.

Resolution: 5/25/2010 8:33 AM Alaskan Standard Time - adeveau Database optimization for Zone 1 and 2 is completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 7957 **Date Opened:** 5/26/10 **Date Completed:** 5/25/10

Summary: FRA - PMO NICE Playback has no speak audio.

Resolution: 5/26/2010 8:58 AM Alaskan Standard Time - JKPANNONE Reseated the cards

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Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 7958 **Date Opened:** 5/26/10 **Date Completed:** 5/28/10

Summary: Woman's Bay - Site not wide trunking.

Resolution: 5/26/2010 2:09 PM Alaskan Standard Time - JKPANNONE SOA reset modem at Seldovia.
5/26/2010 10:51 AM Alaskan Standard Time - JKPANNONE James Jones/Tech/Alaska Wireless/ 907-230-0391 called in to defer the case; he stated to defer until 5/28/10 10:00AM AKDT (1:00PM CDT) due to State of Alaska Techs are dispatching to check Microwave equipment.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 7959 **Date Opened:** 5/26/10 **Date Completed:** 5/28/10

Summary: Pillar Mtn - Site not wide trunking.

Resolution: 5/26/2010 2:09 PM Alaskan Standard Time - JKPANNONE SOA reset modem at Seldovia.
5/26/2010 10:52 AM Alaskan Standard Time - JKPANNONE James Jones/Tech/Alaska Wireless/ 907-230-0391 called in to defer the case; he stated to defer until 5/28/10 10:00AM AKDT (1:00PM CDT) due to State of Alaska Techs are dispatching to check Microwave equipment.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 8014 **Date Opened:** 5/27/10 **Date Completed:** 5/27/10

Summary: Elmendorf - Security Forces network congestion.

Resolution: 5/27/2010 8:37 AM Alaskan Standard Time - JKPANNONE Cleared up network congestion and cleaned up software.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8015 **Date Opened:** 5/27/10 **Date Completed:** 5/27/10

Summary: Cathedral Rapids - Site unknown.

Resolution: 5/27/2010 11:21 AM Alaskan Standard Time - JKPANNONE Spoke to Andy Strait and he said the site bounced twice last night and is still on line. There haven't been any problems since so a site visit was never made.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8074 **Date Opened:** 6/4/10 **Date Completed:** 6/4/10

Summary: Moose Pass - Site controller fan 1 malfunction.

Resolution: 6/4/2010 2:24 PM Alaskan Standard Time - adeveau Replaced the cooling fan.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8075 **Date Opened:** 6/4/10 **Date Completed:** 6/4/10

Summary: Ft Greely - Site unknown.

Resolution: 6/4/2010 8:09 AM Alaskan Standard Time - adeveau Power was restored.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8086 **Date Opened:** 6/7/10 **Date Completed:** 6/9/10

Summary: FGA - Motobridge at Donnelly Training Range Control not working (Bldg. T100) .

Resolution: 6/10/2010 12:08 PM Alaskan Standard Time - adeveau Per Andy Strait - replaced RGU yesterday; customer back on the air.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8094 **Date Opened:** 6/8/10 **Date Completed:** 6/8/10

Summary: Ester Dome - Multi-coupler reporting possible fault.

Resolution: 6/8/2010 3:49 PM Alaskan Standard Time - adeveau Joe Hummel checked multi-coupler gain, and several other things. Multi-coupler status LED is green; could not see any problem.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8105 **Date Opened:** 6/9/10 **Date Completed:** 6/9/10

Summary: Tudor Road Master Site - Bad Hard Drive will be replaced.

Resolution: 6/10/2010 8:03 AM Alaskan Standard Time - adeveau
Cause: Hard Drive.
Resolution: Reseated the hard drive.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8106 **Date Opened:** 6/10/10 **Date Completed:** 6/15/10

Summary: Tudor Road Master Site - ALMR CEL connector is down.

Resolution: 6/15/2010 8:05 AM Alaskan Standard Time - adeveau
Cause: Syslog Server was reloaded but the CEL software was not installed.
Resolution: Software install and CEL connector restarted.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 8107 **Date Opened:** 6/10/10 **Date Completed:** 6/10/10

Summary: ETS - Fairbanks EOC Motobridge request for repair.

Resolution: 6/10/2010 1:23 PM Alaskan Standard Time - adeveau
Cause: Port 1 and 2 do not work with consolette and audio monitoring does not work on unit.
Resolution: Created RA # 80540388-1.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 8123 **Date Opened:** 6/11/10 **Date Completed:** 6/12/10

Summary: USARAK - Technician will be disconnecting and cleaning up the NM Client.

Resolution: 6/14/2010 8:44 AM Alaskan Standard Time - adeveau NMT console cleaned. Software patches updated.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8137 **Date Opened:** 6/14/10 **Date Completed:** 6/14/10

Summary: Birch Hill Master Site - Interconnect subsystem 1 unknown.

Resolution: 6/14/2010 11:08 AM Alaskan Standard Time - adeveau Technician rebooted Avaya and Diconnics server.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8164 **Date Opened:** 6/15/10 **Date Completed:** 6/25/10

Summary: Tudor Road Master Site - Various sites bouncing.

Resolution: 6/28/2010 8:24 AM Alaskan Standard Time - adeveau
Cause: Bad Microwave link.
Resolution: Issue with the microwave link has been resolved.

Department: SOA-DNR-Forestry **Priority** 2-Significant System Failure

Service Request #: 8230 **Date Opened:** 6/23/10 **Date Completed:** 6/23/10

Summary: DNR Forestry - KIDC Motobridge error message in software application.

Resolution: 6/29/2010 3:03 PM Alaskan Standard Time - adeveau Customer plugged into wrong LAN jack. Issue resolved.

Department: DOD-USARAK-FRA **Priority** 3-Intermittent System Failure

Service Request #: 8238 **Date Opened:** 6/24/10 **Date Completed:** 6/24/10

Summary: FRA - console is down.

Resolution: 6/24/2010 7:52 AM Alaskan Standard Time - adeveau Reseated the voice and encryption card.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8239 **Date Opened:** 6/24/10 **Date Completed:** 9/11/13

Summary: Birch Hill Master Site - Enable idle.

Resolution: 9/11/2013 8:37 AM Alaskan Standard Time - jkpannone
Motorola states this was fixed in the 7.4 release. No way to check now that we have upgraded to 7.13.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8240 **Date Opened:** 6/24/10 **Date Completed:** 6/27/10

Summary: Silvertip - Site controller fan critical malfunction.

Resolution: 6/28/2010 8:17 AM Alaskan Standard Time - adeveau Roger Ash/St of Alaska/803-895-4350 called to update the case. He had to replace the fans in the site controller.

6/24/2010 11:35 AM Alaskan Standard Time - adeveau Roger stated to defer the case until 6/28/10 @ 10am because of the weather and it can only be reached by helicopter. Contacted DOD/Bob.

6/24/2010 8:10 AM Alaskan Standard Time - adeveau Roger Ash/Tech/Alaska Wireless/9073822458 called in to defer case for 2 hours. He stated that he needs to get to site through Helicopter and needs to look into this issue.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8257 **Date Opened:** 6/24/10 **Date Completed:** 6/25/10

Summary: Tudor Road Master Site - Updating the MGEGS.

Resolution: 6/25/2010 8:01 AM Alaskan Standard Time - adeveau
Caues: Technician updating MGEGS.
Resolution: MGEGS updated.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8349 **Date Opened:** 7/6/10 **Date Completed:** 7/8/10

Summary: Seward - Site controller 33.2 unknown and site control path 33.2 down.

Resolution: 7/7/2010 6:31 PM Alaskan Standard Time - JKPANNONE Replaced Site Controller #2. with ALMR1001371.
7/7/2010 10:53 AM Alaskan Standard Time - JKPANNONE James Jones/Tech/Alaska Wireless/907-230-0391 called in to defer case until 7/7/10, 6PM CST for monitoring. He stated that they replaced the site controller.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8401 **Date Opened:** 7/7/10 **Date Completed:** 7/6/10

Summary: Seward - Channel 4 Initialization by user request.

Resolution: 7/7/2010 11:26 AM Alaskan Standard Time - JKPANNONE James Jones, 907-230-0391,tech,Bering Straight, called in to close case. Res: Finished Channel testing

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Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8402 **Date Opened:** 7/7/10 **Date Completed:** 7/7/10

Summary: Tudor Road Master Site - Data Base optimization on Zone 1 and Zone 1.

Resolution: 7/7/2010 11:34 AM Alaskan Standard Time - JKPANNONE Optimization completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8435 **Date Opened:** 7/12/10 **Date Completed:** 7/12/10

Summary: Nenana - Channel 1 base radio unknown.

Resolution: 7/12/2010 7:59 AM Alaskan Standard Time - adeveau Cause was unknown; issue cleared by itself.

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 8440 **Date Opened:** 7/12/10 **Date Completed:** 7/13/10

Summary: FGA - Dispatch NICE AIS failed to communicate with call logging system.

Resolution: 7/13/2010 10:22 AM Alaskan Standard Time - adeveau The fix action was to replace the UPS the IP logger was plugged into.

Department: AML-COF-Fairbanks FD **Priority** 2-Significant System Failure

Service Request #: 8470 **Date Opened:** 7/13/10 **Date Completed:** 7/13/10

Summary: Fairbanks FD - Console not activating.

Resolution: 8/2/2010 2:30 PM Alaskan Standard Time - adeveau Technician rebooted the server.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 8479 **Date Opened:** 7/14/10 **Date Completed:** 7/15/10

Summary: Tudor Road Master Site - Unable to log in to the UCM.

Resolution: 7/15/2010 1:13 PM Alaskan Standard Time - AK Wireless No resolution. Unable to duplicate issue.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 8481 **Date Opened:** 7/14/10 **Date Completed:** 9/21/10

Summary: Quarry Hill - Channel 5 Rptr Power Amp failure.

Resolution: 9/21/2010 2:03 PM Alaskan Standard Time - adeveau Resolution: Replaced the Radio Frequency circulator.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 8487 **Date Opened:** 7/14/10 **Date Completed:** 7/14/10

Summary: Pillar Mtn - Repeater Site Base Radio Channel 5 Unknown.

Resolution: 7/14/2010 3:45 PM Alaskan Standard Time - adeveau Alarm cleared on its own.

Department: DOD-USARAK-FRA **Priority** 3-Intermittent System Failure

Service Request #: 8541 **Date Opened:** 7/16/10 **Date Completed:** 7/16/10

Summary: FRA - MBITR radio antenna issue at the Site Summit location.

Resolution: 7/19/2010 10:17 AM Alaskan Standard Time - AK Wireless Turned on radio, connected RF antenna cable. Tested power output: 20 watts out with 3.5 watts reflected. That's a ration of 2.5 to 1. 3.5 to one is acceptable for the antenna system used.

Department: SOA-DPS **Priority** 2-Significant System Failure

Service Request #: 8642 **Date Opened:** 7/20/10 **Date Completed:** 7/26/10

Summary: AST - Tok Dispatch transmit audio garbled.

Resolution: 7/26/2010 10:53 AM Alaskan Standard Time - adeveau I spoke to Barry Wilson this morning at 8:44 am. He said he was going to put a call through to Tok Dispatch and have ProComm handle the transmission issue.

Department: DOD-USAF-673RD WING-ALC(**Priority** 2-Significant System Failure

Service Request #: 8647 **Date Opened:** 7/21/10 **Date Completed:** 7/29/10

Summary: ALCOM - GPIOM-8-1 & Z001s023op01 Un-configured - Reset.

Resolution: 7/29/2010 8:48 AM Alaskan Standard Time - adeveau Alarms not monitored. RESOLUTION: CHP has been updated.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 8777 **Date Opened:** 7/26/10 **Date Completed:** 8/10/10

Summary: Ester Dome - Channel 7 SCB Internal/External Ref/HW Failure.

Resolution: 8/11/2010 9:03 AM Alaskan Standard Time - JKPANNONE Replaced site controller 1 and replaced the station control board on channel.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 8834 **Date Opened:** 7/28/10 **Date Completed:** 7/28/10

Summary: High Mtn - Checking stations at the site.

Resolution: 7/29/2010 8:08 AM Alaskan Standard Time - adeveau Checking stations at the site complete.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 8863 **Date Opened:** 7/30/10 **Date Completed:** 8/7/10

Summary: Cooper Mtn - Site controller 13.2 unknown.

Resolution: 8/9/2010 8:15 AM Alaskan Standard Time - adeveau
Cause: Site controller was disconnected.
Resolution: Site controller reconnected.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 8893 **Date Opened:** 8/3/10 **Date Completed:** 8/4/10

Summary: Saddle Mtn - Channel 5 Repeater Site Base Radio Initialization Reset.

Resolution: 8/3/2010 4:41 PM Alaskan Standard Time - adeveau Channel reset itself per Roger Ash.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 8936 **Date Opened:** 8/6/10 **Date Completed:** 8/12/10

Summary: Pole Hill - Channel 5 intermittent power supply.

Resolution: 8/12/2010 10:08 AM Alaskan Standard Time - adeveau Joe Hummel/tech/Alaska Wireless/9073784496 called in to close this case. He stated that the resolution was that he installed software. CCO contacted Calvin/NMO who approved case closure. Channel 5 intermittent power supply. CAUSE: misconfigured RESOLUTION: configured.

The Power Supply was also replaced.

8/11/2010 9:22 AM Alaskan Standard Time - JKPANNONE Joe Hummel/tech/Alaska Wireless/9073784496, called in to deefr case until 08/11/2010 06:00:56 PM CST for monitoring
8/9/2010 3:00 PM Alaskan Standard Time - adeveau Joe Hummel/tech/Alaska Wireless/9073784496 called in to defer case for 24hrs monitoring software download.
8/9/2010 2:50 PM Alaskan Standard Time - adeveau Deferred until 8/10/10 for monitoring.
8/6/2010 1:40 PM Alaskan Standard Time - adeveau Joe Hummel WebID/Tech 9073784496, jhummel@beringstraits.com called in to defer the case until 8/09 for monitoring after replacing the power supply.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 9007 **Date Opened:** 8/11/10 **Date Completed:** 8/12/10

Summary: Bailey Hill - Site Low RSSI on Channel 5.

Resolution: 8/12/2010 11:03 AM Alaskan Standard Time - adeveau Replaced the receiver card.

Department: SOA-DPS **Priority** 3-Intermittent System Failure

Service Request #: 9065 **Date Opened:** 8/17/10 **Date Completed:** 9/7/10

Summary: AST - Soldotna Dispatch having transmission issues with consoles at Stations 1 and 3.

Resolution: 9/7/2010 1:01 PM Alaskan Standard Time - adeveau Console issue resolved.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9174 **Date Opened:** 8/21/10 **Date Completed:** 8/21/10

Summary: Tudor Road Master Site - Multiples sites down.

Resolution: 12/11/2012 1:19 PM Alaskan Standard Time - jkpannone
Cause: SOA working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 9176 **Date Opened:** 8/23/10 **Date Completed:** 8/24/10

Summary: Elmendorf - RCC Console GPIOM 1-1 unconfigured.

Resolution: 8/24/2010 8:07 AM Alaskan Standard Time - adeveau Reset console.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 9177 **Date Opened:** 8/23/10 **Date Completed:** 8/23/10

Summary: Eielson - Command Post OP01 unknown.

Resolution: 8/23/2010 9:04 AM Alaskan Standard Time - adeveau Alarms cleared.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 9182 **Date Opened:** 8/23/10 **Date Completed:** 8/24/10

Summary: Eielson - Z002S007 OP 1 unknown.

Resolution: 8/24/2010 7:55 AM Alaskan Standard Time - adeveau
Cause: Corrupt event logs.
Resolution: Cleared event logs.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 9246 **Date Opened:** 8/27/10 **Date Completed:** 8/27/10

Summary: Elmendorf - RCC Dispatch Application OP1 and GPIOM 1-1 unconfigured.

Resolution: 8/27/2010 12:01 PM Alaskan Standard Time - adeveau
Cause: Customer moving equipment.
Resolution: Applications back up and running.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 9250 **Date Opened:** 8/27/10 **Date Completed:** 8/30/10

Summary: Elmendorf - RCC Console GPIOM 1-1 unconfigured.

Resolution: 8/30/2010 10:24 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Alarm not active.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 9300 **Date Opened:** 9/1/10 **Date Completed:** 9/2/10

Summary: FRA - PMO site control path 1007 down.

Resolution: 9/2/2010 8:14 AM Alaskan Standard Time - adeveau
Cause: Customer completed installing new UPS.
Resolution: Installation completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9329 **Date Opened:** 9/2/10 **Date Completed:** 9/2/10

Summary: Elmendorf - RCC Console Op1 unknown.

Resolution: 9/2/2010 1:50 PM Alaskan Standard Time - adeveau Duplicate case to 22426154. Refer to Track-It work order #9328.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 9418 **Date Opened:** 9/7/10 **Date Completed:** 9/8/10

Summary: Girdwood - Site Channel 3 malfunctioning due to hardware failure.

Resolution: 10/8/2010 10:45 AM Alaskan Standard Time - jkpannone Cause: Channel 3 malfunctioning due to bad receiver module.
Resolution: Replaced and aligned receiver module.

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 9419 **Date Opened:** 9/7/10 **Date Completed:** 9/9/10

Summary: FGA - Consoles battery fault warning malfunction 1015.12.1.

Resolution: 9/9/2010 2:05 PM Alaskan Standard Time - adeveau NMO was informed the encryption card was replaced in the unit.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 9453 **Date Opened:** 9/8/10 **Date Completed:** 10/7/10

Summary: Girdwood - Site high reflected power on Channel 1.

Resolution: 10/7/2010 2:58 PM Alaskan Standard Time - adeveau RESOLUTION: repaired the Isolator for Channel 1; tested and verified.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 9520 **Date Opened:** 9/15/10 **Date Completed:** 9/15/10

Summary: Trims - Channel 3 Power Amp failed 3 x within 5 minutes.

Resolution: 9/15/2010 1:17 PM Alaskan Standard Time - adeveau
Cause: Bad Power Amp.
Resolution: Power amp replaced.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 9561 **Date Opened:** 9/17/10 **Date Completed:** 9/17/10

Summary: Tok - Testing Channel 3.

Resolution: 9/17/2010 8:42 AM Alaskan Standard Time - adeveau Testing completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 9575 **Date Opened:** 9/20/10 **Date Completed:** 9/20/10

Summary: Elmendorf - OP 1 Dispatch application critical malfunction.

Resolution: 9/20/2010 10:16 AM Alaskan Standard Time - adeveau
Cause: Faulty MUX.
Resolution: Replaced MUX.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 9627 **Date Opened:** 9/21/10 **Date Completed:** 9/21/10

Summary: Elmendorf - Fire Console OP1 & OP2 Dispatch APP enabled reset user request.

Resolution: 10/8/2010 10:48 AM Alaskan Standard Time - jkpannone
Cause: Customer loading encryption keys.
Resolution: Completed loading keys.

Department: DOD-USAF-13th SWS **Priority** 3-Intermittent System Failure

Service Request #: 9663 **Date Opened:** 9/22/10 **Date Completed:** 9/23/10

Summary: Clear - Disabling Channel 1 for coverage testing.

Resolution: 9/23/2010 8:11 AM Alaskan Standard Time - adeveau Coverage testing completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 9691 **Date Opened:** 9/24/10 **Date Completed:** 9/24/10

Summary: Elmendorf - Security Forces console site control path 1013.1 and 1013.2 bouncing.

Resolution: 10/8/2010 10:49 AM Alaskan Standard Time - jkpannone Cause: Customer loading encryption keys.
Resolution: Completed loading keys.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 9692 **Date Opened:** 9/24/10 **Date Completed:** 9/24/10

Summary: Elmendorf - MOC console site control path 1011.0 and 1011.2 bouncing.

Resolution: 10/8/2010 10:50 AM Alaskan Standard Time - jkpannone Cause: Customer loading encryption keys.
Resolution: Completed loading keys.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 9744 **Date Opened:** 9/30/10 **Date Completed:** 9/30/10

Summary: FGA - Console site control path bouncing.

Resolution: 9/30/2010 2:02 PM Alaskan Standard Time - jkpannone I called SSC and had them close this case.
This case is already being tracked under 22458101, WO9742.

Department: DOD-USAF-673RD WING **Priority**

Service Request #: 9747 **Date Opened:** 10/1/10 **Date Completed:** 10/2/10

Summary: R1 North - AIS from 10.1.24.61 failed to communicate with CLS.

Resolution: 10/4/2010 8:18 AM Alaskan Standard Time - adeveau Technician replaced the router.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9766 **Date Opened:** 10/4/10 **Date Completed:** 10/5/10

Summary: Hope - Site bouncing.

Resolution: 10/5/2010 3:43 PM Alaskan Standard Time - adeveau Site Controller reset remotely cleared alarm.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9768 **Date Opened:** 10/4/10 **Date Completed:** 10/5/10

Summary: FGA - S015 AIS 01C2 unknown.

Resolution: 10/4/2010 4:19 PM Alaskan Standard Time - adeveau Andrew Strait, 9075905861,Motorola, FSO called to close the case. He stated that he corrupted event log and OP-2 cleared.

10/4/2010 8:40 AM Alaskan Standard Time - adeveau Joe Hummel/Tech/Alaska Wireless/9073784496 called to defer the case cause the site is having some commercial power issue. Will defer this case until 10/04/2010 10:01:00 AM AKDT.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9875 **Date Opened:** 10/15/10 **Date Completed:** 10/16/10

Summary: Hope - Site controller 19.2 malfunction.

Resolution: 10/18/2010 8:38 AM Alaskan Standard Time - jkpannone Cause: Unknown
Resolution: Reset the port.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 9880 **Date Opened:** 10/18/10 **Date Completed:** 10/18/10

Summary: FGA - AIS Failed to communicate with Logger and CLS.

Resolution: 10/18/2010 8:50 AM Alaskan Standard Time - jkpannone Cause: Unknown
Resolution: Rebooted IP Logger and AIS Server

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 9881 **Date Opened:** 10/18/10 **Date Completed:** 10/18/10

Summary: FGA - NICE Device Operation Failed, Device encountered an error on this media.

Resolution: 10/18/2010 1:33 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Technician performed a cold boot on IP logger. Alarms cleared.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 9924 **Date Opened:** 10/19/10 **Date Completed:** 10/19/10

Summary: R1 North - Site AIS failed to communicate with CLS, logger and failed to create record.

Resolution: 10/19/2010 3:01 PM Alaskan Standard Time - adeveau Cause: AIS failed to communicate with the CLS, Logger and failed to create a record.
Resolution: Technician rejoined two domains.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10083 **Date Opened:** 10/27/10 **Date Completed:** 10/28/10

Summary: Diamond Ridge - Site channels 2 and 4 disabled; user requested.

Resolution: 10/28/2010 1:17 PM Alaskan Standard Time - adeveau Channel testing completed. No fix action required.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 10091 **Date Opened:** 10/27/10 **Date Completed:** 10/29/10

Summary: Rabbit Creek - Site Power Amp failure on Channel 6.

Resolution: 10/29/2010 11:50 AM Alaskan Standard Time - adeveau Cause: Power Amp Failure Channel 6.
Resolution: Technician tuned the isolator.

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 10158 **Date Opened:** 11/4/10 **Date Completed:** 3/15/11

Summary: ALCOM - Leak reported in the TAS Comm Shelter.

Resolution: 3/15/2011 1:14 PM Alaskan Standard Time - adeveau Leak fixed during the PMI.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 10184 **Date Opened:** 11/5/10 **Date Completed:** 11/8/10

Summary: Eielson - AIS client failed to create CLS call record.

Resolution: 11/8/2010 3:43 PM Alaskan Standard Time - adeveau
Cause: NICE Logger GMT time off.
Resolution: GMT time corrected.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 10185 **Date Opened:** 11/6/10 **Date Completed:** 11/8/10

Summary: FGA - NICE AIS Client failed to create CLS record.

Resolution: 11/8/2010 3:40 PM Alaskan Standard Time - adeveau
Cause: NICE Logger GMT time off.
Resolution: Corrected GMT time.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 10224 **Date Opened:** 11/9/10 **Date Completed:** 12/13/10

Summary: Rabbit Creek - Site bad isolator on Channel 6.

Resolution: 12/13/2010 8:05 AM Alaskan Standard Time - adeveau Reinstalled the circulator and tested the power through.

Department: AML-Wasilla PD-MATCOM **Priority** 4-Scheduled Maintenance

Service Request #: 10275 **Date Opened:** 11/10/10 **Date Completed:** 11/13/10

Summary: MATCOM - Console causing network congestion.

Resolution: 11/15/2010 8:33 AM Alaskan Standard Time - adeveau
Cause: Event logs full.
Resolution: Cleared event logs.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 10428 **Date Opened:** 11/18/10 **Date Completed:** 11/19/10

Summary: Tudor Road Master Site - All Zones Reporting Agent Unknown.

Resolution: 11/18/2010 4:13 PM Alaskan Standard Time - adeveau Cause: FT John said this was a core problem.
Resolution: They rebooted the router and cleared alarms.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 10438 **Date Opened:** 11/20/10 **Date Completed:** 11/20/10

Summary: Women's Bay - Site Controller 1 is down.

Resolution: 11/29/2010 1:44 PM Alaskan Standard Time - adeveau SOA rebooted Site Controller #1 and the issue was resolved.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 10440 **Date Opened:** 11/22/10 **Date Completed:** 11/21/10

Summary: Eielson - Alt Fire Console Alarms.

Resolution: 11/22/2010 8:27 AM Alaskan Standard Time - adeveau Cause: Alarms caused by Technician remotely logging in.
Resolution: Technician finished and alarms have cleared.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 10446 **Date Opened:** 11/22/10 **Date Completed:** 12/1/10

Summary: Eielson - Alt WOC - Console OP1 unknown.

Resolution: 12/1/2010 10:53 AM Alaskan Standard Time - adeveau Cause: Unknown. Resolution: Technician rebooted computer. All alarms cleared.
11/30/2010 10:02 AM Alaskan Standard Time - adeveau Andrew Strait/FSO/Motorola called in to defer the case; he stated to defer for 24 hours due to site access. CCO verified with Jon/NMO. Deferred until 12/1/10.

11/24/2010 8:00 AM Alaskan Standard Time - adeveau Andrew Strait/FSO/Motorola called to defer case until 11/30/10 due to bad weather and road conditions.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 10453 **Date Opened:** 11/24/10 **Date Completed:** 11/30/10

Summary: FGA - Console AIS client failed to communicate with CLS 10.2.15.60.

Resolution: 11/30/2010 9:59 AM Alaskan Standard Time - adeveau Cause: Unknown. Resolution: Issue cleared on its own. Technician verified that the AIS is logging.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 10454 **Date Opened:** 11/24/10 **Date Completed:** 11/24/10

Summary: Elmendorf - MOC Voice logger communication failure.

Resolution: 11/24/2010 1:56 PM Alaskan Standard Time - adeveau Cause: Voice Logger communication failure. Resolution: The technician changed the setting in the BIOS. No keyboard or monitor was connected so it would not fully boot. Changing the bios let the computer ignore that issue to boot up completely.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 10562 **Date Opened:** 11/29/10 **Date Completed:** 11/29/10

Summary: Birch Hill Master Site - Astro 7.1.1 amber light is on the DC01 due to a fan failure.

Resolution: 11/29/2010 1:50 PM Alaskan Standard Time - adeveau CAUSE: Software issue. RESOLUTION: Reset the server.

Department: AML-COP-DPS-Palmer PD **Priority** 2-Significant System Failure

Service Request #: 10573 **Date Opened:** 11/30/10 **Date Completed:** 11/30/10

Summary: Palmer PD - AMB Link 1.11.1 unknown.

Resolution: 11/30/2010 2:43 PM Alaskan Standard Time - adeveau Email queue. CCO contacted Andrea Deveau/9072698616/Bering Straits Information for update. Close this case. State technician was able to replace the M120 card. Craig/NMO verified.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 10585 **Date Opened:** 12/2/10 **Date Completed:** 12/2/10

Summary: FWA - Z002DC02 is flooding the SOC with 1097 and 1030 events.

Resolution: 12/2/2010 2:20 PM Alaskan Standard Time - adeveau CAUSE: Zone 2 domain controller Z002DC02 is flooding the SOC with 1097 and 1030 events. RESOLUTION: Technician stated that he found a corrupt log file on DC2 during the upgrade and fixed the issue. NMO confirmed that they are no longer seeing the same failed login attempt, case is approved for closure. Upgrade completed.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 10587 **Date Opened:** 12/2/10 **Date Completed:** 12/2/10

Summary: Eielson - Alt Fire 2009 OP1 unconfigured.

Resolution: 12/2/2010 12:00 PM Alaskan Standard Time - adeveau Cause: OP1 unconfigured.
Resolution: Tech restarted application.

Department: SOA-DPS **Priority** 1-Major System Failure

Service Request #: 10598 **Date Opened:** 12/2/10 **Date Completed:** 12/2/10

Summary: AST - Fairbanks Dispatch request to check router connection with Tok.

Resolution: 12/2/2010 1:28 PM Alaskan Standard Time - adeveau Technician reset the router which resolved the issue.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10638 **Date Opened:** 12/6/10 **Date Completed:** 12/6/10

Summary: Pillar Mtn - Site not wide trunking.

Resolution: 12/6/2010 9:13 AM Alaskan Standard Time - adeveau Duplicate case. Refer to 9738 - 22456752.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 10645 **Date Opened:** 12/7/10 **Date Completed:** 12/7/10

Summary: Elmendorf - Security Forces Console control path 1013.1 and .2 are bouncing.

Resolution: 12/6/2010 3:44 PM Alaskan Standard Time - adeveau Cause: Customer working on console
Resolution: Being tracked under another case.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 10650 **Date Opened:** 12/7/10 **Date Completed:** 12/7/10

Summary: Women's Bay - and Pillar Min sites not wide trunking.

Resolution: 12/7/2010 8:25 AM Alaskan Standard Time - adeveau Closed as a duplicate case. Refer to case 9738 22456752.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 10658 **Date Opened:** 12/7/10 **Date Completed:** 12/14/10

Summary: FWA - AIS cannot log in to Zone with IP Logger.

Resolution: 12/14/2010 8:49 AM Alaskan Standard Time - adeveau Cause: Router.
Resolution: Unplugged the network cable and rebooted the router.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 10692 **Date Opened:** 12/9/10 **Date Completed:** 12/9/10

Summary: Eielson - Console alarms.

Resolution: 12/9/2010 8:12 AM Alaskan Standard Time - adeveau
Cause: Technician onsite and caused alarms.
Resolution: Technician completed work.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 10693 **Date Opened:** 12/9/10 **Date Completed:** 12/9/10

Summary: FGA - Console alarms.

Resolution: 12/9/2010 10:55 AM Alaskan Standard Time - adeveau Cause: Console alarms caused by MotoPatch installation. Resolution: Technician completed MotoPatch installation.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 10714 **Date Opened:** 12/13/10 **Date Completed:** 12/16/10

Summary: Atwood 800 - System shut down for testing.

Resolution: 12/16/2010 12:17 PM Alaskan Standard Time - adeveau
Cause: Site shut down for testing.
Resolution: NMO verified the site is enabled. Associated events removed from the NetCool.

Department: AML-MOA **Priority** 2-Significant System Failure

Service Request #: 10782 **Date Opened:** 12/15/10 **Date Completed:** 12/15/10

Summary: MOA - After deleting adjacent site, radios are still roaming to the Atwood 800 site.

Resolution: 12/15/2010 2:49 PM Alaskan Standard Time - adeveau
Cause: Group of radios had this site configured as "Always Preferred ". Site was also added as a valid site to use in Site Access profiles.
Resolution: Site was removed from the Site Access profiles and they removed the "Always Preferred".

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 10784 **Date Opened:** 12/16/10 **Date Completed:** 12/17/10

Summary: Hurricane - Site controller resets every 30 minutes.

Resolution: 12/20/2010 11:19 AM Alaskan Standard Time - jkpannone Cause: Site Controller resets every 30 minutes.
Resolution: Reset both site controllers.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 10789 **Date Opened:** 12/16/10 **Date Completed:** 12/16/10

Summary: FWA - Playback station is unable to receive phone calls from NICE recorder.

Resolution: 12/16/2010 12:38 PM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Technician changed back CLS search.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 10793 **Date Opened:** 12/16/10 **Date Completed:** 12/16/10

Summary: Birch Hill Master Site - Domain controller 2 is not replicating.

Resolution: 12/16/2010 12:30 PM Alaskan Standard Time - adeveau
Cause: Domain Controller 2 replication not replicating.
Resolution: Forced replication from command line.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 10818 **Date Opened:** 12/18/10 **Date Completed:** 12/17/10

Summary: Eielson - Command Post Console Alarms

Resolution: 12/17/2010 4:27 PM Alaskan Standard Time - jkpannone CAUSE: Working on previous case
RESOLUTION: Opened in error. Refer to Case 22538691

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 10820 **Date Opened:** 12/20/10 **Date Completed:** 12/20/10

Summary: FGA - NICE device encountered an error on this media.

Resolution: 12/20/2010 3:07 PM Alaskan Standard Time - adeveau Cause: The Device encountered an error on this media.
Resolution: Technician replaced the DVD in the drive.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 10850 **Date Opened:** 12/20/10 **Date Completed:** 12/20/10

Summary: Elmendorf - Fire Console - Dispatch secure card 1012.6.1; enabling.

Resolution: 12/20/2010 12:42 PM Alaskan Standard Time - adeveau Cause: Customer working on the secure card.
Resolution: Technician completed loading the encryption keys on the secure card.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 11066 **Date Opened:** 12/27/10 **Date Completed:** 12/28/10

Summary: FGA - Console Communication Failure.

Resolution: 12/28/2010 8:01 AM Alaskan Standard Time - adeveau Cause: No trouble found. Resolution: Technician rebooted the analog logger.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 11221 **Date Opened:** 1/3/11 **Date Completed:** 1/6/11

Summary: Eielson - Alt WOC console alarms.

Resolution: 1/6/2011 1:29 PM Alaskan Standard Time - adeveau Cause: Station console was not powered up. Resolution: Technician powered up the console.

Department: SOA-DPS **Priority** 2-Significant System Failure

Service Request #: 11236 **Date Opened:** 1/4/11 **Date Completed:** 1/22/11

Summary: AST - Fairbanks Dispatch Console 3 error message: extremely low volume transmitting and receiving.

Resolution: 1/24/2011 11:27 AM Alaskan Standard Time - jkpannone Customer satisfied with the way the Console is working at this time. They do not have a maintenance contract and do not want to pay for any repairs at this time.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 11243 **Date Opened:** 1/4/11 **Date Completed:** 1/5/11

Summary: TSAIA - Site Channel 3 Failure

Resolution: 1/4/2011 6:13 PM Alaskan Standard Time - jkpannone Cause: Channel 3 Failure Resolution: Replaced the Control Board.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 11246 **Date Opened:** 1/4/11 **Date Completed:** 2/18/11

Summary: Birch Hill Master Site - Domain Controllers 1 and 2 are not replicating.

Resolution: 2/18/2011 2:34 PM Alaskan Standard Time - adeveau Cause: Login failures between Z002DC01 and Z002DC02.
Resolution: Technician rebooted Z002DC02.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 11286 **Date Opened:** 1/5/11 **Date Completed:** 3/23/11

Summary: TSAIA - Troubleshoot antenna system issue.

Resolution: 3/23/2011 8:28 AM Alaskan Standard Time - adeveau Technicians replaced the transmit antenna.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 11314 **Date Opened:** 1/6/11 **Date Completed:** 1/6/11

Summary: Elmendorf - KMF site router is down.

Resolution: 1/6/2011 8:22 AM Alaskan Standard Time - adeveau CAUSE: Hardware issue.
RESOLUTION: Technician replaced the router.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11518 **Date Opened:** 1/14/11 **Date Completed:** 1/21/11

Summary: Tsina - Site Controller 59.1 unknown.

Resolution: 1/20/2011 2:38 PM Alaskan Standard Time - adeveau
Cause: Unknown.
Resolution: Alarms cleared on their own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11523 **Date Opened:** 1/18/11 **Date Completed:** 1/15/11

Summary: Beaver Creek - Site controller 19.2 unknown.

Resolution: 1/18/2011 8:31 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: No trouble found. Alarm cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11530 **Date Opened:** 1/18/11 **Date Completed:** 1/19/11

Summary: Tudor Road Master Site - IVDPDR 1.1.1 overloaded > 5 minutes.

Resolution: 1/19/2011 8:28 AM Alaskan Standard Time - adeveau Cause: IVDPDR 1.1.1 overloaded > 5 minutes.
Resolution: Technician restarted the master agent.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 11537 **Date Opened:** 1/18/11 **Date Completed:** 2/4/11

Summary: Cooper Mtn - Antenna down.

Resolution: 2/4/2011 2:24 PM Alaskan Standard Time - adeveau
Cause: Bad coax cable between the combiner and the antenna.
Resolution: Cable replaced.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 11565 **Date Opened:** 1/20/11 **Date Completed:** 1/20/11

Summary: Elmendorf - Fire Console OP2 Dispatch Application critical malfunction.

Resolution: 1/20/2011 3:20 PM Alaskan Standard Time - adeveau CAUSE: Customer was loading encryption keys and cause alarms.
RESOLUTION: Maintenance complete.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 11575 **Date Opened:** 1/21/11 **Date Completed:** 1/20/11

Summary: Elmendorf - MOC - OP1 unknown and console site paths down.

Resolution: 1/27/2011 4:20 PM Alaskan Standard Time - adeveau CAUSE: Customer was loading encryption keys and cause alarms.
RESOLUTION: Maintenance complete.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 11576 **Date Opened:** 1/21/11 **Date Completed:** 1/20/11

Summary: FRA - Fire console site control paths down.

Resolution: 1/27/2011 4:21 PM Alaskan Standard Time - adeveau
Cause: Customer was loading encryption keys and cause alarms.
Resolution: Maintenance complete.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 11577 **Date Opened:** 1/21/11 **Date Completed:** 1/20/11

Summary: FRA - PMO both console site control path down.

Resolution: 1/27/2011 4:22 PM Alaskan Standard Time - adeveau
Cause: Customer was loading encryption keys and cause alarms.
Resolution: Maintenance complete.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11671 **Date Opened:** 1/26/11 **Date Completed:** 1/26/11

Summary: Willow Mtn - Channel 1 malfunction HW failure (3 Channel site).

Resolution: 2/7/2011 9:43 AM Alaskan Standard Time - adeveau Cause: No trouble found.
Resolution: Problem cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11698 **Date Opened:** 1/28/11 **Date Completed:** 1/28/11

Summary: Heney Range - Site controller 1 unknown.

Resolution: 1/28/2011 2:13 PM Alaskan Standard Time - adeveau Cause: No trouble found.
Resolution: Alarm cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 11721 **Date Opened:** 1/31/11 **Date Completed:** 1/31/11

Summary: Whittier - Base radio Channel 2 unknown.

Resolution: 1/31/2011 9:52 AM Alaskan Standard Time - adeveau Cause: No trouble found.
Resolution: Problem cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 11749 **Date Opened:** 2/1/11 **Date Completed:** 2/1/11

Summary: Beaver Creek - Site controller 1 user disabled by user request.

Resolution: 2/1/2011 8:34 AM Alaskan Standard Time - adeveau Cause: Site controller 19.1 disabled by user request.
Resolution: Technician reset the site controller.

Department: DOD-USAF-673RD WING-ALC(**Priority** 2-Significant System Failure

Service Request #: 11795 **Date Opened:** 2/1/11 **Date Completed:** 2/2/11

Summary: Elmendorf - NICE Logger Z001S01R01.R1N FRA Device does not recognize media.

Resolution: 2/1/2011 3:44 PM Alaskan Standard Time - adeveau Cause: Device does not recognize any media.
Resolution: Technician rotated the DVDs.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11806 **Date Opened:** 2/2/11 **Date Completed:** 2/2/11

Summary: Black Rapids - Site channels transmit inhibit by user request.

Resolution: 2/11/2011 1:10 PM Alaskan Standard Time - adeveau Transmit channels 1 and 2 set to 110 watts.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11808 **Date Opened:** 2/2/11 **Date Completed:** 2/3/11

Summary: FRA - Fire console site control paths are down (1008.1 and 1008.2).

Resolution: 2/2/2011 4:32 PM Alaskan Standard Time - adeveau CAUSE: Customer was loading encryption keys.
RESOLUTION: Customer completed loading the encryption keys.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 11840 **Date Opened:** 2/3/11 **Date Completed:** 2/3/11

Summary: FRA - PMO console site control paths down (1007.1 and 1007.2).

Resolution: 2/2/2011 4:34 PM Alaskan Standard Time - adeveau Cause: Customer was loading encryption keys.
Resolution: Customer completed loading the encryption keys.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 11942 **Date Opened:** 2/7/11 **Date Completed:** 2/22/11

Summary: Eielson - Command Post D7 no display on MCC7500.

Resolution: 2/22/2011 11:39 AM Alaskan Standard Time - adeveau
Cause: Defective monitor.
Resolution: Replaced defective monitor.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 12141 **Date Opened:** 2/15/11 **Date Completed:** 2/15/11

Summary: Elmendorf - Dispatch app OP01 and voice card unconfigured reset.

Resolution: 2/15/2011 9:03 AM Alaskan Standard Time - adeveau Cause: Dispatch App OP01 and voice card un-configured reset.
Resolution: Motorola technician stated that the customer reset at dispatch.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 12149 **Date Opened:** 2/15/11 **Date Completed:** 2/16/11

Summary: Elmendorf - MOC both console site control paths 1011.1 and 1011.2 down.

Resolution: 2/16/2011 12:15 PM Alaskan Standard Time - adeveau Cause: Elmendorf AFB MOC both console site control paths (1011.1 and 1011.2) are down.
Resolution: Technician reloaded encryption keys and installed a spare CPU.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 12165 **Date Opened:** 2/16/11 **Date Completed:** 2/16/11

Summary: FRA - Fire OP01 dispatch application malfunction.

Resolution: 2/16/2011 11:28 AM Alaskan Standard Time - adeveau Cause: OP01 Dispatch application malfunction caused by user error.
Resolution: Technician verified the event alarms cleared.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 12166 **Date Opened:** 2/16/11 **Date Completed:** 2/16/11

Summary: Elmendorf - Fire console S012OP01 and 02 unknown.

Resolution: 2/16/2011 8:30 AM Alaskan Standard Time - adeveau Cause: Unknown
Resolution: OPs enabled.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 12167 **Date Opened:** 2/16/11 **Date Completed:** 2/17/11

Summary: Elmendorf - Fire Console OP 1 and 2 unknown.

Resolution: 2/17/2011 8:26 AM Alaskan Standard Time - adeveau CAUSE: Elmendorf AFB Fire Console (1012) - OP 1 and 2 unknown
RESOLUTION: Cleared out Corrupted Event Logs

Department: DOD-USARAK-FRA **Priority** 3-Intermittent System Failure

Service Request #: 12183 **Date Opened:** 2/17/11 **Date Completed:** 2/17/11

Summary: FRA - Fire reload PC anywhere software.

Resolution: 2/17/2011 8:29 AM Alaskan Standard Time - adeveau
Cause: Updated Software
Resolution: Software update completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 12196 **Date Opened:** 2/18/11 **Date Completed:** 2/18/11

Summary: Saddle Mtn - Site RptrScrFan_3.2.1 critical malfunction hardware failure.

Resolution: 2/18/2011 8:32 AM Alaskan Standard Time - adeveau Cause: RptrScrFan_3.2.1 critical malfunction hardware failure.
Resolution: Issue cleared on its own.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 12307 **Date Opened:** 2/22/11 **Date Completed:** 2/22/11

Summary: Eielson - Security Forces AIS unknown.

Resolution: 2/22/2011 11:23 AM Alaskan Standard Time - adeveau Cause: AIS unknown.
Resolution: Technician reset the UPS.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 12338 **Date Opened:** 2/24/11 **Date Completed:** 2/25/11

Summary: Birch Hill VHF - Channel 3 intermittent hardware failures. (12280 Temp Case Number)

Resolution: 2/24/2011 2:43 PM Alaskan Standard Time - adeveau Cause: Bad power amp on Channel 3.
Resolution: Replaced the power amp and aligned Channel 3.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 12417 **Date Opened:** 2/28/11 **Date Completed:** 2/28/11

Summary: Birch Hill VHF - Unknown; not wide trunking.

Resolution: 2/28/2011 9:11 AM Alaskan Standard Time - adeveau Cause: Site not wide trunking.
Resolution: Technician rerouted the power.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 12418 **Date Opened:** 2/28/11 **Date Completed:** 2/28/11

Summary: Birch Hill Master Site - Zone Controllers 1&2 unknown, ZC Operational Health 1.1/2.1 unknown.

Resolution: 2/28/2011 8:39 AM Alaskan Standard Time - adeveau Cause: No trouble found.
Resolution: Issue cleared on its own. This issue was an indirect result of a bad UPS at the site. Refer to WO 12435.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 12420 **Date Opened:** 2/28/11 **Date Completed:** 2/28/11

Summary: Birch Hill Master Site - Multiple interconnect audio paths down.

Resolution: 2/28/2011 8:50 AM Alaskan Standard Time - adeveau Cause: Multiple interconnect audio paths down; intermittent issue.
Resolution: Technician reset server and interconnect box. This issue was an indirect result of a bad UPS at the site. Refer to WO 12435.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 12489 **Date Opened:** 3/2/11 **Date Completed:** 3/4/11

Summary: Eielson - Security Forces Console Op 3 bouncing.

Resolution: 3/4/2011 10:27 AM Alaskan Standard Time - adeveau Cause: Console #3 bouncing on switch.
Resolution: Technician replaced RJ45 connector.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 12549 **Date Opened:** 3/2/11 **Date Completed:** 3/2/11

Summary: Elmendorf - Security Forces Op1 critical malfunction.

Resolution: 3/2/2011 1:10 PM Alaskan Standard Time - adeveau Cause: Customer loading encryption keys.
Resolution: Customer completed loading encryption keys.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 12555 **Date Opened:** 3/2/11 **Date Completed:** 3/3/11

Summary: Eielson - Security Forces console 3 bouncing on switch.

Resolution: 3/2/2011 5:08 PM Alaskan Standard Time - jkpannone Duplicate request. Being tracked under WO 12489.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 12644 **Date Opened:** 3/3/11 **Date Completed:** 6/3/11

Summary: Birch Hill Master Site - Domain controllers failure to replicate.

Resolution: 6/3/2011 8:08 AM Alaskan Standard Time - adeveau CAUSE: Configuration
RESOLUTION: Per the Motorola engineers, they have set the "Strict Replication Consistency" setting to how it should be. Controller is replicating as it should be.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 12765 **Date Opened:** 3/7/11 **Date Completed:** 3/7/11

Summary: Moose Pass - Site unknown. Not wide trunking.

Resolution: 3/7/2011 10:28 AM Alaskan Standard Time - adeveau Cause: Site unknown; not wide trunking.
Resolution: Issue cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 12766 **Date Opened:** 3/7/11 **Date Completed:** 3/9/11

Summary: Willow Mtn - Site chronic Channel 2 hardware failure.

Resolution: 3/9/2011 12:36 PM Alaskan Standard Time - jkpannone Cause: Unknown
Resolution: Reseated the cables and swapped the cables between ports 25 and 26.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 12822 **Date Opened:** 3/8/11 **Date Completed:** 3/8/11

Summary: Eielson - LMR GPIOM 9.1 unconfigured.

Resolution: 3/8/2011 2:04 PM Alaskan Standard Time - adeveau Cause: Agent not logged in.
Resolution: Agent logged in. Alarms cleared.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 12838 **Date Opened:** 3/9/11 **Date Completed:** 3/10/11

Summary: FWA - AIS communication failure on voice logger 10.2.12.73.

Resolution: 3/10/2011 10:37 AM Alaskan Standard Time - adeveau Cause: Communication failure on voice logger.
Resolution: Technician rebooted the telecom logger.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 12856 **Date Opened:** 3/10/11 **Date Completed:** 3/11/11

Summary: Elmendorf - MOC 10.1.11.73 communication failure on voice logger.

Resolution: 3/11/2011 8:11 AM Alaskan Standard Time - adeveau Cause: Communication failure on the voice logger.
Resolution: Rebooted the logger.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 12860 **Date Opened:** 3/11/11 **Date Completed:** 3/12/11

Summary: Elmendorf - RCC console 1004 site control path 1 and 2 link down.

Resolution: 3/14/2011 8:07 AM Alaskan Standard Time - adeveau Cause: Console 1004 - Console site control path 1 and 2 link down.
Resolution: Technician reset and then changed some configurations.

Department: AML-Moose Pass Fire EMS **Priority** 1-Major System Failure

Service Request #: 12883 **Date Opened:** 3/14/11 **Date Completed:** 3/29/11

Summary: Moose Pass Fire EMS - Did not receive urgent broadcast from Seward Dispatch 3/13/11 at 2:30 am.

Resolution: 3/29/2011 9:43 AM Alaskan Standard Time - adeveau Issue cleared when technicians replaced the jumper on the antenna. Customer approved closure.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 12951 **Date Opened:** 3/16/11 **Date Completed:** 3/17/11

Summary: FWA - Communication failure on voice logger 10.2.12.73.

Resolution: 3/17/2011 9:02 AM Alaskan Standard Time - adeveau Cause: Communication failure on the voice logger.
Resolution: The technician rebooted the logger.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 12963 **Date Opened:** 3/17/11 **Date Completed:** 3/17/11

Summary: Pillar Mtn - Request to change the control channel from 1 to 2.

Resolution: 3/17/2011 1:18 PM Alaskan Standard Time - adeveau Control channel changed from 1 to 2.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 12975 **Date Opened:** 3/21/11 **Date Completed:** 3/21/11

Summary: FRA - Fire communication failure on voice logger.

Resolution: 3/21/2011 2:43 PM Alaskan Standard Time - adeveau Per System Manager, case closed; no maintenance contract in place.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 12977 **Date Opened:** 3/21/11 **Date Completed:** 12/21/11

Summary: Birch Hill VHF - Line of site coverage issues reported.

Resolution: 12/21/2011 2:02 PM Alaskan Standard Time - jkpannone Resolution: Antenna replaced.

Department: AML-MOA **Priority** 2-Significant System Failure

Service Request #: 13041 **Date Opened:** 3/23/11 **Date Completed:** 3/24/11

Summary: MOA - Two dispatch OPs in Zone 4 not receiving Symantec anti-virus updates.

Resolution: 3/24/2011 8:14 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Technician reset the CSMS server; clients are now receiving updates.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 13076 **Date Opened:** 3/25/11 **Date Completed:** 4/7/11

Summary: Birch Hill Master Site - User server fan 3.1 failure.

Resolution: 4/7/2011 1:47 PM Alaskan Standard Time - adeveau
Cause: Faulty hardware.
Resolution: Replaced the fan assembly.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 13146 **Date Opened:** 3/29/11 **Date Completed:** 3/29/11

Summary: Honolulu - Rebooting site controllers.

Resolution: 3/29/2011 7:56 AM Alaskan Standard Time - adeveau Cause: Technician reconfiguring controller.
Resolution: Technician completed reconfiguration of controller.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 13211 **Date Opened:** 4/1/11 **Date Completed:** 4/2/11

Summary: Girdwood - Site controller 2 and Channels 2 and 4 malfunction.

Resolution: 4/4/2011 8:25 AM Alaskan Standard Time - adeveau Cause: Transport issue.
Resolution: Problem cleared on its own.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 13232 **Date Opened:** 4/4/11 **Date Completed:** 4/6/11

Summary: Girdwood - Malfunction on SC1 and Channels 2 and 4.

Resolution: 4/6/2011 12:00 PM Alaskan Standard Time - adeveau Technician completed changing out the switch.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 13233 **Date Opened:** 4/4/11 **Date Completed:** 4/2/11

Summary: Bailey Hill - Rebooting site controller.

Resolution: 4/4/2011 8:42 AM Alaskan Standard Time - adeveau Cause: Rebooting site controller.
Resolution: Technician completed rebooting site controller.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 13235 **Date Opened:** 4/4/11 **Date Completed:** 4/2/11

Summary: Byers Creek - Rebooting the site controller.

Resolution: 4/5/2011 3:09 PM Alaskan Standard Time - jkpannone Per Mark Jenks, in order for the controller to register the Moscad he had to reboot both site controllers.
4/4/2011 8:54 AM Alaskan Standard Time - adeveau Cause: Rebooting site controller.
Resolution: Technician completed rebooting site controller.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 13416 **Date Opened:** 4/8/11 **Date Completed:** 4/8/11

Summary: Elmendorf - MOC GPIOM 4.1 unconfigured reset.

Resolution: 4/8/2011 8:14 AM Alaskan Standard Time - jkpannone CAUSE: Password problem
RESOLUTION: Mark Jenks/FSO provided a temp password

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 13494 **Date Opened:** 4/13/11 **Date Completed:** 4/13/11

Summary: Hope - Site not wide trunking > 5 minutes.

Resolution: 4/13/2011 2:57 PM Alaskan Standard Time - adeveau Cause: Site controller 2 off line.
Resolution: Technician replaced site controller 2.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 13542 **Date Opened:** 4/18/11 **Date Completed:** 5/11/11

Summary: Eielson - Alt WOC console site control path bouncing.

Resolution: 5/11/2011 12:09 PM Alaskan Standard Time - adeveau Cause: Bad router.
Resolution: Router was repaired and re-installed

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 13543 **Date Opened:** 4/18/11 **Date Completed:** 4/18/11

Summary: Eielson - Security Forces AIS 01C2 and LR01 unknown.

Resolution: 4/18/2011 11:00 AM Alaskan Standard Time - adeveau Cause: AFB Security AIS 01C2 & LR01 Unknown.
Resolution: Technician rebooted the Playback Station.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 13591 **Date Opened:** 4/20/11 **Date Completed:** 4/20/11

Summary: Tudor Road Master Site - Update Syslog connectors.

Resolution: 4/20/2011 2:30 PM Alaskan Standard Time - adeveau Cause: Standard upgrade.
Resolution: Security Manager provided Motorola with the necessary information to update the ArcSight connectors on the SYSLOG.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 13664 **Date Opened:** 4/21/11 **Date Completed:** 4/21/11

Summary: Eielson - Security Forces OP01 unknown.

Resolution: 4/21/2011 3:03 PM Alaskan Standard Time - adeveau Cause: Technician stated that there was corrupt event log on the playback station clogging network connectivity.
Resolution: The technician cleared the event log.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 13674 **Date Opened:** 4/21/11 **Date Completed:** 4/25/11

Summary: Tudor Road Master Site - Server Fan 11.1 failure; unknown cause.

Resolution: 4/25/2011 10:19 AM Alaskan Standard Time - adeveau Cause: Faulty Server Fan
Resolution: Fan repaired and running 4400 rpm; alarm cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 13676 **Date Opened:** 4/22/11 **Date Completed:** 4/23/11

Summary: Tsina- Site not wide trunking.

Resolution: 4/25/2011 7:56 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Technician reset site controllers 1 and 2.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 13825 **Date Opened:** 5/2/11 **Date Completed:** 5/2/11

Summary: FWA - Op1 Z002s012OP01 Indeterminate Object not found.

Resolution: 5/2/2011 12:47 PM Alaskan Standard Time - jkpannone Resolution: Op position no longer in service.
Case closed.

Department: AML-Wasilla PD-MATCOM **Priority** 1-Major System Failure

Service Request #: 13829 **Date Opened:** 5/3/11 **Date Completed:** 5/2/11

Summary: MATCOM - Unable to access consoles.

Resolution: 5/3/2011 1:18 PM Alaskan Standard Time - jkpannone Expiration date removed from group account so this should not be an issue in the future.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 14071 **Date Opened:** 5/9/11 **Date Completed:** 5/7/11

Summary: Elmendorf - Security Forces both console site control paths down (1013.1 and 1013.2).

Resolution: 5/9/2011 8:20 AM Alaskan Standard Time - adeveau Cause: Customer took down consoles.
Resolution: Technician provided customer with password to log back in to consoles.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 14078 **Date Opened:** 5/10/11 **Date Completed:** 5/10/11

Summary: Tsina - Adjusting a transmitter.

Resolution: 5/10/2011 8:22 AM Alaskan Standard Time - adeveau Cause: Preventative maintenance.
Resolution: Technician adjusted the transmitter.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 14095 **Date Opened:** 5/10/11 **Date Completed:** 5/11/11

Summary: Tudor Road Master Site - Adding CEN 10 - Need to reboot GGSN Router, peripheral route.

Resolution: 5/11/2011 12:06 PM Alaskan Standard Time - adeveau Cause: Adding CEN10 which requires a reboot of GGSN Router and Peripheral Route.
Resolution: Technician completed the router work.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 14117 **Date Opened:** 5/11/11 **Date Completed:** 5/11/11

Summary: Tudor Road Master Site - Request assistance with SYSLOG to update ArcSight Connector.

Resolution: 5/11/2011 3:45 PM Alaskan Standard Time - adeveau Cause: Password needed for maintenance as standard procedure.
Resolution: Information received.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 14127 **Date Opened:** 5/11/11 **Date Completed:** 5/13/11

Summary: Elmendorf - Fire console OP 2 bouncing.

Resolution: 5/16/2011 8:49 AM Alaskan Standard Time - adeveau CAUSE: Console bouncing (OP2).
RESOLUTION: Technician repaired the land connector and the encryption card.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 14184 **Date Opened:** 5/13/11 **Date Completed:** 5/19/11

Summary: Eielson - KMF is not working.

Resolution: 5/19/2011 2:23 PM Alaskan Standard Time - adeveau Cause: Issue with the router.
Resolution: Astro team resolved the issue with the router.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 14211 **Date Opened:** 5/16/11 **Date Completed:** 5/14/11

Summary: Elmendorf - Fire console (1012) OP2 unknown.

Resolution: 5/16/2011 8:56 AM Alaskan Standard Time - adeveau CAUSE: Bad Cable connector.
RESOLUTION: Technician replaced the cable connector.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 14225 **Date Opened:** 5/16/11 **Date Completed:** 5/17/11

Summary: Eielson - Security Forces bouncing link.

Resolution: 5/17/2011 8:08 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Problem cleared on its own.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 14226 **Date Opened:** 5/16/11 **Date Completed:** 5/17/11

Summary: Tudor Road Master Site - Hard drive error on the firewall.

Resolution: 5/17/2011 1:55 PM Alaskan Standard Time - adeveau Cause: Hard drive error on the firewall.
Resolution: Technician replaced the firewall.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 14232 **Date Opened:** 5/17/11 **Date Completed:** 5/18/11

Summary: Elmendorf - KMF router is down.

Resolution: 5/17/2011 4:25 PM Alaskan Standard Time - adeveau Cause: Boot Failed on the Router.
Resolution: Replaced the Router and rebooted the fiber multiplexor.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14244 **Date Opened:** 5/19/11 **Date Completed:** 5/19/11

Summary: Birch Hill Master Site - IVD ring Communication 2.1.1.2.1.1 unreachable.

Resolution: 5/19/2011 2:27 PM Alaskan Standard Time - adeveau Duplicate of case 22687244.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14344 **Date Opened:** 5/19/11 **Date Completed:** 5/23/11

Summary: Birch Hill Master Site - Core RP3 and Core RP4 router malfunctions.

Resolution: 5/23/2011 11:55 AM Alaskan Standard Time - adeveau Cause: Zone 2 Core RP3 and Core RP4 router malfunctions.
Resolution: Per the technician, the customer fixed the link to console site 10.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 14347 **Date Opened:** 5/19/11 **Date Completed:** 5/20/11

Summary: Eielson - Alt WOC console site control path 1008.1 and 1008.2 down; unknown cause.

Resolution: 5/20/2011 3:54 PM Alaskan Standard Time - adeveau CAUSE: Loading the encryption key on the console.
RESOLUTION: Work completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 14348 **Date Opened:** 5/19/11 **Date Completed:** 5/20/11

Summary: Eielson - Command Post console site control path 1007.1 and 1007.2 down; unknown cause.

Resolution: 5/20/2011 4:02 PM Alaskan Standard Time - adeveau CAUSE: Loading the encryption key on the console.
RESOLUTION: Work completed.

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 14351 **Date Opened:** 5/20/11 **Date Completed:** 5/23/11

Summary: FGA - Console communication failure to voice logger 10.2.15.73.

Resolution: 5/24/2011 8:09 AM Alaskan Standard Time - adeveau Cause: Logger failed.
Resolution: Technician performed a cold boot which cleared the alarm.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 14435 **Date Opened:** 5/25/11 **Date Completed:** 5/25/11

Summary: Eielson - Alt Fire OP01 and OP02 unknown.

Resolution: 5/25/2011 4:00 PM Alaskan Standard Time - adeveau Cause: Intermittent issue.
Resolution: Technician rebooted OP1.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14453 **Date Opened:** 5/26/11 **Date Completed:** 5/26/11

Summary: Moose Pass - Site controller fan 24.2.1 hardware failure.

Resolution: 5/26/2011 10:21 AM Alaskan Standard Time - adeveau Cause: Hardware malfunction.
Resolution: Technician replaced the fans on site controller 2.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 14481 **Date Opened:** 5/27/11 **Date Completed:** 5/27/11

Summary: Haines - Site controller restart, user requested.

Resolution: 5/27/2011 9:54 AM Alaskan Standard Time - jkpannone Technician rebooted site controller.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14484 **Date Opened:** 5/31/11 **Date Completed:** 5/30/11

Summary: Moose Pass - Repeater SC Fan 24.1.1 malfunctioning due to hardware failure.

Resolution: 5/31/2011 8:37 AM Alaskan Standard Time - adeveau Cause: Hardware failure on site controller fan #1.
Resolution: Technician replaced both fans on site controller #1.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14486 **Date Opened:** 5/31/11 **Date Completed:** 5/28/11

Summary: Moose Pass - Site not in wide trunking.

Resolution: 5/31/2011 8:32 AM Alaskan Standard Time - adeveau Cause: Hardware failure.
Resolution: Technician reset the circuit breaker.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14541 **Date Opened:** 6/2/11 **Date Completed:** 6/3/11

Summary: Birch Hill Master Site - Port 1 bouncing on core router 2.

Resolution: 6/3/2011 7:52 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Technician rebooted the core 2 router.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 14542 **Date Opened:** 6/2/11 **Date Completed:** 6/2/11

Summary: Harding Lake - Site controller 9.2 unknown.

Resolution: 6/2/2011 1:45 PM Alaskan Standard Time - adeveau CAUSE: Unknown
RESOLUTION: Issue being tracked under case 22708786

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 14916 **Date Opened:** 6/16/11 **Date Completed:** 6/16/11

Summary: Byers Creek - Adjusting the transmit problems.

Resolution: 6/16/2011 1:22 PM Alaskan Standard Time - jkpannone CAUSE: Tech on site.
RESOLUTION: Adjusting the transmit problems is done.

Department: DOD-USARAK-FWA **Priority** 3-Intermittent System Failure

Service Request #: 14922 **Date Opened:** 6/16/11 **Date Completed:** 6/16/11

Summary: FWA - AIS site is bouncing.

Resolution: 6/16/2011 3:02 PM Alaskan Standard Time - jkpannone CAUSE: Corrupted even log in AIS.
RESOLUTION: Cleared a corrupt event log in the AIS.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 14923 **Date Opened:** 6/16/11 **Date Completed:** 6/16/11

Summary: Atwood VHF - Channel 9 exterior failure.

Resolution: 6/16/2011 3:55 PM Alaskan Standard Time - jkpannone CAUSE: PA failed
RESOLUTION: Replaced PA module.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 14956 **Date Opened:** 6/21/11 **Date Completed:** 6/22/11

Summary: R1 North - Power issue; AC Failure alarms.

Resolution: 6/23/2011 4:32 PM Alaskan Standard Time - adeveau Cause: Power failure.
Resolution: UPS reset.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 14967 **Date Opened:** 6/21/11 **Date Completed:** 6/21/11

Summary: Elmendorf - Security Forces OP1 user requested reset.

Resolution: 6/21/2011 2:17 PM Alaskan Standard Time - adeveau CAUSE: Customer was reloading system keys.
RESOLUTION: Customer completed reloading system keys.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 14973 **Date Opened:** 6/21/11 **Date Completed:** 6/21/11

Summary: FRA - Console site control path 1008.1 and 1008.2 down.

Resolution: 6/21/2011 2:24 PM Alaskan Standard Time - adeveau CAUSE: Customer was reloading encryption keys.
RESOLUTION: Customer completed reloading their encryption keys.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 14974 **Date Opened:** 6/21/11 **Date Completed:** 6/21/11

Summary: FRA - PMO console site control path 1007.1 and 1007.2 down.

Resolution: 6/21/2011 2:28 PM Alaskan Standard Time - adeveau Cause: Customer was reloading encryption keys.
Resolution: Customer completed reloading encryption keys.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 15072 **Date Opened:** 6/23/11 **Date Completed:** 6/23/11

Summary: Elmendorf - Security Forces Console Z001S011 OP01 unknown.

Resolution: 6/23/2011 8:34 AM Alaskan Standard Time - adeveau CAUSE: Hardware failure.
RESOLUTION: Technician rebooted the system.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 15491 **Date Opened:** 7/1/11 **Date Completed:** 7/1/11

Summary: Pillar Mtn - Site bouncing.

Resolution: 7/1/2011 8:48 AM Alaskan Standard Time - jkpannone Deviation alignment completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 15493 **Date Opened:** 7/1/11 **Date Completed:** 7/1/11

Summary: PMI Women's Bay 7/1/11.

Resolution: 7/1/2011 9:00 AM Alaskan Standard Time - jkpannone Deviation alignment completed.

Department: SOA-DPS **Priority** 3-Intermittent System Failure

Service Request #: 15706 **Date Opened:** 7/7/11 **Date Completed:** 7/7/11

Summary: AST - Fairbanks Dispatch request for technical assistance on OPs consoles.

Resolution: 7/7/2011 4:10 PM Alaskan Standard Time - adeveau The technician reset the time-out value to allow enough time for the new database to load.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 15712 **Date Opened:** 7/11/11 **Date Completed:** 7/11/11

Summary: Tsina- All three channels are down.

Resolution: 7/11/2011 9:43 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Channel alarms cleared on their own.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 15776 **Date Opened:** 7/15/11 **Date Completed:** 7/16/11

Summary: Elmendorf - KMF client does not work.

Resolution: 7/18/2011 8:55 AM Alaskan Standard Time - adeveau Cause: Defective power supply.
Resolution: Technician replaced the power supply.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 15898 **Date Opened:** 7/18/11 **Date Completed:** 7/19/11

Summary: Eielson - Security Forces AIS 01 C2 unknown.

Resolution: 7/18/2011 11:04 AM Alaskan Standard Time - adeveau Technician replaced a bad UPS.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 15899 **Date Opened:** 7/18/11 **Date Completed:** 7/19/11

Summary: Eielson - Security Forces S006LR01 in Comm Failure. Logger recorder down.

Resolution: 7/18/2011 11:02 AM Alaskan Standard Time - adeveau Technician replaced a bad UPS.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 16155 **Date Opened:** 7/25/11 **Date Completed:** 7/25/11

Summary: Quarry Hill - Channel 2 PA failure.

Resolution: 7/26/2011 8:27 AM Alaskan Standard Time - adeveau Cause: Channel 2 power amplifier failure.
Resolution: Technician replaced the power amp on Channel 2.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 16399 **Date Opened:** 8/1/11 **Date Completed:** 8/1/11

Summary: FGA - Communication issue on voice logger 10.2.15.73.

Resolution: 8/1/2011 2:32 PM Alaskan Standard Time - adeveau Cause: Media (DVD) full.
Resolution: Technician changed out the media.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 16592 **Date Opened:** 8/5/11 **Date Completed:** 8/5/11

Summary: FRA - Range Control logging recorder stopped working.

Resolution: 8/5/2011 8:30 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Technician de-fragmented the hard drive and reloaded software.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 16967 **Date Opened:** 8/11/11 **Date Completed:** 8/11/11

Summary: Moose Pass - Site controller fan critical malfunction; hardware failure.

Resolution: 8/11/2011 10:57 AM Alaskan Standard Time - adeveau Cause: Site contoller fan failure due to debris.
Resolution: Technician cleaned the bugs out of the fan.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 16987 **Date Opened:** 8/12/11 **Date Completed:** 8/16/11

Summary: Birch Hill Master Site - Cooling fan failure on the ArcaDacs digital cross connect.

Resolution: 8/16/2011 11:09 AM Alaskan Standard Time - adeveau Cause: Cooling fan failure.
Resolution: Cooling fan assembly replaced.

Department: DOD-USARAK-FWA **Priority** 3-Intermittent System Failure

Service Request #: 16988 **Date Opened:** 8/12/11 **Date Completed:** 8/12/11

Summary: FWA - Police request to retrieve recorded calls off the logging system.

Resolution: 8/12/2011 12:53 PM Alaskan Standard Time - adeveau Technician completed retrieving the files from the logging recorder.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17029 **Date Opened:** 8/16/11 **Date Completed:** 8/19/11

Summary: Moose Pass - Site controller fan critical malfunction hardware failure.

Resolution: 8/18/2011 2:48 PM Alaskan Standard Time - adeveau Technician replaced the site controller fan.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17051 **Date Opened:** 8/18/11 **Date Completed:** 8/19/11

Summary: Moose Pass - Channel 1 power amp fan fault.

Resolution: 8/18/2011 2:47 PM Alaskan Standard Time - adeveau Cause: Debris in the power amp fan.
Resolution: Debris cleaned out of the fan.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17052 **Date Opened:** 8/18/11 **Date Completed:** 8/19/11

Summary: Moose Pass - Site controller fans 1 and 2 are down.

Resolution: 8/18/2011 2:47 PM Alaskan Standard Time - adeveau Cause: Site controllers 1 and 2 fan failure.
Resolution: Both site controller fans replaced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17101 **Date Opened:** 8/22/11 **Date Completed:** 8/24/11

Summary: Moose Pass - Repeater site controller fan 24.1.1 critical malfunction > 5 minutes.

Resolution: 8/23/2011 2:21 PM Alaskan Standard Time - adeveau Cause: Debris in site controller fan.
Resolution: Site controller fan cleaned.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 17217 **Date Opened:** 8/29/11 **Date Completed:** 8/29/11

Summary: Money Knob - Site control path 17.2 down.

Resolution: 8/29/2011 2:44 PM Alaskan Standard Time - adeveau Cause: Bad site controller.
Resolution: Site controller 2 replaced.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 17260 **Date Opened:** 8/31/11 **Date Completed:** 8/31/11

Summary: Elmendorf - Security Forces NICE reconnect logging recorders.

Resolution: 8/31/2011 12:06 PM Alaskan Standard Time - adeveau Cause: Logging recorder disconnected.
Resolution: Logging recorder reconnected.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 17339 **Date Opened:** 9/1/11 **Date Completed:** 9/1/11

Summary: Eielson - Playback station is not working.

Resolution: 9/2/2011 9:42 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Technician connected the playback station to the right network.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 17341 **Date Opened:** 9/1/11 **Date Completed:** 9/7/11

Summary: Pillar Mtn - AST Kodiak Island experiencing issues with ALMR since Monday, Aug. 29.

Resolution: 9/6/2011 4:28 PM Alaskan Standard Time - jkpannone Cause: Channel 4 PA locked in transmit
Resolution: Removed lock and turned Channel 4 back on.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17347 **Date Opened:** 9/1/11 **Date Completed:** 9/2/11

Summary: USARAK - Troubleshoot UCM. Potential corrupted database.

Resolution: 9/2/2011 8:33 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Technician rebooted the server.

Department: SOA-DPS **Priority** 2-Significant System Failure

Service Request #: 17361 **Date Opened:** 9/2/11 **Date Completed:** 9/2/11

Summary: AST - Soldotna Dispatch Console OP1 will not access Elite-Zone1.local.

Resolution: 10/7/2011 11:14 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: User rebooted the computer.

Department: AML-City of Seward **Priority** 1-Major System Failure

Service Request #: 17364 **Date Opened:** 9/6/11 **Date Completed:** 9/13/11

Summary: City of Seward - Request for technical assistance on Motobridge. Currently not working.

Resolution: 9/13/2011 3:50 PM Alaskan Standard Time - adeveau Loose connection cable fixed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 17366 **Date Opened:** 9/6/11 **Date Completed:** 9/7/11

Summary: Trims - Channel 3 adjusting configured power.

Resolution: 9/7/2011 8:20 AM Alaskan Standard Time - adeveau Cause: Maintenance.
Resolution: Channel 3 power increased to appropriate level.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17417 **Date Opened:** 9/12/11 **Date Completed:** 9/12/11

Summary: Glennallen - Site control channel is not working.

Resolution: 9/12/2011 9:04 AM Alaskan Standard Time - adeveau Cause: Site channel not working.
Resolution: Site control channels rebooted.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 17451 **Date Opened:** 9/13/11 **Date Completed:** 9/14/11

Summary: Atwood VHF - Port 22 is bouncing.

Resolution: 9/14/2011 3:30 PM Alaskan Standard Time - adeveau Cause: Loose connection on Port 22.
Resolution: Connection on Port 22 stabilized.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 17471 **Date Opened:** 9/14/11 **Date Completed:** 9/14/11

Summary: Ft Greely - Channel 5 malfunction; illegal carrier.

Resolution: 9/14/2011 2:19 PM Alaskan Standard Time - adeveau Cause: Illegal carrier.
Resolution: Base radio was powered down and restarted, which resolved the issue.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 17488 **Date Opened:** 9/15/11 **Date Completed:** 9/15/11

Summary: Cottonwood Creek - Testing repeaters on site.

Resolution: 9/15/2011 8:11 AM Alaskan Standard Time - adeveau Testing completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 17489 **Date Opened:** 9/15/11 **Date Completed:** 9/15/11

Summary: Black Rapids - Site control paths 4.1 and 4.2 bouncing.

Resolution: 9/15/2011 10:09 AM Alaskan Standard Time - adeveau Duplicate case. Refer to case 17470 - 22826146.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 17594 **Date Opened:** 9/23/11 **Date Completed:** 9/26/11

Summary: Eielson - Changing a battery and encryption in MCC7500 console.

Resolution: 9/26/2011 1:50 PM Alaskan Standard Time - adeveau Battery changed out.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 17846 **Date Opened:** 9/28/11 **Date Completed:** 9/28/11

Summary: FRA - PMO can't get the display to work.

Resolution: 9/28/2011 8:27 AM Alaskan Standard Time - adeveau Cause: Hardware failure.
Resolution: Replaced the encryption card and voice card.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 17927 **Date Opened:** 9/30/11 **Date Completed:** 11/4/11

Summary: Eielson - Command Post Analog logger is offline.

Resolution: 11/4/2011 1:34 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Alarm board in logger replaced.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 17932 **Date Opened:** 9/30/11 **Date Completed:** 10/17/11

Summary: Tudor Road Master Site - UCS needs to be rebooted to enable it after disabled.

Resolution: 10/17/2011 3:37 PM Alaskan Standard Time - adeveau Cause: Orphaned process on UCS.
Resolution: Manually killed process.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 18108 **Date Opened:** 10/5/11 **Date Completed:** 10/6/11

Summary: FGA - Console D15 AIS client failed to communicate with CLS.

Resolution: 10/6/2011 8:10 AM Alaskan Standard Time - adeveau Cause: AIS needed to be rebooted
Resolution: AIS server and Call Focus were rebooted.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 18122 **Date Opened:** 10/6/11 **Date Completed:** 10/25/11

Summary: FRA - PMO redundant power supply problem.

Resolution: 10/25/2011 9:53 AM Alaskan Standard Time - adeveau Cause: Faulty power supply.
Resolution: Replaced power supply #3.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 18154 **Date Opened:** 10/6/11 **Date Completed:** 10/11/11

Summary: Birch Hill Master Site - Fan failure on the server.

Resolution: 10/11/2011 2:13 PM Alaskan Standard Time - jkpannone Cause: Loose power connector to the mother board.
Resolution: Re-connected power connector to the mother board.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 18664 **Date Opened:** 10/17/11 **Date Completed:** 10/17/11

Summary: Black Rapids - Site unknown.

Resolution: 10/17/2011 8:20 AM Alaskan Standard Time - adeveau Cause: Router down.
Resolution: Rebooted the router.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 18764 **Date Opened:** 10/19/11 **Date Completed:** 10/20/11

Summary: Elmendorf - Fire console dispatch application critical malfunction and OP01 unknown.

Resolution: 10/19/2011 4:19 PM Alaskan Standard Time - adeveau Cause: Customer loading secure cards at sites 7,8,11,12, and 13.
Resolution: Secure cards loaded.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 18814 **Date Opened:** 10/20/11 **Date Completed:** 10/20/11

Summary: Birch Hill Master Site - Interconnect audio path unknown.

Resolution: 10/20/2011 8:31 AM Alaskan Standard Time - adeveau Cause: PBX phone system problem.
Resolution: PBX phone system reset.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 18918 **Date Opened:** 10/24/11 **Date Completed:** 10/25/11

Summary: Beaver Creek - Site unknown 3 x in 30 minutes.

Resolution: 10/25/2011 11:44 AM Alaskan Standard Time - adeveau Cause: Faulty switch 1.
Resolution: Replaced switch 1.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 18973 **Date Opened:** 10/26/11 **Date Completed:** 10/26/11

Summary: Tudor Road Master Site - Amb Link 1.31.1 unknown 3 x in 30 minutes multiple switch CEB alarms.

Resolution: 10/26/2011 8:09 AM Alaskan Standard Time - adeveau Cause: FSO working on the site.
Resolution: FSO completed work on site.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19066 **Date Opened:** 11/1/11 **Date Completed:** 11/8/11

Summary: Tudor Road Master Site - Alarm on the zambi card.

Resolution: 11/1/2011 8:08 AM Alaskan Standard Time - adeveau Cause: Card cage issue.
Resolution: Re-aligned the board assignments.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 19199 **Date Opened:** 11/3/11 **Date Completed:** 11/4/11

Summary: Elmendorf - Fire cannot play back local phones on logger.

Resolution: 11/4/2011 8:00 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Logger rebooted.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 19203 **Date Opened:** 11/4/11 **Date Completed:** 12/16/11

Summary: Tudor Road Master Site - ASTRO 7.1.1 UCS stuck validating database over 1 hour upon enable.

Resolution: 12/16/2011 10:36 AM Alaskan Standard Time - jkpannone Resolution: Server rebuild completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19207 **Date Opened:** 11/5/11 **Date Completed:** 11/16/11

Summary: Birch Hill Master Site - MGEGS 1A, B, C, D, Amb link.

Resolution: 11/16/2011 3:05 PM Alaskan Standard Time - adeveau Cause: Faulty hardware.
Resolution: Replaced alarm board and MGEG.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 19218 **Date Opened:** 11/5/11 **Date Completed:** 2/19/10

Summary: Eielson - Repair bad DC DC Converter from Birch Hill Microwave.

Resolution: 11/5/2011 9:59 AM Alaskan Standard Time - jkpannone Equipment returned and placed in spare inventory.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 19308 **Date Opened:** 11/10/11 **Date Completed:** 11/10/11

Summary: Tudor Road Master Site - Reprogramming core router 02; rebooting rolling core router 1 to 2.

Resolution: 11/10/2011 8:24 AM Alaskan Standard Time - adeveau Cause: Reprogramming core router 02 and rebooting rolling core router 1 to 2.
Resolution: Completed Reprogramming core router 02 and rebooting rolling core router 1 to 2.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 19408 **Date Opened:** 11/15/11 **Date Completed:** 11/28/11

Summary: FWA - Customer reported a bad DVD drive on the KMF server.

Resolution: 11/28/2011 1:31 PM Alaskan Standard Time - adeveau Cause: Bad DVD Drive.
Resolution: Replaced the bad DVD Drive.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 19446 **Date Opened:** 11/16/11 **Date Completed:** 11/16/11

Summary: Tudor Road Master Site - Reprogramming core routers.

Resolution: 11/16/2011 8:47 AM Alaskan Standard Time - adeveau Cause: Reprogramming core routers.
Resolution: Completed reprogramming core routers.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 19467 **Date Opened:** 11/17/11 **Date Completed:** 12/7/11

Summary: FWA - KMF service will not start version 3.03.02.

Resolution: 12/7/2011 8:37 AM Alaskan Standard Time - adeveau Technician reloaded the server software and restored the database.

Department: DOD-USAF-673RD WING-ALC(**Priority** 2-Significant System Failure

Service Request #: 19485 **Date Opened:** 11/21/11 **Date Completed:** 1/18/12

Summary: ALCOM - Track-It server down.

Resolution: 1/17/2012 10:08 PM Alaskan Standard Time - jkpannone Issue seems to have resolved itself. Closing request.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 19499 **Date Opened:** 11/22/11 **Date Completed:** 11/23/11

Summary: Elmendorf - Fire Console OP2 dispatch application critical malfunction.

Resolution: 11/23/2011 8:25 AM Alaskan Standard Time - adeveau Cause: Customer was on site loading encryption keys which caused the alarms.
Resolution: Finished loading encryption keys.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 19503 **Date Opened:** 11/23/11 **Date Completed:** 11/23/11

Summary: FRA - PMO console site control path 1007 down both links on control interface.

Resolution: 11/23/2011 8:20 AM Alaskan Standard Time - adeveau Cause: Technicians were on site loading encryption keys which caused the alarms.
Resolution: Finished loading encryption keys.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19512 **Date Opened:** 11/28/11 **Date Completed:** 12/3/11

Summary: Tudor Road Master Site - MGEG 1 A - D unreachable; amblink 1.14 15 17 18.

Resolution: 12/2/2011 8:12 AM Alaskan Standard Time - adeveau Cause: Scheduled on site for software and patch work.
Resolution: Completed software upgrade and patch work.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 19706 **Date Opened:** 12/5/11 **Date Completed:** 12/8/11

Summary: FRA - Console down at the National Guard Armory.

Resolution: 12/8/2011 8:49 AM Alaskan Standard Time - adeveau Replaced T1 cable and restarted bulk encryptor.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19722 **Date Opened:** 12/6/11 **Date Completed:** 12/6/11

Summary: Tudor Road Master Site Amb link 1.21.1 and 1.24.1 unknown.

Resolution: 12/6/2011 1:43 PM Alaskan Standard Time - adeveau There is case # 22914179 opened for the same issue. Technician requested closing the case and reference case # 22914179.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19732 **Date Opened:** 12/7/11 **Date Completed:** 12/7/11

Summary: Tudor Road Master Site - Zone 1 UCS01 disabled and Zone 2 UCS01 enabling > 5 minutes.

Resolution: 12/7/2011 8:33 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Technician enabled the server.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 19789 **Date Opened:** 12/8/11 **Date Completed:** 12/8/11

Summary: Fire Station 12 - Channel 8 Exciter error. Channel will be disabled.

Resolution: 12/8/2011 11:49 AM Alaskan Standard Time - adeveau Cause: Power amp failure on Channel 8.
Resolution: Technician replaced the power amp.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 19790 **Date Opened:** 12/8/11 **Date Completed:** 12/8/11

Summary: Tudor Road Master Site - Amb Link 1.21.1 in configuration.

Resolution: 12/8/2011 8:14 AM Alaskan Standard Time - adeveau
Cause: Replacing Microwave radios.
Resolution: Upgrade completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 19795 **Date Opened:** 12/8/11 **Date Completed:** 12/9/11

Summary: Tudor Road Master Site - Doing encryption key updates on site 7,8, 11, 12, 13 and 21.

Resolution: 12/9/2011 9:59 AM Alaskan Standard Time - adeveau Cause: Doing encryption on sites 7, 8, 11, 12, 13, and 21.
Resolution: Finished with encryption on sites 7, 8, 11, 12, 13, and 21.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 19799 **Date Opened:** 12/9/11 **Date Completed:** 12/10/11

Summary: Nikiski - Repeater Site Controller 25.1 unknown.

Resolution: 12/12/2011 8:49 AM Alaskan Standard Time - jkpannone Resolution: Replaced the site controller.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 19802 **Date Opened:** 12/9/11 **Date Completed:** 12/10/11

Summary: Elmendorf - Security Forces OP01 critical malfunction.

Resolution: 12/12/2011 8:44 AM Alaskan Standard Time - jkpannone CAUSE: Bad connectors, glitchy GPIOM.
RESOLUTION: Reseated the connectors, rebooted the GPIOM, and cleared log files.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 19824 **Date Opened:** 12/12/11 **Date Completed:** 12/13/11

Summary: R1 North - Power alarm at the site. Alarm on Wilmore.

Resolution: 12/13/2011 1:27 PM Alaskan Standard Time - jkpannone Reset the breaker.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 20066 **Date Opened:** 12/19/11 **Date Completed:** 1/3/12

Summary: Wolcott - Channel 3 station control board malfunction.

Resolution: 1/3/2012 11:30 AM Alaskan Standard Time - adeveau Cause: Loose connection on control board.
Resolution: Technician tightened loose connection on station control board.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 20090 **Date Opened:** 12/20/11 **Date Completed:** 12/21/11

Summary: Hope - Channel 2 base radio unknown.

Resolution: 12/20/2011 3:23 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Technician rebooted the channel.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20092 **Date Opened:** 12/20/11 **Date Completed:** 1/10/12

Summary: Independent Ridge - Site unknown > 5 minutes.

Resolution: 1/9/2012 3:50 PM Alaskan Standard Time - adeveau Cause: Scheduled testing was being done on site.
Resolution: Completed interference testing.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 20139 **Date Opened:** 12/21/11 **Date Completed:** 12/22/11

Summary: Tudor Road Master Site - Customer uploading encryption keys at MC7500 site.

Resolution: 12/22/2011 8:27 AM Alaskan Standard Time - adeveau Cause: Customer loading encryption keys.
Resolution: Customer completed loading encryption keys.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 20142 **Date Opened:** 12/22/11 **Date Completed:** 12/22/11

Summary: Eielson - Security Forces AIS client alarm failed to communicate with CLS.

Resolution: 12/22/2011 8:17 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Technician rebooted the server.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 20158 **Date Opened:** 12/23/11 **Date Completed:** 1/9/12

Summary: Tsina - Moscad SDM3000 needs to be replaced; not communicating with the server.

Resolution: 1/9/2012 3:40 PM Alaskan Standard Time - adeveau Technician installed a rectifier and swapped out the Moscad.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20163 **Date Opened:** 12/27/11 **Date Completed:** 12/27/11

Summary: Birch Hill VHF - Two Channels are red.

Resolution: 12/27/2011 2:59 PM Alaskan Standard Time - adeveau CAUSE: Reference oscillator issue. RESOLUTION: Replaced reference oscillator.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 20180 **Date Opened:** 12/28/11 **Date Completed:** 12/28/11

Summary: Birch Hill VHF - Terminal server cannot connect to the unit servers.

Resolution: 12/28/2011 3:46 PM Alaskan Standard Time - adeveau CAUSE: hardware. RESOLUTION: Reset the server.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 20543 **Date Opened:** 1/3/12 **Date Completed:** 1/3/12

Summary: Birch Hill Master Site - Rebooting the ZSS server.

Resolution: 1/3/2012 2:34 PM Alaskan Standard Time - adeveau Cause: Rebooting the ZSS server. Resolution: Technician rebooted the ZSS server.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 20633 **Date Opened:** 1/6/12 **Date Completed:** 1/6/12

Summary: FWA - AIS01 failed to communicate with CLS 10.2.12.91.

Resolution: 1/6/2012 11:08 AM Alaskan Standard Time - adeveau Cause: Expired password. Resolution: Technician updated the logon password.

Department: AML-Wasilla PD-MATCOM **Priority** 3-Intermittent System Failure

Service Request #: 20644 **Date Opened:** 1/7/12 **Date Completed:** 1/8/12

Summary: MATCOM - Intermittent transmit issues.

Resolution: 1/9/2012 10:21 AM Alaskan Standard Time - adeveau System Manager set up a profile that keeps these bases off sites not in the Fairbanks area.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 20781 **Date Opened:** 1/9/12 **Date Completed:** 1/10/12

Summary: Birch Hill Master Site - Z2 CORERP3 alarm.

Resolution: 1/10/2012 8:22 AM Alaskan Standard Time - adeveau Temporary UPS installed at site.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 20861 **Date Opened:** 1/12/12 **Date Completed:** 1/13/12

Summary: Birch Hill Master Site - Unable to access zone controller.

Resolution: 1/12/2012 2:29 PM Alaskan Standard Time - adeveau Cause: Unable to access zone controller.
Resolution: Technician reset the root password.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 20877 **Date Opened:** 1/17/12 **Date Completed:** 1/17/12

Summary: Eielson - Security Forces AIS client failed to communicate with logger.

Resolution: 1/17/2012 12:05 PM Alaskan Standard Time - adeveau CAUSE: Power outage.
RESOLUTION: Technician rebooted the logger remotely.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 20895 **Date Opened:** 1/18/12 **Date Completed:** 1/18/12

Summary: Elmendorf - Security Forces intermittent encryption connector on encryption card.

Resolution: 1/18/2012 9:07 AM Alaskan Standard Time - adeveau Cause: Scheduled event.
Resolution: Technician cleaned the dirt and dust from the computer.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 20896 **Date Opened:** 1/18/12 **Date Completed:** 1/18/12

Summary: Elmendorf - Security Forces Op01 critical failure control path 1013.1 and 1013.2 bouncing.

Resolution: 1/18/2012 9:14 AM Alaskan Standard Time - adeveau Cause: Encryption card and voice card failed.
Resolution: Replaced the encryption card and the voice card.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 20904 **Date Opened:** 1/19/12 **Date Completed:** 1/19/12

Summary: FWA - AIS client failed to communicate with the logger/CLS 10.2.12.61.

Resolution: 1/19/2012 8:50 AM Alaskan Standard Time - adeveau Cause: Burned out surge protectors.
Resolution: Technician unplugged the unit while burned out surge protectors were replaced.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 20905 **Date Opened:** 1/19/12 **Date Completed:** 1/19/12

Summary: FGA - Logger communication failure 10.2.15.73.

Resolution: 1/19/2012 2:51 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Restarted logger.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 20910 **Date Opened:** 1/19/12 **Date Completed:** 1/20/12

Summary: Tudor Road Master Site - Zone 1 Standalone database export failed to copy to ZC/M Server, 3:02 am.

Resolution: 2/1/2012 4:22 PM Alaskan Standard Time - jkpannone Reset the Root password.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 20914 **Date Opened:** 1/20/12 **Date Completed:** 1/20/12

Summary: FGA - Logger communication failure 10.2.15.73.

Resolution: 1/20/2012 9:07 AM Alaskan Standard Time - adeveau Cause: Logger glitch.
Resolution: Technician rebooted the logger.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 21119 **Date Opened:** 1/24/12 **Date Completed:** 1/24/12

Summary: FWA - OP02 dispatch platform unknown.

Resolution: 1/24/2012 2:10 PM Alaskan Standard Time - adeveau Cause: Console off line.
Resolution: Technician rebooted the console.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 21133 **Date Opened:** 1/25/12 **Date Completed:** 2/3/12

Summary: FRA - Fire console site control path 1008.1 and 2 undetermined; link down.

Resolution: 2/6/2012 8:03 AM Alaskan Standard Time - adeveau Cause: Application down
Resolution: Customer was able to log into the computer and bring up the application.

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 21329 **Date Opened:** 2/3/12 **Date Completed:** 2/3/12

Summary: FGA - NICE expired login.

Resolution: 2/2/2012 4:28 PM Alaskan Standard Time - adeveau Determined to be a duplicate case. Refer to case 21127 - 22963280

Department: DOD-USAF-673RD WING-ALC(**Priority** 4-Scheduled Maintenance

Service Request #: 21332 **Date Opened:** 2/3/12 **Date Completed:** 7/6/12

Summary: Site Summit Motobridge - Receiving alarms on 23.1 air to ground radio.

Resolution: 7/6/2012 12:39 PM Alaskan Standard Time - jkpannone Issue cleared on it's own.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 21339 **Date Opened:** 2/3/12 **Date Completed:** 2/3/12

Summary: Elmendorf - Security Forces OP01 GPIOM 7-1 unconfigured.

Resolution: 2/7/2012 2:40 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Reloaded the software.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 21404 **Date Opened:** 2/7/12 **Date Completed:** 7/6/12

Summary: Site Summit - UPS needs to be replaced.

Resolution: 7/6/2012 12:48 PM Alaskan Standard Time - jkpannone UPS replaced.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 21433 **Date Opened:** 2/10/12 **Date Completed:** 2/10/12

Summary: Eielson - Security Forces call focus not connecting to the logger.

Resolution: 2/10/2012 8:52 AM Alaskan Standard Time - adeveau Cause: Logger disconnected.
Resolution: Technician rebooted analog logger.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 21560 **Date Opened:** 2/13/12 **Date Completed:** 2/13/12

Summary: Eielson - Security Forces Op 2 resource fault.

Resolution: 2/13/2012 2:22 PM Alaskan Standard Time - jkpannone Resolution: Replaced PCI Secure Card.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 21582 **Date Opened:** 2/15/12 **Date Completed:** 3/29/12

Summary: Elmendorf - AIS reprogramming the fiber multiplexer and DACS at the R1 North location.

Resolution: 3/29/2012 8:28 AM Alaskan Standard Time - adeveau Cause: Reprogramming fiber multiplexer and DACS.
Resolution: Completed re-programming of fiber ring.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 21629 **Date Opened:** 2/17/12 **Date Completed:** 2/17/12

Summary: Elmendorf - Security Forces site control path down; dispatch voice cards reset.

Resolution: 2/16/2012 4:18 PM Alaskan Standard Time - adeveau Cause: Position restart required.
Resolution: Position restart completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 21631 **Date Opened:** 2/17/12 **Date Completed:** 2/18/12

Summary: Birch Hill Master Site - Reprogramming core routers.

Resolution: 2/17/2012 3:19 PM Alaskan Standard Time - jkpannone Router reprogramming completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 21664 **Date Opened:** 2/21/12 **Date Completed:** 2/21/12

Summary: Eielson - Security Forces AIS failed to communicate with the logger.

Resolution: 2/21/2012 11:39 AM Alaskan Standard Time - adeveau Cause: AIS failed to communicate with the logger.
Resolution: Technician rebooted the Logger.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 21678 **Date Opened:** 2/22/12 **Date Completed:** 2/23/12

Summary: Elmendorf - Security Forces console site control paths down.

Resolution: 2/23/2012 8:27 AM Alaskan Standard Time - jkpannone Swapped out the computer and GPIOM with a loaner from ALCOM and reloaded the software.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 21699 **Date Opened:** 2/23/12 **Date Completed:** 2/23/12

Summary: Eielson - Alt WOC Console Site Control Path 1008.1/2 links down & Op1 application fault.

Resolution: 2/24/2012 7:51 AM Alaskan Standard Time - jkpannone User logged off then back on and issued cleared.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 21700 **Date Opened:** 2/23/12 **Date Completed:** 2/23/12

Summary: Tudor Road Master Site - Data functionality in Zone 2 is down.

Resolution: 2/23/2012 8:39 AM Alaskan Standard Time - jkpannone Restored data capability to FSA 4000 radios.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 21707 **Date Opened:** 2/24/12 **Date Completed:** 2/24/12

Summary: Elmendorf - Logger is not working at the R1 North location.

Resolution: 2/24/2012 8:07 AM Alaskan Standard Time - jkpannone Cause: C Drive was almost out of space.
Resolution: Deleted some items and rebooted logger.

Department: AML-Valdez PD **Priority** 3-Intermittent System Failure

Service Request #: 21720 **Date Opened:** 2/27/12 **Date Completed:** 4/30/12

Summary: Valdez PD - Consoles receiving intermittent bursts of static.

Resolution: 5/7/2012 8:35 AM Alaskan Standard Time - jkpannone Cause: SOA performing maintenance.
Resolution: Maintenance completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 21726 **Date Opened:** 2/27/12 **Date Completed:** 2/28/12

Summary: Elmendorf - RCC multiple Ops reset.

Resolution: 2/27/2012 4:33 PM Alaskan Standard Time - adeveau Cause: Customer loading encryption keys.
Resolution: Customer completed loading encryption keys.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 21727 **Date Opened:** 2/27/12 **Date Completed:** 2/27/12

Summary: Elmendorf - Security Forces site control paths bouncing.

Resolution: 2/27/2012 11:51 AM Alaskan Standard Time - adeveau Cause: Customer reloading encryption keys.
Resolution: Customer completed reloading encryption keys.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 21845 **Date Opened:** 3/1/12 **Date Completed:** 3/1/12

Summary: FGA - Console GPIOM 13.1 unconfigured.

Resolution: 3/1/2012 3:51 PM Alaskan Standard Time - adeveau Technician removed the consoles from the domain controller and then reinstalled them.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 21846 **Date Opened:** 3/1/12 **Date Completed:** 3/1/12

Summary: FGA - Having problems logging into consoles.

Resolution: 3/1/2012 3:57 PM Alaskan Standard Time - adeveau Technician removed the consoles from the domain controller and then reinstalled them.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 21922 **Date Opened:** 3/5/12 **Date Completed:** 3/9/12

Summary: Eielson - Security Forces replacing DVD drive and IP logger.

Resolution: 3/9/2012 11:43 AM Alaskan Standard Time - adeveau Replaced DVD Drive and IP logger. Problem found to be a software issue being addressed in Motorola work order# 23008826.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 21967 **Date Opened:** 3/7/12 **Date Completed:** 3/7/12

Summary: Tudor Road Master Site - UCS server failure; error readying Smartzone DB.

Resolution: 3/7/2012 8:48 AM Alaskan Standard Time - adeveau Cause: Possible multiple UCS server processes failed/ceased running.
Resolution: Technician rebooted the UCS server.

Department: DOD-USARAK-FRA **Priority** 3-Intermittent System Failure

Service Request #: 21981 **Date Opened:** 3/8/12 **Date Completed:** 3/8/12

Summary: FRA - Reinstalling KMF router.

Resolution: 3/8/2012 8:24 AM Alaskan Standard Time - adeveau Cause: Scheduled event.
Resolution: KMF reinstalled.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 21995 **Date Opened:** 3/8/12 **Date Completed:** 3/12/12

Summary: Eielson - Security Forces NICE replacement DVD drive is still not operational.

Resolution: 3/12/2012 8:30 AM Alaskan Standard Time - adeveau Resolution: Un-installed and reinstalled DVD write software.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 22032 **Date Opened:** 3/13/12 **Date Completed:** 3/13/12

Summary: Elmendorf - Fire console dispatch application critical malf OP02 and GPIOM 6-1 3 x 30 mins.

Resolution: 3/13/2012 3:54 PM Alaskan Standard Time - adeveau Cause: Customer loading encryption keys.
Resolution: Customer completed loading encryption keys.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22033 **Date Opened:** 3/13/12 **Date Completed:** 3/13/12

Summary: Ester Dome - Site bounced 3 times in 30 minutes.

Resolution: 3/13/2012 11:27 AM Alaskan Standard Time - adeveau Cause: Technician inadvertently bumped a loose cable which made the site bounce.
Resolution: Technician plugged the cable back in and tightened the connection.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 22034 **Date Opened:** 3/13/12 **Date Completed:** 3/13/12

Summary: Elmendorf - RCC console; multiple Ops reset.

Resolution: 3/13/2012 10:46 AM Alaskan Standard Time - adeveau Cause: Duplicate for 23014405.
Resolution: Duplicate for 23014405.

Department: DOD-USARAK-FWA **Priority** 3-Intermittent System Failure

Service Request #: 22035 **Date Opened:** 3/13/12 **Date Completed:** 3/13/12

Summary: FWA - NICE working in inoperable DVD drive.

Resolution: 3/13/2012 1:37 PM Alaskan Standard Time - adeveau Cause: Bad DVD drive.
Resolution: Replaced bad DVD drive with spare.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 22041 **Date Opened:** 3/13/12 **Date Completed:** 3/13/12

Summary: Birch Hill Master Site - CCGW router is connecting to system.

Resolution: 3/13/2012 2:39 PM Alaskan Standard Time - adeveau Cause: Router not connecting to the network.
Resolution: Rebooted the router.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22049 **Date Opened:** 3/13/12 **Date Completed:** 3/14/12

Summary: Ester Dome - Site unknown.

Resolution: 3/14/2012 8:33 AM Alaskan Standard Time - adeveau Cause: Router off line.
Resolution: Rebooted the router.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 22185 **Date Opened:** 3/14/12 **Date Completed:** 3/14/12

Summary: Sterling - Changing out the power amp on Channel 2.

Resolution: 3/14/2012 2:51 PM Alaskan Standard Time - adeveau Power amp on Channel 2 replaced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22192 **Date Opened:** 3/15/12 **Date Completed:** 3/15/12

Summary: Ester Dome - Site unknown.

Resolution: 3/15/2012 12:17 PM Alaskan Standard Time - jkpannone Router swapped out.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 22254 **Date Opened:** 3/20/12 **Date Completed:** 3/20/12

Summary: Eielson - Alt Fire cannot logon to domain on playback station.

Resolution: 3/20/2012 2:06 PM Alaskan Standard Time - adeveau Cause: The system was 10 minutes off time.
Resolution: Reset the Windows 32 time.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 22256 **Date Opened:** 3/21/12 **Date Completed:** 6/6/12

Summary: Sunny Hay - Site Controller 2 unknown.

Resolution: 6/6/2012 8:41 AM Alaskan Standard Time - jkpannone Cause: Unknown
Resolution: Reset Controller.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 22332 **Date Opened:** 3/26/12 **Date Completed:** 4/7/12

Summary: Elmendorf - AIS Ir01.R1N FRA device does not recognize any media.

Resolution: 4/9/2012 8:41 AM Alaskan Standard Time - jkpannone Replaced DVD RAM and cleaned up C Drive.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 22338 **Date Opened:** 3/27/12 **Date Completed:** 3/27/12

Summary: Tudor Road Master Site - Astro 7.1.1 ZDS is not backing up.

Resolution: 3/27/2012 3:44 PM Alaskan Standard Time - adeveau Cause: Required file was not being created.
Resolution: File manually created.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 22341 **Date Opened:** 3/28/12 **Date Completed:** 3/29/12

Summary: Eielson - LMR OP 1 down, Console control path bouncing.

Resolution: 3/29/2012 1:09 PM Alaskan Standard Time - adeveau Cause: Bad ethernet cable.
Resolution: Technician replaced the bad Ethernet cable.

Department: DOD-USARAK-FGA **Priority** 4-Scheduled Maintenance

Service Request #: 22369 **Date Opened:** 3/30/12 **Date Completed:** 3/30/12

Summary: FGA - Work being done on bad DVD Drive on the IP Logger.

Resolution: 3/30/2012 1:55 PM Alaskan Standard Time - adeveau Cause: Bad DVD drive.
Resolution: Replaced the bad DVD drive.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22467 **Date Opened:** 4/3/12 **Date Completed:** 4/3/12

Summary: Tudor Road Master Site - SSS being disabled on Zone 1 and Zone 2.

Resolution: 4/3/2012 1:18 PM Alaskan Standard Time - adeveau Cause: Technician was working on case 23038028 which caused the issue.
Resolution: SSS has since been re-enabled.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 22468 **Date Opened:** 4/3/12 **Date Completed:** 4/6/12

Summary: Tudor Road Master Site - Astro 7.1.1 SSS does not have data since 3/21.

Resolution: 4/6/2012 12:47 PM Alaskan Standard Time - adeveau Technician rebooted the system and data is now being collected.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 22485 **Date Opened:** 4/4/12 **Date Completed:** 4/4/12

Summary: Elmendorf - Security Forces Op unconfigured.

Resolution: 4/4/2012 1:13 PM Alaskan Standard Time - adeveau Cause: Customer loading encryption keys.
Resolution: Encryption key loading completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 22551 **Date Opened:** 4/6/12 **Date Completed:** 4/25/12

Summary: Tudor Road Master Site - Astro 7.1.1 UCM displays cannot access database error message.

Resolution: 4/25/2012 3:55 PM Alaskan Standard Time - adeveau Cause: UCM displays can't access database error message.
Resolution: Documented event.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22708 **Date Opened:** 4/11/12 **Date Completed:** 4/11/12

Summary: Birch Hill Master Site - Zone Controller operational health 1.1 voltage threshold violation.

Resolution: 4/11/2012 3:07 PM Alaskan Standard Time - adeveau Cause: Bad Bios battery.
Resolution: Battery replaced.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 22778 **Date Opened:** 4/16/12 **Date Completed:** 4/16/12

Summary: Eielson - Security Forces AIS client failed to communicate with AIS, CLS and logger.

Resolution: 4/16/2012 11:52 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Logger reset.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 22851 **Date Opened:** 4/20/12 **Date Completed:** 4/20/12

Summary: FWA - Analog 1 communication failure.

Resolution: 4/20/2012 12:05 PM Alaskan Standard Time - adeveau Cause: Console faulty.
Resolution: Rebooted the console.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 22936 **Date Opened:** 4/23/12 **Date Completed:** 10/4/12

Summary: Bailey Hill - In building coverage loss at Palmer DOT.

Resolution: 11/7/2013 8:06 AM Alaskan Standard Time - jkpannone
Cause: Technician doing testing.
Resolution: Testing completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 22940 **Date Opened:** 4/24/12 **Date Completed:** 4/24/12

Summary: Elmendorf - AIS secure card, dispatch application on Op2 control path reset.

Resolution: 4/24/2012 1:06 PM Alaskan Standard Time - adeveau Customer completed loading encryption keys.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 22941 **Date Opened:** 4/24/12 **Date Completed:** 4/25/12

Summary: Tudor Road Master Site - Multiple dispatch sites reporting user activity; console path down.

Resolution: 4/24/2012 4:16 PM Alaskan Standard Time - adeveau Cause: Customer loading keys.
Resolution: Completed loading keys.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 22972 **Date Opened:** 4/26/12 **Date Completed:** 4/26/12

Summary: FWA - AIS client alarm failed to communicate with the CLS.

Resolution: 4/26/2012 1:56 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Rebooted the AIS server.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 23095 **Date Opened:** 5/2/12 **Date Completed:** 5/3/12

Summary: Tolsona - Possible receive issue. No site affiliation for over a month.

Resolution: 5/3/2012 8:29 AM Alaskan Standard Time - adeveau Cause: Antenna disconnected.
Resolution: Antenna reconnected.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 23138 **Date Opened:** 5/4/12 **Date Completed:** 5/5/12

Summary: Eielson - Alt Fire Ops 1 and 2 are unknown.

Resolution: 5/7/2012 8:08 AM Alaskan Standard Time - adeveau Cause: Dispatch had turned off the positions.
Resolution: Restarted the positions.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 23176 **Date Opened:** 5/8/12 **Date Completed:** 5/8/12

Summary: Elmendorf - Fire Console site control paths 1012.1 and 1012.2 down.

Resolution: 5/8/2012 10:31 AM Alaskan Standard Time - adeveau Duplicate case: Original case # 23075853.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 23180 **Date Opened:** 5/8/12 **Date Completed:** 5/14/12

Summary: Birch Hill VHF - Aligning PreSelectors.

Resolution: 5/14/2012 9:19 AM Alaskan Standard Time - adeveau Cause: Aligning preselectors.
Resolution: Preselectors aligned.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 23498 **Date Opened:** 5/21/12 **Date Completed:** 5/19/12

Summary: FWA - AIS secure card critical malfunction.

Resolution: 5/21/2012 9:46 AM Alaskan Standard Time - adeveau Cause: AIS needed to be rebooted.
Resolution: Cold reboot of the AIS.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23623 **Date Opened:** 5/24/12 **Date Completed:** 5/24/12

Summary: Ester Dome - Site unknown.

Resolution: 5/24/2012 5:31 PM Alaskan Standard Time - jkpannone Cause: Unknown
Resolution: Reset Switch 2.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23628 **Date Opened:** 5/25/12 **Date Completed:** 5/25/12

Summary: Donnelly Dome - Not wide trunking.

Resolution: 5/24/2012 7:32 PM Alaskan Standard Time - jkpannone Cause: Unknown
Resolution: Reset Router.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23673 **Date Opened:** 5/29/12 **Date Completed:** 5/29/12

Summary: Donnelly Dome - Site not in wide trunking.

Resolution: 5/29/2012 10:55 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Router rebooted.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 23674 **Date Opened:** 5/29/12 **Date Completed:** 5/30/12

Summary: Elmendorf - Security Forces Op 01 unknown.

Resolution: 5/30/2012 8:16 AM Alaskan Standard Time - adeveau Cause: Op 01 glitch.
Resolution: Customer rebooted the position.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 23720 **Date Opened:** 5/31/12 **Date Completed:** 6/4/12

Summary: Eielson - Security Forces playback station unable to access recordings.

Resolution: 6/4/2012 2:36 PM Alaskan Standard Time - adeveau Cause: Bad power supply.
Resolution: Power supply replaced.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 23723 **Date Opened:** 5/31/12 **Date Completed:** 5/31/12

Summary: Auke Lake - ETS taking down control channel to do interference testing.

Resolution: 5/31/2012 1:43 PM Alaskan Standard Time - adeveau Testing completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 23726 **Date Opened:** 5/31/12 **Date Completed:** 6/1/12

Summary: Birch Hill Master Site - A7.1.1 Z002DC02 not replicating to Z002DC01.

Resolution: 6/1/2012 8:00 AM Alaskan Standard Time - adeveau Cause: Time drift of over 46 minutes on DC02.
Resolution: Stopped KDC on DC02, restarted DC02, reset the secure channel to DC02, restarted DC02 again, restarted KDC on DC02 and then forced replication.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 23743 **Date Opened:** 6/1/12 **Date Completed:** 6/1/12

Summary: Independent Ridge - Adjusting the RF threshold.

Resolution: 6/1/2012 10:58 AM Alaskan Standard Time - adeveau RF threshold returned to original settings.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 23817 **Date Opened:** 6/5/12 **Date Completed:** 6/5/12

Summary: Tudor Road Master Site - Technician loading encryption keys on Ft Rich and Elmendorf consoles.

Resolution: 6/6/2012 8:28 AM Alaskan Standard Time - adeveau Cause: Customer loading encryption keys on consoles.
Resolution: Encryption keys loaded.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 23827 **Date Opened:** 6/6/12 **Date Completed:** 6/6/12

Summary: FGA - Op01 unknown and GPIOM enabled reset.

Resolution: 6/6/2012 1:24 PM Alaskan Standard Time - adeveau Cause: Corrupted event logs.
Resolution: Cleared the corrupted event logs.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 23828 **Date Opened:** 6/6/12 **Date Completed:** 6/7/12

Summary: Cathedral Rapids - Site unknown.

Resolution: 6/7/2012 9:19 AM Alaskan Standard Time - adeveau Cause: Bad site controller 2.
Resolution: Replaced site controller 2.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 23839 **Date Opened:** 6/6/12 **Date Completed:** 6/12/12

Summary: Tudor Road Master Site - A7.1.1 IA Domain Controller replication issues.

Resolution: 6/12/2012 1:11 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Reset the secure channel from Zone 2 DC01 to Zone 2 DC02 and rebooted all six of the domain controllers.

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 24041 **Date Opened:** 6/13/12 **Date Completed:** 6/15/12

Summary: FGA - OP2 is not recording; NICE- Line Error on Channels 27.2.15.70.

Resolution: 6/15/2012 2:46 PM Alaskan Standard Time - adeveau Cause: Troubleshooting on Op 2 NICE Logger; not recording..
Resolution: NICE Logger now operational.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 24053 **Date Opened:** 6/13/12 **Date Completed:** 8/31/12

Summary: Quarry Hill - FNSB reporting intermittent site trunking.

Resolution: 8/31/2012 11:01 AM Alaskan Standard Time - jkpannone Site Access Profile changed on Steese VFD.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24345 **Date Opened:** 6/22/12 **Date Completed:** 6/23/12

Summary: Tudor Road Master Site - No firewall traffic being seen.

Resolution: 6/25/2012 8:54 AM Alaskan Standard Time - adeveau CAUSE: Certificate for Checkpoint Firewall had expired (sometime between the initial reboot and the one yesterday) causing SmartView Tracker to be unable to communicate with the Checkpoint firewall.
RESOLUTION: Recreated the certificate for the Checkpoint Firewall, re-imported it and verified traffic was being sent through the device via Smartview tracker as well as in our ArcSight data feed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 24375 **Date Opened:** 6/27/12 **Date Completed:** 6/28/12

Summary: Tudor Road Master Site - Synchronizing MGEGs.

Resolution: 6/28/2012 8:19 AM Alaskan Standard Time - adeveau Cause: Synchronizing MGEGs.
Resolution: Cleaned up hard drive and re-installed software for MGEG1.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 24613 **Date Opened:** 7/2/12 **Date Completed:** 7/3/12

Summary: Elmendorf - RCC OP01 critical malfunction resource fault.

Resolution: 7/3/2012 8:05 AM Alaskan Standard Time - adeveau Cause: Cable pulled from the computer.
Resolution: Rejoined domain and reconnected GPIOM.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 24682 **Date Opened:** 7/9/12 **Date Completed:** 7/9/12

Summary: Tudor Road Master Site - Unable to connect to CSMS.

Resolution: 7/9/2012 11:05 AM Alaskan Standard Time - adeveau Cause: Unable to log in to the CSMS.
Resolution: Remote connectivity restored.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 24700 **Date Opened:** 7/10/12 **Date Completed:** 7/10/12

Summary: FRA - Fire OP01 enabled user requested GPIOM 3 1 unconfigured > 5 minutes.

Resolution: 7/10/2012 8:14 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Rebooted the console and reset the NTP time.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 24714 **Date Opened:** 7/11/12 **Date Completed:** 7/11/12

Summary: Birch Hill Master Site - Core RP3 malfunction.

Resolution: 7/11/2012 2:48 PM Alaskan Standard Time - adeveau Cause: Bad power supply on core router 1.
Resolution: Replaced power supply.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 24758 **Date Opened:** 7/17/12 **Date Completed:** 7/17/12

Summary: Donnelly Dome - Site not wide trunking.

Resolution: 7/17/2012 11:13 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Rebooted router.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 24761 **Date Opened:** 7/17/12 **Date Completed:** 7/17/12

Summary: Eielson - LMR Console site control path 1010.1 and 1010.2 links down.

Resolution: 7/17/2012 2:20 PM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: Reset the console operator positions.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 24821 **Date Opened:** 7/23/12 **Date Completed:** 7/24/12

Summary: High Mtn - Ketchikan AST garbled transmissions increasing.

Resolution: 7/24/2012 2:27 PM Alaskan Standard Time - adeveau Bad connector and antenna replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 24908 **Date Opened:** 7/30/12 **Date Completed:** 7/28/12

Summary: Tudor Road Master Site - Agent unreachable in Zones 1 and 2.

Resolution: 7/30/2012 8:51 AM Alaskan Standard Time - adeveau Cause: Telco
Resolution: Issue resolved by SPRINT.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 24909 **Date Opened:** 7/30/12 **Date Completed:** 8/1/12

Summary: Eielson - Alt WOC console site control path 1008.1 and 1008.2 bouncing > 3 x in 30 minutes.

Resolution: 8/1/2012 9:50 AM Alaskan Standard Time - adeveau Cause: Router.
Resolution: Rebooted the router.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 24922 **Date Opened:** 7/31/12 **Date Completed:** 7/31/12

Summary: Eielson - Security Forces GPIOM 4-1 unconfigured reset.

Resolution: 7/31/2012 1:30 PM Alaskan Standard Time - adeveau Cause: Undetermined.
Resolution: Issue cleared on its own.

Department: SOA-DPS **Priority** 3-Intermittent System Failure

Service Request #: 24938 **Date Opened:** 7/31/12 **Date Completed:** 8/1/12

Summary: AST - Fairbanks Dispatch Console OP02 needs repair.

Resolution: 8/2/2012 2:17 PM Alaskan Standard Time - adeveau Console repaired.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25031 **Date Opened:** 8/1/12 **Date Completed:** 8/2/12

Summary: Seward - Repeater site controller 33.2 unknown > 5 minutes.

Resolution: 8/1/2012 1:53 PM Alaskan Standard Time - adeveau Cause: Bad cable.
Resolution: Replaced network cable between the switch and site controller 2. Reset both controllers.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 25050 **Date Opened:** 8/2/12 **Date Completed:** 8/2/12

Summary: Elmendorf - Security Forces GPIOM reinstalling computer 2.

Resolution: 8/2/2012 8:46 AM Alaskan Standard Time - adeveau Cause: Re-installation of OP02.
Resolution: OP02 reinstalled.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 25071 **Date Opened:** 8/6/12 **Date Completed:** 8/6/12

Summary: Eielson - Security Forces GPIOM 4-1 unconfigured; reset > 5 minutes.

Resolution: 8/6/2012 3:46 PM Alaskan Standard Time - adeveau Cause: Customer had rebooted the system manually.
Resolution: System back up and running properly.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 25104 **Date Opened:** 8/8/12 **Date Completed:** 8/10/12

Summary: Ft Greely - No communications on Range Control Motobridge.

Resolution: 8/10/2012 9:49 AM Alaskan Standard Time - adeveau Fort Greely network technicians resolved the issue.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25156 **Date Opened:** 8/10/12 **Date Completed:** 8/10/12

Summary: Trims - Channel 1 power amp failure.

Resolution: 8/10/2012 11:29 AM Alaskan Standard Time - adeveau Cause: Bad isolator on Channel 1.
Resolution: Isolator bypassed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 25157 **Date Opened:** 8/10/12 **Date Completed:** 8/10/12

Summary: Seldovia - Testing on Channel 1.

Resolution: 8/10/2012 9:15 AM Alaskan Standard Time - adeveau Testing completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25158 **Date Opened:** 8/10/12 **Date Completed:** 8/10/12

Summary: Kenai - Channel 1 service; user requested.

Resolution: 8/10/2012 10:32 AM Alaskan Standard Time - adeveau Cause: Customer doing work on Channel 1.
Resolution: Channel 1 work completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 25160 **Date Opened:** 8/10/12 **Date Completed:** 8/11/12

Summary: Elmendorf - Security Forces dispatch console is down; SOC failed logins on Z001S013OP01.

Resolution: 8/13/2012 9:19 AM Alaskan Standard Time - adeveau Password reset.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 25168 **Date Opened:** 8/13/12 **Date Completed:** 8/15/12

Summary: Elmendorf - Security Forces objects are indeterminate; objects not found.

Resolution: 8/15/2012 4:33 PM Alaskan Standard Time - adeveau Cause: Z1 Objects are indeterminate; objects not found.
Resolution: Rejoined computer to domain and the site was rediscovered.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 25170 **Date Opened:** 8/13/12 **Date Completed:** 8/13/12

Summary: TSAIA - ETS changing a power amp at Tudor Tower; will affect TSAIA

Resolution: 8/13/2012 3:29 PM Alaskan Standard Time - adeveau Power amp swapped out.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 25175 **Date Opened:** 8/14/12 **Date Completed:** 8/14/12

Summary: Eielson - Command Post Analog logger not working.

Resolution: 8/14/2012 3:51 PM Alaskan Standard Time - adeveau Cause: Operator error.
Resolution: Logger reset.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 25295 **Date Opened:** 8/15/12 **Date Completed:** 8/15/12

Summary: Ft Greely - Site controller 2 unknown.

Resolution: 8/15/2012 11:25 AM Alaskan Standard Time - adeveau Cause: Site controller 2 bad.
Resolution: Replaced site controller 2.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 25296 **Date Opened:** 8/15/12 **Date Completed:** 8/16/12

Summary: FGA - Console CCGW disabled; user requested.

Resolution: 8/16/2012 2:51 PM Alaskan Standard Time - adeveau Cause: Site controller 2 off line.
Resolution: Rebooted site controller 2.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 25299 **Date Opened:** 8/15/12 **Date Completed:** 8/17/12

Summary: Birch Hill Master Site - Domain controllers not replicating.

Resolution: 8/16/2012 3:02 PM Alaskan Standard Time - adeveau Cause: Issues with replication between the zone level DCs 1 and 2.
Resolution: Domain Controller 2 reset.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25300 **Date Opened:** 8/15/12 **Date Completed:** 8/16/12

Summary: Harding Lake - Site control path 9.2 down 3 x in 30 minutes.

Resolution: 8/16/2012 3:04 PM Alaskan Standard Time - adeveau Cause: Site controller 2 faulty.
Resolution: Site controller 2 replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 25320 **Date Opened:** 8/17/12 **Date Completed:** 8/22/12

Summary: Harding Lake - Repeater site controller fan alarm.

Resolution: 8/22/2012 8:05 AM Alaskan Standard Time - adeveau Cause: Hardware failure.
Resolution: Controller 2 replaced.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 25327 **Date Opened:** 8/20/12 **Date Completed:** 8/18/12

Summary: Willow Mtn - Need to reset system.

Resolution: 8/20/2012 8:31 AM Alaskan Standard Time - adeveau Cause: Unknown.
Resolution: System reset.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 25367 **Date Opened:** 8/21/12 **Date Completed:** 8/22/12

Summary: Trims - Exciter failure. Repeater site Channel Base Radio 23.1, Channel 1 Malfunction.

Resolution: 8/22/2012 3:36 PM Alaskan Standard Time - adeveau
Cause: Faulty power amp.
Resolution: Replaced and realigned the power amp on Channel 1.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 25746 **Date Opened:** 8/28/12 **Date Completed:** 8/29/12

Summary: Birch Hill Master Site - Disabling MGEGs to look at the encryption keys.

Resolution: 8/29/2012 8:40 AM Alaskan Standard Time - adeveau Cause: Disabling the MGEG to check the encryption keys.
Resolution: Work completed.

Department: SOA-DPS **Priority** 2-Significant System Failure

Service Request #: 25758 **Date Opened:** 8/29/12 **Date Completed:** 8/31/12

Summary: AST - Soldotna Dispatch request for details on unscheduled maintenance 8/26-8/28.

Resolution: 8/31/2012 11:49 AM Alaskan Standard Time - adeveau Information provided to the customer.

Department: DOD-USARAK-FGA **Priority** 3-Intermittent System Failure

Service Request #: 25770 **Date Opened:** 8/30/12 **Date Completed:** 8/30/12

Summary: FGA - Channel 2 on logging recorder does not work.

Resolution: 8/30/2012 2:07 PM Alaskan Standard Time - adeveau Cause: Faulty wiring.
Resolution: Repaired the external wiring.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 25911 **Date Opened:** 9/6/12 **Date Completed:** 9/6/12

Summary: Birch Hill Master Site - Uploading MGEGs with encryption key.

Resolution: 9/6/2012 2:51 PM Alaskan Standard Time - adeveau Cause: Technician loading MGEGs with encryption keys.
Resolution: Technician completed loading MGEGs with encryption keys.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 25925 **Date Opened:** 9/7/12 **Date Completed:** 9/11/12

Summary: Elmendorf - NICE inquiry regarding adding digital phone lines to Call Focus III.

Resolution: 9/12/2012 9:40 AM Alaskan Standard Time - adeveau Logger confirmed to be analog only.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 25979 **Date Opened:** 9/10/12 **Date Completed:** 11/13/12

Summary: Ft Greely - Reinstalling repaired site controller 2.

Resolution: 11/13/2012 8:35 AM Alaskan Standard Time - adeveau
Cause: Equipment was on loan to USARAK.
Resolution: USARAK's came back from repair and was reinstalled.

Department: AML-Central ER Svcs **Priority** 3-Intermittent System Failure

Service Request #: 26158 **Date Opened:** 9/11/12 **Date Completed:** 9/28/12

Summary: Central ER Services - Main OP station missing audio.

Resolution: 9/28/2012 8:00 AM Alaskan Standard Time - adeveau WSGU and network cables reconnected.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 26159 **Date Opened:** 9/11/12 **Date Completed:** 9/11/12

Summary: Elmendorf - Fire rebooting logger.

Resolution: 9/11/2012 3:31 PM Alaskan Standard Time - adeveau CAUSE: Rebooting the Elmendorf Fire logger.
RESOLUTION: Reboot completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 26246 **Date Opened:** 9/13/12 **Date Completed:** 9/13/12

Summary: Birch Hill Master Site - MGEG application 1.1-2.2; secure card 2.1 disable user requested.

Resolution: 9/13/2012 3:34 PM Alaskan Standard Time - adeveau Cause: Customer loading encryption keys.
Resolution: Encryption keys loaded.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26251 **Date Opened:** 9/17/12 **Date Completed:** 9/17/12

Summary: Harding Lake - Site controller 9.2 unknown.

Resolution: 9/17/2012 10:56 AM Alaskan Standard Time - adeveau Cause: Site controller 2 malfunction.
Resolution: Site controller 2 replaced.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 26269 **Date Opened:** 9/17/12 **Date Completed:** 9/28/12

Summary: Birch Hill Master Site - Working on the MGEG.

Resolution: 9/28/2012 2:21 PM Alaskan Standard Time - adeveau
Cause: MGEGs not provisioned.
Resolution: Provisioned MGEGs.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26326 **Date Opened:** 9/24/12 **Date Completed:** 9/26/12

Summary: Eielson - Alt WOC console site control path 1008.2 down 3 x in 30 minutes.

Resolution: 9/26/2012 12:56 PM Alaskan Standard Time - adeveau Cause: Possibly due to an expired password and a corrupted security log.
Resolution: Cleared event logs in the computer and reset password.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26344 **Date Opened:** 9/25/12 **Date Completed:** 9/26/12

Summary: Eielson - Security Forces Op1 down.

Resolution: 9/25/2012 4:30 PM Alaskan Standard Time - AKWireless Changed user logon password. Access verified without errors.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 26369 **Date Opened:** 9/27/12 **Date Completed:** 10/15/12

Summary: Birch Hill Master Site - Rebooting domain controllers due to no replications.

Resolution: 10/15/2012 1:42 PM Alaskan Standard Time - adeveau
Cause: Domain controller 1 was not replicating.
Resolution: Configured registry.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 26452 **Date Opened:** 9/28/12 **Date Completed:** 9/28/12

Summary: Elmendorf - Fire GPIOM 5-1 and 6-1 unconfigured reset.

Resolution: 9/28/2012 2:35 PM Alaskan Standard Time - adeveau Customer reset the computer.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26454 **Date Opened:** 10/1/12 **Date Completed:** 10/4/12

Summary: Eielson - Alt WOC OP01 unknown.

Resolution: 10/4/2012 9:56 AM Alaskan Standard Time - AKWireless
Cause: Unknown
Resolution: Customer logged into device and issue cleared.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26455 **Date Opened:** 10/1/12 **Date Completed:** 10/22/12

Summary: Eielson - Alt WOC console site control path 1008.2 down 3 x in 30 minutes.

Resolution: 10/22/2012 1:36 PM Alaskan Standard Time - adeveau
Cause: Bad Voice card.
Resolution: Replaced voice card and reconfigured station.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 26542 **Date Opened:** 10/1/12 **Date Completed:** 2/21/13

Summary: Eielson - Alt WOC GPIOM 7-1 unconfigured.

Resolution: 2/21/2013 1:06 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Rebuilt computer and reinstalled.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 26571 **Date Opened:** 10/5/12 **Date Completed:** 10/5/12

Summary: Sawmill - Site maintenance on channel 3.

Resolution: 10/5/2012 2:27 PM Alaskan Standard Time - AKWireless
Cause: Bad Isolator on Channel 3.
Resolution: Replaced Isolator.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 26591 **Date Opened:** 10/10/12 **Date Completed:** 10/10/12

Summary: Elmendorf - RCC Console OP01 unknown.

Resolution: 10/10/2012 10:25 AM Alaskan Standard Time - adeveau
Cause: Unknown
Resolution: Position reset.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 26608 **Date Opened:** 10/12/12 **Date Completed:** 10/12/12

Summary: Elmendorf - Fire Console OP 1 and 2 unable to open the configuration files.

Resolution: 10/12/2012 8:33 AM Alaskan Standard Time - adeveau
Cause: Permissions needed editing.
Resoluton: Edited permissions on configuration files.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 26610 **Date Opened:** 10/12/12 **Date Completed:** 10/12/12

Summary: Tudor Road Master Site - Syslog connector not feeding data.

Resolution: 10/12/2012 9:17 AM Alaskan Standard Time - adeveau
Cause: Cel connector stuck in hung state.
Resolution: Restarted Cel.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 26611 **Date Opened:** 10/12/12 **Date Completed:** 10/12/12

Summary: Elmendorf - Alt Fire console OP 3 unknown.

Resolution: 10/12/2012 2:04 PM Alaskan Standard Time - adeveau
Cause: Customer powered down the position.
Resolution: Position booted back up.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 26618 **Date Opened:** 10/12/12 **Date Completed:** 10/16/12

Summary: Elmendorf - All IC and TAC talkgroups have disappeared from the consoles as Security Group changed.

Resolution: 10/18/2012 11:15 AM Alaskan Standard Time - adeveau
Cause: Security Group name changed.
Resolution: Talk groups restored and Security Group name changed back to IC.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 26620 **Date Opened:** 10/12/12 **Date Completed:** 10/12/12

Summary: Elmendorf - Fire console editing console configurations.

Resolution: 10/12/2012 4:39 PM Alaskan Standard Time - adeveau
Cause: Editing Console configurations.
Resolution: Configuration completed.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 26622 **Date Opened:** 10/15/12 **Date Completed:** 10/15/12

Summary: FGA - Console OP01 GPIOM 12-1 unconfigured reset.

Resolution: 10/15/2012 9:10 AM Alaskan Standard Time - adeveau
Cause: Expired password.
Resolution: Password reset.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 26675 **Date Opened:** 10/15/12 **Date Completed:** 10/15/12

Summary: Elmendorf - Fire console updating console configurations.

Resolution: 10/15/2012 1:44 PM Alaskan Standard Time - adeveau
Cause: Updating console configurations.
Resolution: Update complete.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 26727 **Date Opened:** 10/17/12 **Date Completed:** 10/19/12

Summary: Elmendorf - Fire console installing new phone system.

Resolution: 10/19/2012 8:28 AM Alaskan Standard Time - adeveau
Cause: Customer installing new phone system.
Resolution: Phone installation completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 26756 **Date Opened:** 10/19/12 **Date Completed:** 10/19/12

Summary: Birch Hill Master Site - Air traffic router unknown; unreachable from manager.

Resolution: 10/19/2012 11:39 AM Alaskan Standard Time - adeveau
Cause: Bad fan assembly.
Resolution: Replaced the front fan assembly.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 26762 **Date Opened:** 10/22/12 **Date Completed:** 10/22/12

Summary: Seward - Site not wide trunking; control path down.

Resolution: 10/22/2012 1:39 PM Alaskan Standard Time - adeveau
Cause: Unknown
Resolution: Reset site Controller 1.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 26859 **Date Opened:** 10/29/12 **Date Completed:** 10/30/12

Summary: Hope - Disabled site controller 2.

Resolution: 10/30/2012 10:47 AM Alaskan Standard Time - adeveau
Cause: Bad connector on Controller 1.
Resolution: Reseated the connector between the Controller and the Switch.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26884 **Date Opened:** 10/30/12 **Date Completed:** 10/31/12

Summary: Eielson - LMR Z002S010OP01 and GPIOM-9-1 unknown.

Resolution: 10/30/2012 4:15 PM Alaskan Standard Time - adeveau
Cause: Application off line.
Resolution: Application re-launched.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 26892 **Date Opened:** 10/31/12 **Date Completed:** 10/31/12

Summary: Ft Greely - Channel 5 illegal carrier.

Resolution: 10/31/2012 3:09 PM Alaskan Standard Time - adeveau
Cause: EFJ radio constantly transmitting at the 49th Missile Command.
Resolution: Radio turned off.

Department: SOA-DPS **Priority** 3-Intermittent System Failure

Service Request #: 26894 **Date Opened:** 10/31/12 **Date Completed:** 10/28/12

Summary: AST - Soldotna Dispatch, intermittent console outages due to multiple sites bouncing on peninsula.

Resolution: 10/31/2012 11:33 AM Alaskan Standard Time - adeveau
Cause: Sites bouncing.
Resolution: Issue cleared on it's own.

Department: DOD-USARAK-FGA **Priority** 2-Significant System Failure

Service Request #: 26970 **Date Opened:** 11/1/12 **Date Completed:** 11/6/12

Summary: FGA - Console OP02 unknown.

Resolution: 11/6/2012 2:23 PM Alaskan Standard Time - adeveau
Cause: OP02 unknown; computer replaced.
Resolution: Reloaded encryption keys after CPU was replaced.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 26999 **Date Opened:** 11/5/12 **Date Completed:** 11/6/12

Summary: Eielson - Security Forces GPIOM 44-1 unconfigured; OP01 unknown (out of 3).

Resolution: 11/6/2012 7:55 AM Alaskan Standard Time - adeveau
Cause: GPIOM 44-1 unconfigured.
Resolution: Customer reset station.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 27042 **Date Opened:** 11/7/12 **Date Completed:** 11/7/12

Summary: Elmendorf - Fire dispatch application malfunction on OP03; resource fault (out of 3).

Resolution: 11/7/2012 8:16 AM Alaskan Standard Time - adeveau
Cause: Wrong cable used at installation.
Resolution: Replaced the GPIOM cable.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 27071 **Date Opened:** 11/8/12 **Date Completed:** 11/8/12

Summary: Eielson - Command Post Playback Station not connecting to network.

Resolution: 11/8/2012 1:27 PM Alaskan Standard Time - jkpannone
Cause: Bad Cat 5e cables
Resolution: Cables replaced.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 27085 **Date Opened:** 11/9/12 **Date Completed:** 11/9/12

Summary: Elmendorf - Security Forces Op 01 unknown.

Resolution: 11/9/2012 1:03 PM Alaskan Standard Time - jkpannone
Cause: System locked
Resolution: System resolved itself.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 27086 **Date Opened:** 11/9/12 **Date Completed:** 11/9/12

Summary: Birch Hill VHF - Channel 7 testing.

Resolution: 11/9/2012 1:01 PM Alaskan Standard Time - jkpannone
Testing completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27090 **Date Opened:** 11/9/12 **Date Completed:** 11/9/12

Summary: Peger Road - Testing on Channel 1 and 3.

Resolution: 11/12/2012 8:48 PM Alaskan Standard Time - jkpannone
Testing completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 27326 **Date Opened:** 11/28/12 **Date Completed:** 12/5/12

Summary: Birch Hill Master Site - Statistical Server fan failed.

Resolution: 12/5/2012 8:39 AM Alaskan Standard Time - jkpannone
Cause: Bad fan assembly.
Resolution: Fan assembly replaced.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 27327 **Date Opened:** 11/28/12 **Date Completed:** 11/28/12

Summary: Tudor Road Master Site - Disabling MGEG 2.

Resolution: 11/28/2012 8:20 AM Alaskan Standard Time - jkpannone
Cause: Technician disabile to read keys.
Resolution: Completed reading keys. Enable MGEG.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27369 **Date Opened:** 11/30/12 **Date Completed:** 11/30/12

Summary: Tudor Road Master Site - Working on the ZSS server.

Resolution: 11/30/2012 8:30 AM Alaskan Standard Time - jkpannone
Cause: Unknown
Resolution: Installed new DAT72 backup tape.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 27370 **Date Opened:** 11/30/12 **Date Completed:** 11/30/12

Summary: Tudor Road Master Site - Disabled MGEG to read keys.

Resolution: 11/30/2012 8:38 AM Alaskan Standard Time - jkpannone
Cause: Technician disabled MGEG to read keys.
Resolution: Completed reading keys.

Department: DOD-USARAK-FRA **Priority** 4-Scheduled Maintenance

Service Request #: 27456 **Date Opened:** 12/3/12 **Date Completed:** 12/5/12

Summary: FRA - Fire taking Console site 8 off line to replace some KVM switches.

Resolution: 12/3/2012 4:35 PM Alaskan Standard Time - jkpannone
Cause: Customer replacing KVM Switch.
Resolution: KVM Switch replaced.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 27464 **Date Opened:** 12/4/12 **Date Completed:** 12/4/12

Summary: Elmendorf - Fire Console Site Control Path 1 & 2 links down.

Resolution: 12/4/2012 12:47 PM Alaskan Standard Time - jkpannone
Cause: Customer working on Console.
Resolution: Work completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 27481 **Date Opened:** 12/6/12 **Date Completed:** 12/7/12

Summary: Elmendorf - Fire replace Console KVM Switch.

Resolution: 12/7/2012 2:35 PM Alaskan Standard Time - jkpannone
Resolution: Replaced KVM Switch.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 27620 **Date Opened:** 12/11/12 **Date Completed:** 12/12/12

Summary: Elmendorf - Fire Z1 Dispatch application malfunction on OP3 resource fault.

Resolution: 12/11/2012 10:47 AM Alaskan Standard Time - jkpannone
Cause: Customer relocating and working on Console.
Resolution: Relocation and work completed.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 27680 **Date Opened:** 12/19/12 **Date Completed:** 12/19/12

Summary: Elmendorf - Fire doing maintenance on OP 01.

Resolution: 12/19/2012 11:43 AM Alaskan Standard Time - jkpannone
Cause: Customer replacing KVM Switch.
Resolution: KVM Switch replaced.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 27710 **Date Opened:** 12/24/12 **Date Completed:** 1/11/13

Summary: Eielson - Security Forces GPIOM 4-1 unconfigured/reset > 5 minutes.

Resolution: 1/11/2013 8:24 AM Alaskan Standard Time - jkpannone
Cause: Intermittent mic cable.
Resolution: Replaced mic cable.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27712 **Date Opened:** 12/26/12 **Date Completed:** 1/17/13

Summary: ETS - GCI work will cause multiple RF and Console site outage.

Resolution: 1/18/2013 4:18 PM Alaskan Standard Time - jkpannone
Work completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 27739 **Date Opened:** 12/27/12 **Date Completed:** 12/27/12

Summary: Money Knob - Checking reflected power.

Resolution: 12/27/2012 10:07 AM Alaskan Standard Time - jkpannone
Testing completed.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 27741 **Date Opened:** 12/27/12 **Date Completed:** 12/27/12

Summary: Elmendorf - Fire taking console off line to replace KVM switch.

Resolution: 12/27/2012 11:07 AM Alaskan Standard Time - jkpannone
Cause: Replacing KVM Switch.
Resolution: Switch replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27753 **Date Opened:** 12/27/12 **Date Completed:** 12/28/12

Summary: Hope - Repeater site controller 19.2 initialization, no reason.

Resolution: 12/28/2012 1:55 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Replaced Site Controller 2 and Switch 2.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 27770 **Date Opened:** 12/28/12 **Date Completed:** 1/17/13

Summary: Alcantra - Moscad showing an RF amp alarm on amp that was just replaced.

Resolution: 1/17/2013 8:02 AM Alaskan Standard Time - jkpannone
Work cancelled since the SOA won't be upgrading their Moscad's after the 7.13 system update.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 27867 **Date Opened:** 1/2/13 **Date Completed:** 4/4/13

Summary: Tudor Road Master Site - Palmer PD poor range from the field.

Resolution: 4/4/2013 8:40 AM Alaskan Standard Time - jkpannone
This is an in building issue and ALMR wasn't designed to provide this coverage.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27868 **Date Opened:** 1/2/13 **Date Completed:** 5/6/13

Summary: Sunny Hay - Not in wide trunking 3 times in 30 minutes.

Resolution: 5/7/2013 7:59 AM Alaskan Standard Time - jkpannone
No further testing required per Technician.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 27893 **Date Opened:** 1/3/13 **Date Completed:** 1/3/13

Summary: Diamond Ridge - Site failsoft.

Resolution: 1/3/2013 10:28 AM Alaskan Standard Time - jkpannone
Resolution: Closed as duplicate. Refer to Case 23346016.

Department: DOD-USARAK-FRA **Priority** 3-Intermittent System Failure

Service Request #: 27909 **Date Opened:** 1/4/13 **Date Completed:** 1/5/13

Summary: FRA - PMO Console, updating the configuration files and also on site 13.

Resolution: 1/7/2013 7:58 AM Alaskan Standard Time - jkpannone
Cause: Routine updates.
Resolution: console reconfiguration completed.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 27923 **Date Opened:** 1/7/13 **Date Completed:** 1/8/13

Summary: Elmendorf - Security Forces updating console.

Resolution: 1/8/2013 7:46 AM Alaskan Standard Time - jkpannone
Cause: Console being updated.
Resolution: Update completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 27940 **Date Opened:** 1/8/13 **Date Completed:** 1/8/13

Summary: Ft Greely - Site controller being replaced.

Resolution: 1/8/2013 2:04 PM Alaskan Standard Time - jkpannone
Cause: Swapping out site controller.
Resolution: Swap out completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 27986 **Date Opened:** 1/11/13 **Date Completed:** 1/11/13

Summary: Elmendorf - Security Forces can't load encryption keys on the MCC7500.

Resolution: 1/10/2013 3:48 PM Alaskan Standard Time - jkpannone
Cause: Failed PCI Secure card.
Resolution: Replaced card.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28003 **Date Opened:** 1/14/13 **Date Completed:** 1/16/13

Summary: Women's Bay - Not wide trunking > 5 minutes.

Resolution: 1/15/2013 4:33 PM Alaskan Standard Time - jkpannone
Cause: Bad Switch.
Resolution: Transferred everything to Switch 2 while Switch 1 is being repaired.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28049 **Date Opened:** 1/16/13 **Date Completed:** 1/17/13

Summary: Girdwood - Not wide trunking, control path down.

Resolution: 1/16/2013 12:15 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Reset site controller.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28057 **Date Opened:** 1/17/13 **Date Completed:** 2/8/13

Summary: Cooper Mtn - Channel 1 unknown, unreachable from manager.

Resolution: 2/8/2013 1:17 PM Alaskan Standard Time - jkpannone
Cause: Subscriber calls not affiliating or disaffiliating properly causing the channels to reset.
Resolution: Unavoidable.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28058 **Date Opened:** 1/17/13 **Date Completed:** 1/18/13

Summary: Valdez - Channel 3 unknown.

Resolution: 1/18/2013 3:00 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Optimize Zone Database more often.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28059 **Date Opened:** 1/17/13 **Date Completed:** 1/18/13

Summary: Women's Bay - Site Controller 45.2 unknown.

Resolution: 1/18/2013 3:00 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Optimize Zone Database more often.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 28085 **Date Opened:** 1/22/13 **Date Completed:** 1/22/13

Summary: Eielson - Alt WOC Changing button cell battery on encryption card.

Resolution: 1/22/2013 1:50 PM Alaskan Standard Time - drice
Cause: Battery was bad.
Resolution: Replace button cell battery on encryption card.

Department: DOD-USARAK-FGA **Priority** 3-Intermittent System Failure

Service Request #: 28096 **Date Opened:** 1/23/13 **Date Completed:** 1/25/13

Summary: FGA - Installing anti-virus on OP 2.

Resolution: 1/24/2013 8:11 AM Alaskan Standard Time - jkpannone
Anti-virus installed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 28108 **Date Opened:** 1/25/13 **Date Completed:** 1/25/13

Summary: Eielson - Security Forces GPIOM 5-1 unconfigured.

Resolution: 1/25/2013 8:37 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK-FGA **Priority** 3-Intermittent System Failure

Service Request #: 28114 **Date Opened:** 1/25/13 **Date Completed:** 1/25/13

Summary: FGA - Making minor improvement on OP 2.

Resolution: 1/25/2013 12:30 PM Alaskan Standard Time - jkpannone
Added Talkgroups and fixed display.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 28122 **Date Opened:** 1/28/13 **Date Completed:** 1/29/13

Summary: Eielson - Alt WOC dispatch secure card 1008.7.1 malfunction: Battery Fault.

Resolution: 1/29/2013 3:25 PM Alaskan Standard Time - jkpannone
Cause: Bad battery.
Resolution: Replaced backup battery on encryption card.

Department: SOA-DPS **Priority** 1-Major System Failure

Service Request #: 28132 **Date Opened:** 1/28/13 **Date Completed:** 1/28/13

Summary: AST - Soldotna Dispatch cannot log into the dispatch console 3.

Resolution: 1/28/2013 1:54 PM Alaskan Standard Time - drice
Customer unseated and reseated a card on the rack and console was fully operational.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28432 **Date Opened:** 2/1/13 **Date Completed:** 4/5/13

Summary: Lena Point - Unknown, bouncing.

Resolution: 4/4/2013 4:09 PM Alaskan Standard Time - jkpannone
Cause: Bad port on Microwave.
Resolution: Port repaired.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28624 **Date Opened:** 2/13/13 **Date Completed:** 2/13/13

Summary: Kenai - Site bouncing.

Resolution: 2/13/2013 4:00 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Recycled power on Switch 1.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28630 **Date Opened:** 2/14/13 **Date Completed:** 2/15/13

Summary: Kenai - Not wide trunking, chronic bouncing.

Resolution: 2/14/2013 8:49 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Replaced Switch 1.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 28631 **Date Opened:** 2/14/13 **Date Completed:** 2/15/13

Summary: Eielson - Alt WOC dispatch secure card 1008.7.1 malfunction, battery fault.

Resolution: 2/14/2013 6:22 PM Alaskan Standard Time - jkpannone
Cause: Bad secure card.
Resolution: Replaced Secure Card.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28646 **Date Opened:** 2/15/13 **Date Completed:** 2/16/13

Summary: Tudor Road Master Site - AMB Link 27.1 bouncing in/out configuration/inactive.

Resolution: 2/15/2013 5:21 PM Alaskan Standard Time - jkpannone
Cause: AMB and AMI card.
Resolution: Reset cards at both ends.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 28746 **Date Opened:** 2/26/13 **Date Completed:** 2/26/13

Summary: Auke Lake - Site unknown.

Resolution: 2/26/2013 9:14 AM Alaskan Standard Time - jkpannone
Cause: Router plugged into wrong switch port.
Resolution: Router moved to correct port.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 28960 **Date Opened:** 3/4/13 **Date Completed:** 3/5/13

Summary: Eielson - Alt WOC console site control path 1 & 2 bouncing.

Resolution: 3/4/2013 3:35 PM Alaskan Standard Time - jkpannone
Cause: NTP time off
Resolution: NTP time reset.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 28963 **Date Opened:** 3/4/13 **Date Completed:** 3/5/13

Summary: Eielson - LMR GPIOM 9-1 unconfigured.

Resolution: 3/4/2013 3:27 PM Alaskan Standard Time - jkpannone
Cause: Application down.
Resolution: Relaunched application.

Department: AML-Wasilla PD **Priority** 4-Scheduled Maintenance

Service Request #: 28964 **Date Opened:** 3/4/13 **Date Completed:** 6/4/13

Summary: Wasilla PD - Request for PMI at Cottonwood due to degraded radio service.

Resolution: 6/4/2013 11:18 AM Alaskan Standard Time - jkpannone
No further response from customer. Will open new request if issues arises again in the future.

Department: DOD-USAF-673RD WING **Priority** 2-Significant System Failure

Service Request #: 28970 **Date Opened:** 3/5/13 **Date Completed:** 5/15/13

Summary: Elmendorf - MOC request to determine why logging recorder is not logging.

Resolution: 5/14/2013 4:11 PM Alaskan Standard Time - jkpannone
Customer unable to provide the necessary information to assist with this request. Closing due to lack of response.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 29014 **Date Opened:** 3/11/13 **Date Completed:** 3/15/13

Summary: Tudor Road Master Site - ATR Server unknown.

Resolution: 3/15/2013 8:11 AM Alaskan Standard Time - jkpannone
Cause: Believed to be caused by a hardware issues or transient error.
Resolution: Technician will monitor and replace controller if issues re-occur,

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Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 29026 **Date Opened:** 3/12/13 **Date Completed:** 3/12/13

Summary: Portage - Tune channel 1.

Resolution: 3/12/2013 12:05 PM Alaskan Standard Time - drice
Channel 1 tuned.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 29063 **Date Opened:** 3/14/13 **Date Completed:** 3/14/13

Summary: Peger Road- Channel 5 unconfigured, no reason.

Resolution: 3/14/2013 9:43 AM Alaskan Standard Time - jkpannone
Cause: Added Channel 5 to the system in preparation of actual installation.
Resolution: Closed case.

Department: AML-COF-Dispatch/EOC **Priority** 4-Scheduled Maintenance

Service Request #: 29196 **Date Opened:** 3/25/13 **Date Completed:** 3/27/13

Summary: Fairbanks Dispatch/EOC - Motobridge unable to connect to the network.

Resolution: 3/27/2013 8:18 AM Alaskan Standard Time - jkpannone
Cause: Keyboard unplugged from client computer.
Resolution: Re-routed keyboard cable to client computer, logged in and launched application.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29197 **Date Opened:** 3/26/13 **Date Completed:** 3/26/13

Summary: Tudor Road Master Site - ZC1 & 2 rolled causing alarms on several sites.

Resolution: 3/26/2013 4:11 PM Alaskan Standard Time - jkpannone
Cause: Zone Controllers rolled causing alarms.
Resolution: Cleared on its own.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 29221 **Date Opened:** 3/28/13 **Date Completed:** 3/28/13

Summary: FWA - Console site control path 1011.2 down.

Resolution: 3/28/2013 2:32 PM Alaskan Standard Time - jkpannone
Cause: Technician checking ports for system upgrade.
Resolution: Checks completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 29229 **Date Opened:** 3/29/13 **Date Completed:** 3/29/13

Summary: Eielson - Command Post control path 1, 2 intermittently down, GPIOM unconfigured, reset.

Resolution: 3/29/2013 12:23 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Customer reset the computer.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 29263 **Date Opened:** 3/29/13 **Date Completed:** 4/10/13

Summary: Eielson - Alt WOC console site control path 1008.2 went down 3 times in 30 minutes.

Resolution: 4/10/2013 1:36 PM Alaskan Standard Time - jkpannone
Cause: Bad router.
Resolution: Replaced router.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 29403 **Date Opened:** 4/5/13 **Date Completed:** 4/10/13

Summary: Eielson - Alt WOC dispatch secure card 1008.7 battery fault > 5 minutes.

Resolution: 4/10/2013 1:25 PM Alaskan Standard Time - jkpannone
Cause: Bad secure card.
Resolution: Replaced secure card.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29464 **Date Opened:** 4/11/13 **Date Completed:** 5/21/13

Summary: Saddle Mtn - Request to check high reflection from Isolator on Ch 1 & 2.

Resolution: 5/21/2013 1:06 PM Alaskan Standard Time - jkpannone
Cause: Bad connectors.
Resolution: Replaced 6 connectors and 2 polyphasers.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29529 **Date Opened:** 4/12/13 **Date Completed:** 4/12/13

Summary: Saddle Mtn - Site controller 2 restarted, user requested.

Resolution: 4/12/2013 8:24 AM Alaskan Standard Time - jkpannone
Cause: Technician restarted controller.
Resolution: Restart successful.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 29532 **Date Opened:** 4/12/13 **Date Completed:** 7/24/13

Summary: Saddle Mtn - Multiple Site outage due to microwave work.

Resolution: 7/23/2013 4:21 PM Alaskan Standard Time - jkpannone
Cause: ETS working on Microwave.
Resolution: Microwave work completed.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 29817 **Date Opened:** 4/18/13 **Date Completed:** 4/18/13

Summary: FRA - OP 01 critical malfunction.

Resolution: 4/18/2013 8:48 AM Alaskan Standard Time - jkpannone
Cause: Technician remotely working on the system.
Resolution: Rebooted the system.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 29847 **Date Opened:** 4/22/13 **Date Completed:** 4/22/13

Summary: Elmendorf - Fire Console OP 03 dispatch secure card 1012.7.1 no keys > 5 minutes.

Resolution: 4/22/2013 4:31 PM Alaskan Standard Time - jkpannone
Cause: Encryption Key error.
Resolution: Reloaded encryption keys and reconnected loose LAN.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 29962 **Date Opened:** 4/30/13 **Date Completed:** 4/30/13

Summary: Eielson - Alt Fire OP 01 unknown > 5 minutes.

Resolution: 4/30/2013 12:02 PM Alaskan Standard Time - jkpannone
Cause: Loose CAT 5 cable.
Resolution: Reconnected cable.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 29968 **Date Opened:** 4/30/13 **Date Completed:** 4/30/13

Summary: Tudor Road Master Site - Reprogramming Core Routers 3 & 4.

Resolution: 4/30/2013 2:26 PM Alaskan Standard Time - jkpannone
Cause: Reprogramming Core Routers 3 & 4.
Resolution: Reprogramming completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 29969 **Date Opened:** 4/30/13 **Date Completed:** 5/1/13

Summary: Eielson - Alt Fire OP 1 unknown.

Resolution: 5/1/2013 3:47 PM Alaskan Standard Time - jkpannone
Cause: Bad encryption card.
Resolution: Encryption card replaced.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 30322 **Date Opened:** 5/8/13 **Date Completed:** 5/8/13

Summary: Eielson - Alt WOC changing router.

Resolution: 5/8/2013 11:00 AM Alaskan Standard Time - jkpannone
Cause: Swapping out Router.
Resolution: Equipment swapped out.

Department: DOD-USAF-673RD WING **Priority** 4-Scheduled Maintenance

Service Request #: 30324 **Date Opened:** 5/8/13 **Date Completed:** 5/8/13

Summary: Elmendorf - Alt Fire swapping out a KVM Switch.

Resolution: 5/8/2013 2:07 PM Alaskan Standard Time - jkpannone
Cause: Swapping out a KVM Switch.
Resolution: Equipment swap out completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30437 **Date Opened:** 5/15/13 **Date Completed:** 5/15/13

Summary: Peger Road - Replace Switches as part of 7.13 upgrade.

Resolution: 5/15/2013 11:29 AM Alaskan Standard Time - jkpannone
Cause: Motorola installing new Switches for 7.13 upgrade.
Resolution: Switches installed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 30442 **Date Opened:** 5/15/13 **Date Completed:** 5/15/13

Summary: Harding Lake - Motorola installing new Switches for 7.13 upgrade.

Resolution: 5/15/2013 3:32 PM Alaskan Standard Time - jkpannone
Cause: Motorola installing new switches for 7.13 upgrade.
Resolution: Installation completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 30459 **Date Opened:** 5/15/13 **Date Completed:** 5/16/13

Summary: Donnelly Dome - Motorola installing new Switches for 7.13 upgrade.

Resolution: 5/16/2013 8:07 AM Alaskan Standard Time - jkpannone
Cause: Motorola installing new switches for 7.13 upgrade.
Resolution: Install completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 30460 **Date Opened:** 5/15/13 **Date Completed:** 5/16/13

Summary: Black Rapids - Motorola installing new Switches for 7.13 upgrade.

Resolution: 5/16/2013 8:15 AM Alaskan Standard Time - jkpannone
Cause: Motorola installing new switches for 7.13 upgrade.
Resolution: Install completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 30534 **Date Opened:** 5/21/13 **Date Completed:** 5/21/13

Summary: Quarry Hill - Installing new switches for 7.13 upgrade.

Resolution: 5/21/2013 12:56 PM Alaskan Standard Time - jkpannone
Cause: Installing new Switches for 7.13 upgrade.
Resolution: Installation completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 30825 **Date Opened:** 5/29/13 **Date Completed:** 5/30/13

Summary: Ft Greely - Site control path 7.2 bouncing.

Resolution: 5/29/2013 4:37 PM Alaskan Standard Time - jkpannone
Cause: Bad site controller.
Resolution: Replaced Site Controller.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 30936 **Date Opened:** 6/4/13 **Date Completed:** 6/4/13

Summary: Ester Dome - Channel 1 illegal carrier > 1 hour.

Resolution: 6/4/2013 1:43 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31024 **Date Opened:** 6/13/13 **Date Completed:** 6/15/13

Summary: Peger Road - Testing on new site switches.

Resolution: 6/17/2013 8:07 AM Alaskan Standard Time - jkpannone
Cause: Testing on new site switches.
Resolution: Testing completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31060 **Date Opened:** 6/14/13 **Date Completed:** 6/14/13

Summary: Paxson - Site Controller 2 and Channel 2 unknown > 5 minutesl.

Resolution: 6/14/2013 3:32 PM Alaskan Standard Time - jkpannone
Cause: Bad Switch
Resolution: Replaced Switch.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31069 **Date Opened:** 6/17/13 **Date Completed:** 6/16/13

Summary: Tudor Road Master Site - AMB link 1.8.1 and 1.24.1 bouncing.

Resolution: 6/17/2013 8:01 AM Alaskan Standard Time - jkpannone
Cause: Motorola working on 7.13 upgrade caused links to bounce..
Resolution: Upgrade completed.

Department: SOA-DPS **Priority** 3-Intermittent System Failure

Service Request #: 31234 **Date Opened:** 6/20/13 **Date Completed:** 6/20/13

Summary: AST - Soldotna Dispatch receiving alarm code 88053 on console.

Resolution: 6/20/2013 3:10 PM Alaskan Standard Time - jkpannone
Cause: Connection unhooked.
Resolution: Connection reconnected.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 31245 **Date Opened:** 6/24/13 **Date Completed:** 6/26/13

Summary: Birch Hill Master Site - AMB Link 2.11.1 configuration, unknown cause.

Resolution: 6/26/2013 9:46 AM Alaskan Standard Time - jkpannone
Cause: Bad AMI and Ambassador card.
Resolution: Replaced cards.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31258 **Date Opened:** 6/25/13 **Date Completed:** 6/25/13

Summary: Auke Lake - Site controller 1, site control path 5.1 down.

Resolution: 6/25/2013 3:50 PM Alaskan Standard Time - jkpannone
Cause: Motorola Technician left the controller unplugged.
Resolution: Plugged the controller back in.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31303 **Date Opened:** 6/28/13 **Date Completed:** 6/28/13

Summary: Saddle Mtn - Replacing the Switches for the 7.13 upgrade.

Resolution: 6/28/2013 10:12 AM Alaskan Standard Time - jkpannone
Cause: Installing new switches for 7.13 upgrade.
Resolution: Switches installed.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 31308 **Date Opened:** 7/1/13 **Date Completed:** 7/2/13

Summary: Trims - Channel 2 down > 5 minutes.

Resolution: 7/2/2013 8:11 AM Alaskan Standard Time - jkpannone
Cause: Bad control card.
Resolution: Replaced control card.

Department: AML-COP-DPS-Palmer PD **Priority** 3-Intermittent System Failure

Service Request #: 31455 **Date Opened:** 7/2/13 **Date Completed:** 7/3/13

Summary: Palmer PD - Having issues with new consoles locking up on them.

Resolution: 7/23/2013 10:12 AM Alaskan Standard Time - jkpannone
Cause: System works as designed.
Resolution: User must close all applications before logging off.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 31624 **Date Opened:** 7/9/13 **Date Completed:** 7/11/13

Summary: Birch Hill Master Site - Gold elite consoles experiencing missing audio.

Resolution: 7/11/2013 1:17 PM Alaskan Standard Time - drice
Cause: Customer was receiving busy signals due to large fire activity in the area.
Solution: Customer educated on system busies.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 31656 **Date Opened:** 7/12/13 **Date Completed:** 7/12/13

Summary: Tudor Road Master Site - Pre-work for 7.13 upgrade next month.

Resolution: 7/12/2013 9:04 AM Alaskan Standard Time - drice
Cause: Migration 7.13 Upgrade Pre-work.
Resolution: Pre-work complete.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 31661 **Date Opened:** 7/13/13 **Date Completed:** 7/13/13

Summary: Silvertip - Ring site link and Site Controller 34.1 down.

Resolution: 7/12/2013 4:51 PM Alaskan Standard Time - drice
Cause: Motorola team pulled wrong cable while standing up 7.13 upgrade equipment
Resolution: Reactivated the port.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 31662 **Date Opened:** 7/13/13 **Date Completed:** 7/13/13

Summary: Hope - IVD ring Site Link 1.1.1.19 down.

Resolution: 7/12/2013 4:58 PM Alaskan Standard Time - drice
Cause: Motorola team pulled wrong cable while standing up 7.13 upgrade equipment
Resolution: Reactivated the port.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31665 **Date Opened:** 7/15/13 **Date Completed:** 7/15/13

Summary: Peger Road - Motorola upgrade team doing testing.

Resolution: 7/15/2013 8:42 AM Alaskan Standard Time - jkpannone
Cause: Motorola upgrade team doing testing.
Resolution: Testing completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31750 **Date Opened:** 7/24/13 **Date Completed:** 7/25/13

Summary: Atwood VHF - Replacing Switches for the 7.13 upgrade.

Resolution: 7/24/2013 3:54 PM Alaskan Standard Time - jkpannone
Cause: Swapping out Switches for 7.13 upgrade.
Resolution: Switches swapped out.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31790 **Date Opened:** 7/29/13 **Date Completed:** 7/29/13

Summary: Atwood VHF - Repairing cable on channel 10.

Resolution: 7/29/2013 1:16 PM Alaskan Standard Time - jkpannone
Cause: Bad cable on channel 10.
Resolution: Cable repaired.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31812 **Date Opened:** 7/31/13 **Date Completed:** 8/7/13

Summary: Eielson - Alt WOC GPIOM 8-1 unconfigured.

Resolution: 8/7/2013 1:02 PM Alaskan Standard Time - jkpannone
Cause: 7.13 system upgrade.
Resolution: There is no longer a GPIOM at this site.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 31813 **Date Opened:** 7/31/13 **Date Completed:** 7/31/13

Summary: Fire Station 12 - Channel 10 down.

Resolution: 7/31/2013 7:58 AM Alaskan Standard Time - jkpannone
Cause: Not a monitored channel as it is off line.
Resolution: Case closed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31814 **Date Opened:** 7/31/13 **Date Completed:** 7/31/13

Summary: TSAIA - IVD ring site link 1.1.1.4 connection lost.

Resolution: 7/31/2013 8:01 AM Alaskan Standard Time - jkpannone
Cause: Motorola working on 7.13 system upgrade.
Resolution: Work completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31817 **Date Opened:** 7/31/13 **Date Completed:** 7/31/13

Summary: Site Summit - Site controller 1 and multiple channels bouncing 3 times in 30 minutes.

Resolution: 7/31/2013 3:00 PM Alaskan Standard Time - jkpannone
Cause: Bad Controller 2 and PA on channel 7.
Resolution: Replaced Controller and PA.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 31822 **Date Opened:** 7/31/13 **Date Completed:** 7/31/13

Summary: Summit Lake - IVD ring site link 1.1.1.38 down.

Resolution: 7/31/2013 9:27 AM Alaskan Standard Time - jkpannone
Cause: Motorola pushing software to the sites for the 7.13 upgrade.
Resolution: Software updates completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31823 **Date Opened:** 7/31/13 **Date Completed:** 7/31/13

Summary: Ernestine - Switch 2 won't restart after software upgrade.

Resolution: 8/1/2013 10:37 AM Alaskan Standard Time - jkpannone
Cause: Switch failed to restart after software update to 7.13.
Resolution: Switch restarted.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 31939 **Date Opened:** 8/1/13 **Date Completed:** 8/1/13

Summary: Tudor Road Master Site - Disable MGEG for testing.

Resolution: 8/1/2013 9:21 AM Alaskan Standard Time - jkpannone
Cause: Motorola disabled MGEG for testing.
Resolution: Testing completed.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 31945 **Date Opened:** 8/1/13 **Date Completed:** 8/8/13

Summary: Eielson - Red Flag OP 1 GPIOM unconfigured failure.

Resolution: 8/8/2013 8:37 AM Alaskan Standard Time - jkpannone
Cause: Upgrading consoles to 7.13.
Resolution: Upgrade completed.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 31957 **Date Opened:** 8/2/13 **Date Completed:** 8/9/13

Summary: Eielson - LMR OP 1 dispatch secure card battery fault.

Resolution: 8/9/2013 3:32 PM Alaskan Standard Time - jkpannone
Cause: 7.13 system upgrade.
Resolution: Upgrade completed.

Department: DOD-USARAK **Priority** 4-Scheduled Maintenance

Service Request #: 31961 **Date Opened:** 8/2/13 **Date Completed:** 8/2/13

Summary: Birch Hill Master Site - Disabling MGEG 2 for testing.

Resolution: 8/2/2013 3:17 PM Alaskan Standard Time - jkpannone
Cause: Technician disabling MGEG 2 for testing.
Resolution: Testing completed.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 31986 **Date Opened:** 8/3/13 **Date Completed:** 8/3/13

Summary: Atwood 800 - DC AC Inverter burned out.

Resolution: 8/5/2013 2:07 PM Alaskan Standard Time - jkpannone
Cause: Inverter burned out.
Resolution: Disconnected power.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 31988 **Date Opened:** 8/5/13 **Date Completed:** 7/22/13

Summary: Peger Road - Reinstalled Switches for 7.13 upgrade.

Resolution: 8/5/2013 9:19 AM Alaskan Standard Time - jkpannone
Cause: Reinstalling new switches for 7.13 upgrade.
Resolution: Switches installed.

Department: DOD-USAF-354th FW **Priority** 3-Intermittent System Failure

Service Request #: 31989 **Date Opened:** 8/5/13 **Date Completed:** 8/8/13

Summary: Eielson - Alt WOC changing MCC consoles for 7.13 upgrade for D8, D5, D9 & D10.

Resolution: 8/7/2013 10:05 AM Alaskan Standard Time - jkpannone
Cause: Upgrading console to 7.13 system.
Resolution: Console upgrades completed.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 31990 **Date Opened:** 8/5/13 **Date Completed:** 8/5/13

Summary: FRA - Fire OP 1 unknown, unreachable from manager.

Resolution: 8/5/2013 12:59 PM Alaskan Standard Time - jkpannone
Duplicate of WO 31987, Case 23591766

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 31991 **Date Opened:** 8/5/13 **Date Completed:** 8/5/13

Summary: FRA - PMO console OP 1 unknown, unreachable from manager.

Resolution: 8/5/2013 3:38 PM Alaskan Standard Time - jkpannone
Cause: Caused by upgrade on Case 23591766.
Resolution: Closing as duplicate request. Refer to WO 31987.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 31992 **Date Opened:** 8/5/13 **Date Completed:** 8/5/13

Summary: Elmendorf - Fire console OP 2 malfunction.

Resolution: 8/5/2013 3:40 PM Alaskan Standard Time - jkpannone
Cause: Caused by upgrade work on case 23591766.
Resolution: Closing as duplicate. Refer to WO 31987.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32004 **Date Opened:** 8/7/13 **Date Completed:** 8/7/13

Summary: Tudor Road Master Site - AMB Link 25.1 in a configured state waiting to communicate.

Resolution: 8/7/2013 10:43 AM Alaskan Standard Time - jkpannone
Cause: AMB card fault.
Resolution: AMB card reset.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32005 **Date Opened:** 8/7/13 **Date Completed:** 8/15/13

Summary: Eielson - Security Forces AIS 1 and AIS 2 key fail.

Resolution: 8/15/2013 7:50 AM Alaskan Standard Time - jkpannone
Cause: 7.13 System upgrade.
Resolution: There is no longer an AIS at this site.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32010 **Date Opened:** 8/7/13 **Date Completed:** 8/7/13

Summary: Eielson - Security Forces LR 01 communication failure and some input channels are not recording.

Resolution: 8/7/2013 12:59 PM Alaskan Standard Time - jkpannone
Cause: System upgrade to 7.13.
Resolution: No longer a logging recording at this site.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32040 **Date Opened:** 8/8/13 **Date Completed:** 8/10/13

Summary: Eielson - Security Forces LR 1 & 2 power supply ok, power supply ok on chassis 0, B.

Resolution: 8/12/2013 7:44 AM Alaskan Standard Time - jkpannone
Cause: Motorola upgrade team doing testing on site.
Resolution: Testing completed.

Department: DOD-USARAK-FRA **Priority** 1-Major System Failure

Service Request #: 32045 **Date Opened:** 8/8/13 **Date Completed:** 8/8/13

Summary: FRA - PMO console switch 1 comm failure.

Resolution: 8/8/2013 12:41 PM Alaskan Standard Time - jkpannone
Cause: Related to 7.13 upgrade case 23591766.
Resolution: Tracking under 23591766.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32079 **Date Opened:** 8/9/13 **Date Completed:** 8/12/13

Summary: Eielson - Alt WOC NMD8 CCGW, all conv channels are down.

Resolution: 8/12/2013 3:26 PM Alaskan Standard Time - jkpannone
Cause: CCGW hardware problem.
Resolution: Installed spare router.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 32085 **Date Opened:** 8/12/13 **Date Completed:** 8/10/13

Summary: FWA - AIS, fault manage lost communication to device and conventional channel alarms.

Resolution: 8/12/2013 8:07 AM Alaskan Standard Time - jkpannone
Cause: System upgrade to 7.13.
Resolution: No longer an AIS located at this site.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32087 **Date Opened:** 8/12/13 **Date Completed:** 11/27/13

Summary: Tok - Bad port on switch 2.

Resolution: 11/27/2013 3:48 PM Alaskan Standard Time - jkpannone
Cause: Bad port on switch 2.
Resolution: Replaced switch.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 32090 **Date Opened:** 8/12/13 **Date Completed:** 2/5/14

Summary: FWA - AIS, console link 1012.1/2 down.

Resolution: 2/5/2014 10:35 AM Alaskan Standard Time - jkpannone
Cause: No equipment there. No longer a monitored site.
Resolution: Removed from monitoring.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32091 **Date Opened:** 8/12/13 **Date Completed:** 8/12/13

Summary: Eielson - Command Post switch is rebooting every 2 hours.

Resolution: 8/12/2013 3:30 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Installed spare switch.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 32125 **Date Opened:** 8/13/13 **Date Completed:** 8/16/13

Summary: Canyon Creek - ETS reporting that DC AC Inverter is in alarm.

Resolution: 8/16/2013 9:28 AM Alaskan Standard Time - drice
Fuse replaced in the DC-AC inverter.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 32155 **Date Opened:** 8/15/13 **Date Completed:** 8/15/13

Summary: R1 North - Replace failed Power Amp on channel 8.

Resolution: 8/15/2013 10:50 AM Alaskan Standard Time - drice
Cause: Power AMP Failed on Channel 8.
Resolution: Channel 8 Power AMP replaced.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32176 **Date Opened:** 8/15/13 **Date Completed:** 8/15/13

Summary: Goose Creek - Swapping out router.

Resolution: 8/15/2013 1:34 PM Alaskan Standard Time - jkpannone
Equipment swapped out.

Department: SOA-DPS **Priority** 4-Scheduled Maintenance

Service Request #: 32182 **Date Opened:** 8/16/13 **Date Completed:** 10/28/13

Summary: AST - Fairbanks Dispatch reporting communication issues in Northway area.

Resolution: 10/28/2013 3:11 PM Alaskan Standard Time - jkpannone
Related to system upgrade. Rebooted the router and issue cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32183 **Date Opened:** 8/19/13 **Date Completed:** 8/18/13

Summary: Tudor Road Master Site - Unable to connect to UEM for Zone 1 and Zone 2.

Resolution: 8/19/2013 7:44 AM Alaskan Standard Time - jkpannone
Cause: Due to 7.13 upgrade.
Resolution: Reset the secure keys and fire wall.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 32191 **Date Opened:** 8/19/13 **Date Completed:** 8/19/13

Summary: Birch Hill Master Site - DS 01 lost communication > 5 minutes.

Resolution: 8/19/2013 11:26 AM Alaskan Standard Time - jkpannone
Cause: Due to system upgrade.
Resolution: Duplicate of case 23591766.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32192 **Date Opened:** 8/19/13 **Date Completed:** 8/19/13

Summary: Tudor Road Master Site - DS 01 lost communication > 5 minutes.

Resolution: 8/19/2013 11:17 AM Alaskan Standard Time - jkpannone
Cause: Technicians working on system upgrade to 7.13.
Resolution: Duplicate of case 23591766.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32209 **Date Opened:** 8/20/13 **Date Completed:** 8/20/13

Summary: Portage - Site not wide trunking > 5 minutes.

Resolution: 8/20/2013 8:24 AM Alaskan Standard Time - jkpannone
Cause: Upgrade team left cable unplugged.
Resolution: Cable plugged in.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 32210 **Date Opened:** 8/20/13 **Date Completed:** 8/21/13

Summary: Elmendorf - Security Forces S1 communication failures, bouncing.

Resolution: 8/21/2013 7:50 AM Alaskan Standard Time - jkpannone
Cause: System upgrade.
Resolution: Work completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 32212 **Date Opened:** 8/20/13 **Date Completed:** 8/20/13

Summary: Elmendorf - RCC S1 communication fail and OP 01 down.

Resolution: 8/20/2013 11:31 AM Alaskan Standard Time - jkpannone
Cause: System upgrade.
Resolution: Duplicate case of 23591766.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 32228 **Date Opened:** 8/21/13 **Date Completed:** 11/6/13

Summary: Eielson - Red Flag NMD5 control paths 0.1 & 0.2 down.

Resolution: 11/6/2013 2:59 PM Alaskan Standard Time - jkpannone
Cause: Faulty VPM.
Resolution: VPM replaced.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 32229 **Date Opened:** 8/21/13 **Date Completed:** 1/17/14

Summary: Birch Hill Master Site - AEB T line 6 out of service.

Resolution: 1/17/2014 9:38 AM Alaskan Standard Time - jkpannone
Cause: No longer a managed site after the 7.13 upgrade.
Resolution: Motorola removed from monitoring.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 32265 **Date Opened:** 8/22/13 **Date Completed:** 10/3/13

Summary: Tudor Road Master Site - Site access profile information not making it to all zone controllers.

Resolution: 10/3/2013 8:09 AM Alaskan Standard Time - jkpannone
Cause: Bad part.
Resolution: Motorola replaced part.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32297 **Date Opened:** 8/26/13 **Date Completed:** 8/23/13

Summary: Tudor Road Master Site - IDS switch 1 unknown.

Resolution: 8/26/2013 7:48 AM Alaskan Standard Time - jkpannone
Cause: MAC port lockdown issue of core Lan Switch 1, port 3.
Resolution: Reset the port and found IP address to the MAC port lockdown.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32298 **Date Opened:** 8/26/13 **Date Completed:** 8/24/13

Summary: Tudor Road Master Site - IDS01 fault manager lost communication to device.

Resolution: 8/26/2013 7:54 AM Alaskan Standard Time - jkpannone
Cause: MAC port lockdown issue of core Lan Switch 1, port 3.
Resolution: Reset the port and found IP address to the MAC port lockdown. Duplicate of 23619305.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32301 **Date Opened:** 8/26/13 **Date Completed:** 8/26/13

Summary: Honolulu - Communication failure to site Controller 2.

Resolution: 8/26/2013 8:15 AM Alaskan Standard Time - jkpannone
Cause: Controller 2 stuck in sync mode.
Resolution: Re-synchronized site Controller 2.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 32325 **Date Opened:** 8/28/13 **Date Completed:** 8/29/13

Summary: Birch Hill Master Site - PBX lost communication to device.

Resolution: 8/29/2013 2:25 PM Alaskan Standard Time - jkpannone
Cause: Apparently PBX unplugged and when plugged back in it locked the port out.
Resolution: Motorola got into the Core LAN 1 and unlocked the port and cleared the intrusion flag.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 32326 **Date Opened:** 8/28/13 **Date Completed:** 8/30/13

Summary: Birch Hill Master Site - IDS01 fault manager lost communication to device.

Resolution: 8/30/2013 1:29 PM Alaskan Standard Time - jkpannone
Cause: Unknown MAC address.
Resolution: Cleared fault on associated switch.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 32328 **Date Opened:** 8/28/13 **Date Completed:** 8/29/13

Summary: Birch Hill Master Site - VMS01 device performance has deteriorated, I/O latency increased.

Resolution: 8/29/2013 2:48 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Ran the procedure to reset the watchdog process (SFCBD). Ten minutes later the alarm cleared.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32407 **Date Opened:** 9/3/13 **Date Completed:** 9/13/13

Summary: Tudor Road Master Site - IDS01 Comm failure & multiple 2620 switches showing SCP sessions.

Resolution: 9/16/2013 8:22 AM Alaskan Standard Time - jkpannone
Cause: Macport was updated with the wrong address.
Resolution: Updated with correct Mac address.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 32408 **Date Opened:** 9/3/13 **Date Completed:** 9/3/13

Summary: Birch Hill Master Site - IDS01 communication failure.

Resolution: 9/3/2013 3:32 PM Alaskan Standard Time - jkpannone
Cause: LAN switch 1 port 3 locked out of the IDS.
Resolution: Reopened the port.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 32570 **Date Opened:** 9/5/13 **Date Completed:** 10/3/13

Summary: Tudor Road Master Site - GMC window view application showing alarms for unconfigured channels.

Resolution: 10/3/2013 8:07 AM Alaskan Standard Time - jkpannone
Cause: Bad part.
Resolution: Motorola replaced part.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 32625 **Date Opened:** 9/9/13 **Date Completed:** 9/9/13

Summary: R1 North - Unable to make serial connection to the PSC 9600 controller.

Resolution: 9/9/2013 10:49 AM Alaskan Standard Time - jkpannone
Cause: Glitch in Motorola CSS software.
Resolution: Work around provided. Change the serial port com4 to com1 in the device manager in laptop and then get the com1 selection in CSS and login successfully with the default baud at 19200.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32626 **Date Opened:** 9/9/13 **Date Completed:** 9/10/13

Summary: Tudor Road Master Site - AMB link 21.1 and AEB T line 3 went down 3 times in 30 minutes.

Resolution: 9/10/2013 7:48 AM Alaskan Standard Time - jkpannone
Cause: AMI card.
Resolution: AMI card reset.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32627 **Date Opened:** 9/9/13 **Date Completed:** 9/9/13

Summary: Alcantra - Resetting the site controller for testing.

Resolution: 9/9/2013 10:50 AM Alaskan Standard Time - jkpannone
Cause: Using the site for testing.
Resolution: Testing completed.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 32628 **Date Opened:** 9/9/13 **Date Completed:** 9/20/13

Summary: Tudor Road Master Site - Patching system.

Resolution: 9/20/2013 11:04 AM Alaskan Standard Time - jkpannone
Cause: Motorola patching system.
Resolution: Patching completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32631 **Date Opened:** 9/9/13 **Date Completed:** 9/10/13

Summary: Tudor Road Master Site - Peripheral Router is dead.

Resolution: 9/10/2013 7:49 AM Alaskan Standard Time - jkpannone
Cause: Bad Router.
Resolution" Router Replaced.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 32650 **Date Opened:** 9/9/13 **Date Completed:** 9/9/13

Summary: Elmendorf - RCC console site links 1004.1 and 1004.2 down.

Resolution: 9/9/2013 4:23 PM Alaskan Standard Time - jkpannone
Cause: Caused by work for case 23636210.
Resolution: Closed as duplicate.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 32659 **Date Opened:** 9/11/13 **Date Completed:** 9/11/13

Summary: Birch Hill Master Site - Zone Controller 1 down. SZZ01 disabled, bouncing.

Resolution: 9/11/2013 8:06 AM Alaskan Standard Time - jkpannone
Cause: Motorola pushing patches to the equipment.
Resolution: Patch push completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 32665 **Date Opened:** 9/11/13 **Date Completed:** 9/12/13

Summary: Birch Hill Master Site - Installing Moto Patches on UEM and ZDS.

Resolution: 9/12/2013 8:21 AM Alaskan Standard Time - jkpannone
Cause: Pushing Moto Patches out.
Resolution: Moto patches completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 32666 **Date Opened:** 9/11/13 **Date Completed:** 9/12/13

Summary: Birch Hill Master Site - Motorola SOC needs ArcSight connector uploaded to Syslog Server.

Resolution: 9/12/2013 7:53 AM Alaskan Standard Time - jkpannone
Cause: 7.13 upgrade request.
Resolution: Connector uploaded.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32671 **Date Opened:** 9/12/13 **Date Completed:** 9/12/13

Summary: Tudor Road Master Site - ZC 01 and ZC 02 HA link and paths down, bouncing.

Resolution: 9/12/2013 8:11 AM Alaskan Standard Time - jkpannone
Cause: Related to case 23632610.
Resolution: Closing as related to another case.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 32731 **Date Opened:** 9/13/13 **Date Completed:** 7/1/13

Summary: Trims - Bad Control Board removed.

Resolution: 9/13/2013 10:47 AM Alaskan Standard Time - jkpannone
Equipment removed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 32733 **Date Opened:** 9/13/13 **Date Completed:** 9/13/13

Summary: Elmendorf - Fire radio transmissions not recording in NICE.

Resolution: 9/13/2013 12:46 PM Alaskan Standard Time - drice
Cause: Patching team restarted only part of the logging system.
Resolution: Shutdown and restarted all Logging systems in correct order.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 32744 **Date Opened:** 9/16/13 **Date Completed:** 9/14/13

Summary: Birch Hill Master Site - Multiple sites, consoles and conventional sites are down.

Resolution: 9/16/2013 8:40 AM Alaskan Standard Time - jkpannone
Cause: Scheduled outage on work order 32628.
Resolution: Work completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 32787 **Date Opened:** 9/17/13 **Date Completed:** 9/18/13

Summary: Birch Hill Master Site - Zone Controller 1 in comm failure.

Resolution: 9/18/2013 12:56 PM Alaskan Standard Time - jkpannone
Cause: Motorola working on system.
Resolution: Motorola completed work.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 32790 **Date Opened:** 9/18/13 **Date Completed:** 10/7/13

Summary: Honolulu - Channel 2 hardware failure malfunction.

Resolution: 9/19/2013 8:16 AM Alaskan Standard Time - jkpannone
Cause: Bad Switch.
Resolution: Replaced Switch 2.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 32791 **Date Opened:** 9/18/13 **Date Completed:** 3/23/15

Summary: Birch Hill Master Site - VMS 01 device performance has deteriorated, I/O latency increased.

Resolution: 3/23/2015 10:02 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad hard drive
RESOLUTION: Replaced hard drive

1/6/2014 8:23 AM Alaskan Standard Time - jkpannone
This will be fixed in the A7.13 SER1 and in A7.14 releasing in Q1 2014.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 32831 **Date Opened:** 9/19/13 **Date Completed:** 9/20/13

Summary: Atwood VHF - Channel 8 out of wide service > 5 minutes.

Resolution: 9/20/2013 2:36 PM Alaskan Standard Time - jkpannone
Cause: Bad PA on Channel 8.
Resolution: Replaced PA on channel 8.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32911 **Date Opened:** 9/24/13 **Date Completed:** 9/24/13

Summary: Tudor Road Master Site - Conventional channels at multiple dispatch centers in both zones bouncing.

Resolution: 9/24/2013 7:44 AM Alaskan Standard Time - jkpannone
Cause: Related to software upgrade on case 23651788.
Resolution: Reinitialized hardware related to the software upgrade.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 32969 **Date Opened:** 9/30/13 **Date Completed:** 10/1/13

Summary: Women's Bay - Site not wide trunking > 5 minutes.

Resolution: 10/1/2013 2:36 PM Alaskan Standard Time - jkpannone
Cause: Bad Switch.
Resolution: Replaced Switch 1.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33075 **Date Opened:** 10/4/13 **Date Completed:** 10/3/13

Summary: Trims - Channel 3 initialization service user requested.

Resolution: 10/4/2013 8:00 AM Alaskan Standard Time - jkpannone
Cause: Technician doing testing.
Resolution: Testing completed.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 33095 **Date Opened:** 10/8/13 **Date Completed:** 10/8/13

Summary: Ft Greely - Site in comm failure.

Resolution: 10/8/2013 9:35 AM Alaskan Standard Time - jkpannone
Cause: Power outage.
Resolution: Power restored.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 33098 **Date Opened:** 10/8/13 **Date Completed:** 10/24/13

Summary: Fire Station 12 - Swapping out Switches.

Resolution: 10/24/2013 1:09 PM Alaskan Standard Time - jkpannone
Cause: Swapping out switches.
Resolution: Switches swapped and security applied.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33125 **Date Opened:** 10/15/13 **Date Completed:** 10/23/13

Summary: Willow Mtn - ES01 Switch comm failure 3 times is 30 minutes.

Resolution: 10/23/2013 11:33 AM Alaskan Standard Time - jkpannone
Cause: Switch issue.
Resolution: Added security to switch.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 33297 **Date Opened:** 10/25/13 **Date Completed:** 11/6/13

Summary: Eielson - Red Flag C01 CCGW critical malfunction, no available channels.

Resolution: 11/6/2013 3:03 PM Alaskan Standard Time - jkpannone
Cause: Router required a configuration change.
Resolution: Router reconfigured.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 33346 **Date Opened:** 10/29/13 **Date Completed:** 11/20/13

Summary: Birch Hill Master Site - AEB T Line 8 critical malfunction and AEB Link 11.1 & 27.1 configured wait.

Resolution: 11/20/2013 7:54 AM Alaskan Standard Time - jkpannone
Cause: Bad AEB card.
Resolution: Replaced AEB card.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 33569 **Date Opened:** 11/5/13 **Date Completed:** 11/5/13

Summary: Tudor Road Master Site - Testing cards in CEB, will generate AMB Link alarms (3.1 & 3.19.1).

Resolution: 11/5/2013 8:35 AM Alaskan Standard Time - jkpannone
Cause: Technician testing cards in the CEB.
Resolution: Testing completed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 33586 **Date Opened:** 11/6/13 **Date Completed:** 11/6/13

Summary: Elmendorf - RCC console site link 1004.1 and 1004.2 Op 1 down > 5 minutes.

Resolution: 11/6/2013 7:48 AM Alaskan Standard Time - jkpannone
Cause: Technician resetting a workstation.
Resolution: Work completed.

Department: DOD-USARAK **Priority** 3-Intermittent System Failure

Service Request #: 33612 **Date Opened:** 11/8/13 **Date Completed:** 11/11/13

Summary: Birch Hill Master Site - Updating Moscad server software.

Resolution: 11/12/2013 8:02 AM Alaskan Standard Time - jkpannone
Cause: Installing Moscad server software.
Resolution: Software install completed.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 33719 **Date Opened:** 11/14/13 **Date Completed:** 11/15/13

Summary: Elmendorf - Fire checking errors on the switch port on console.

Resolution: 11/14/2013 8:18 AM Alaskan Standard Time - drice
Cause: Errors on the console switch port.
Resolution: Recrimped and receded connectors.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 33836 **Date Opened:** 11/25/13 **Date Completed:** 11/26/13

Summary: Elmendorf - Fire CLS01 Nice inform user automatically logged out from Z001S012LRS01.

Resolution: 11/26/2013 7:55 AM Alaskan Standard Time - jkpannone
Cause: Normal computer operation.
Resolution: Case closed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 33897 **Date Opened:** 11/27/13 **Date Completed:** 12/2/13

Summary: Tudor Road Master Site - NICE NLS Communications Failed 10.1.106.62.

Resolution: 12/2/2013 1:22 PM Alaskan Standard Time - jkpannone

Cause: AIS to database disconnect.
Resolution: Known issue with 7.13.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 33901 **Date Opened:** 11/27/13 **Date Completed:** 1/16/14

Summary: Elmendorf - Fire CLS01 Nice inform user automatically logged out.

Resolution: 1/16/2014 12:58 PM Alaskan Standard Time - jkpannone
Cause: Normal operation.
Resolution: Removed alarm from monitoring list.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 34041 **Date Opened:** 12/5/13 **Date Completed:** 12/9/13

Summary: Eielson - Security Forces CLS01 NICE inform user inform automatically logged out from Z002S006LR01.

Resolution: 12/9/2013 10:55 AM Alaskan Standard Time - jkpannone
Cause: Normal system operation.
Resolution: Logged back on.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 34098 **Date Opened:** 12/13/13 **Date Completed:** 12/13/13

Summary: Tudor Road Master Site - Moto patching NICE loggers and AIS.

Resolution: 12/13/2013 8:03 AM Alaskan Standard Time - jkpannone
Cause: Moto patching NICE loggers and AIS.
Resolution: Patching completed.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34099 **Date Opened:** 12/13/13 **Date Completed:** 12/14/13

Summary: Tudor Road Master Site - AIS02 VPM-LOG1 application critical malfunction and VPM down.

Resolution: 12/13/2013 7:44 AM Alaskan Standard Time - jkpannone
Cause: Technician Moto patching site.
Resolution: Duplicate of case 23747648

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34100 **Date Opened:** 12/13/13 **Date Completed:** 12/13/13

Summary: Tudor Road Master Site - NICE monitoring service has been stopped.

Resolution: 12/13/2013 7:55 AM Alaskan Standard Time - jkpannone
Cause: Technician Moto patching site.
Resolution: Duplicate of case 23747648.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 34101 **Date Opened:** 12/13/13 **Date Completed:** 12/13/13

Summary: Tudor Road Master Site - AIS Z1 NICE log client alarm.

Resolution: 12/13/2013 7:51 AM Alaskan Standard Time - jkpannone
Cause: Log client assigned resources affiliated with the ZC successfully.
Resolution: Informational alarm.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 34102 **Date Opened:** 12/13/13 **Date Completed:** 12/13/13

Summary: Birch Hill Master Site - DAS01 and DAS02 comm failures.

Resolution: 12/13/2013 1:07 PM Alaskan Standard Time - jkpannone
Cause: Bad hard drive.
Resolution: Replaced hard drive.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 34109 **Date Opened:** 12/18/13 **Date Completed:** 12/27/13

Summary: Birch Hill Master Site - DAS01 comm failure.

Resolution: 12/27/2013 7:44 AM Alaskan Standard Time - drice
Cause: DAS failure.
Resolution: Upgraded DAS.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34122 **Date Opened:** 12/18/13 **Date Completed:** 12/18/13

Summary: Birch Hill Master Site - DAS02 critical malfunction.

Resolution: 12/18/2013 12:33 PM Alaskan Standard Time - jkpannone
Duplicate of case 23752835.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 34123 **Date Opened:** 12/18/13 **Date Completed:** 12/19/13

Summary: Tudor Road Master Site - Bad DAS.

Resolution: 12/19/2013 8:04 AM Alaskan Standard Time - jkpannone
Cause: Bad DAS.
Resolution: Replaced DAS and reprogrammed UEM.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34172 **Date Opened:** 12/20/13 **Date Completed:** 1/1/14

Summary: Tudor Road Master Site - DAS01 and DAS02 comm failure, bouncing.

Resolution: 1/2/2014 7:50 AM Alaskan Standard Time - jkpannone
Cause: Group policies and firmware out of date.
Resolution: Group Policy and firmware updates applied.

Department: SOA-DOA-ETS **Priority** 3-Intermittent System Failure

Service Request #: 34188 **Date Opened:** 12/23/13 **Date Completed:** 12/23/13

Summary: Peger Road - Adding Channel 5.

Resolution: 12/23/2013 1:49 PM Alaskan Standard Time - jkpannone
Channel 5 added.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 34505 **Date Opened:** 1/3/14 **Date Completed:** 1/3/14

Summary: Elmendorf - Fire NICE user automatically logged out of 10.1.12.41.

Resolution: 1/3/2014 1:19 PM Alaskan Standard Time - jkpannone
Duplicate of case 23732285, WO 34530.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 34530 **Date Opened:** 1/6/14 **Date Completed:** 1/6/14

Summary: Elmendorf - Fire NICE user inform automatically logged out of Z001S012LRS01.

Resolution: 1/6/2014 7:49 AM Alaskan Standard Time - jkpannone
Cause: Normal system process.
Resolution: Case closed.

Department: DOD-USAF-673RD WING **Priority** 3-Intermittent System Failure

Service Request #: 34531 **Date Opened:** 1/6/14 **Date Completed:** 1/6/14

Summary: Elmendorf - Fire Station 1 receiving alarm on Optimux.

Resolution: 1/6/2014 10:37 AM Alaskan Standard Time - jkpannone
Requestor notified that the alarm is normal.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34549 **Date Opened:** 1/6/14 **Date Completed:** 1/13/14

Summary: Tudor Road Master Site - MCC7500 assigned resources affiliated with Zone Controller successfully.

Resolution: 1/13/2014 11:14 AM Alaskan Standard Time - jkpannone
Cause: Informational alarm only.
Resolution: No action required.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 34557 **Date Opened:** 1/8/14 **Date Completed:** 1/8/14

Summary: Elmendorf - MOC OP 1 and console site link 1011.1 and 2 down, bouncing.

Resolution: 1/8/2014 2:51 PM Alaskan Standard Time - jkpannone
Cause: Customer rebooting computer for motopatch updates..
Resolution: Computer rebooted.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 34560 **Date Opened:** 1/9/14 **Date Completed:** 1/9/14

Summary: Elmendorf - Fire OP03 malfunctioning.

Resolution: 1/8/2014 4:07 PM Alaskan Standard Time - jkpannone
Cause: Rebooted console for motopatch updates.
Resolution: Reboot completed.

Department: DOD-USARAK **Priority** 2-Significant System Failure

Service Request #: 34580 **Date Opened:** 1/15/14 **Date Completed:** 4/29/14

Summary: Birch Hill Master Site - Interconnect doesn't work.

Resolution: 4/29/2014 4:04 PM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown to tech
RESOLUTION:Requested Closure due to : State of Alaska was unable to resolve their issue; requested closure due to lack of follow up from customer towards a resolution

2/3/2014 3:53 PM Alaskan Standard Time - jkpannone
Working with ETS engineers for a solution.

Department: DOD-USARAK-FRA **Priority** 2-Significant System Failure

Service Request #: 34598 **Date Opened:** 1/16/14 **Date Completed:** 1/16/14

Summary: FRA - OP1 down.

Resolution: 1/17/2014 7:42 AM Alaskan Standard Time - jkpannone
Cause: Computer shut down for patch updates.
Resolution: Patches updated and power cycled.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34627 **Date Opened:** 1/22/14 **Date Completed:** 1/22/14

Summary: Pillar Mtn - Technicians taking site down to do antenna testing.

Resolution: 1/22/2014 10:46 AM Alaskan Standard Time - jkpannone
Testing completed.

Department: SOA-DOA-ETS **Priority** 4-Scheduled Maintenance

Service Request #: 34643 **Date Opened:** 1/27/14 **Date Completed:** 6/2/14

Summary: Fire Station 12 - Request to turn off Channels 7, 8 and 9 to see what impact it may have on usage.

Resolution: 6/3/2014 9:19 AM Alaskan Standard Time - cwittschiebe
CAUSE:Chs will not be monitored
RESOLUTION:No longer monitoring the Chs

2/3/2014 3:55 PM Alaskan Standard Time - jkpannone
Request to turn off Channels 7, 8 and 9 for 30 days to see what impact it may have on usage.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 34649 **Date Opened:** 1/27/14 **Date Completed:** 1/28/14

Summary: Eielson - LMR console site link 1010.1 and 1010.2 went dow 3 times in 30 minutes.

Resolution: 1/28/2014 7:36 AM Alaskan Standard Time - jkpannone
Cause: Installing Motopatches.
Resolution: Rebooted computer to update motopatches.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 34753 **Date Opened:** 1/29/14 **Date Completed:** 1/29/14

Summary: FGA - Console site link 1015.2 down, critical failure.

Resolution: 1/29/2014 1:17 PM Alaskan Standard Time - jkpannone
Cause: Technician applying motopatch updates.
Resolution: Computer rebooted.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 34782 **Date Opened:** 1/31/14 **Date Completed:** 2/1/14

Summary: Birch Hill VHF - Channel 2 service, user requested.

Resolution: 1/31/2014 8:01 AM Alaskan Standard Time - drice
Cause: Channel 2 service requested for interference issue.
Resolution: Duplicate case. Refer to WO 34783, Case 23795096.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 34783 **Date Opened:** 1/31/14 **Date Completed:** 2/5/13

Summary: Birch Hill VHF - Channel 2 has an interference issue (currently in service mode).

Resolution: 2/5/2014 7:43 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 34927 **Date Opened:** 2/6/14 **Date Completed:** 2/6/14

Summary: Birch Hill Master Site - Not able to launch UEM.

Resolution: 2/6/2014 8:30 AM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Disabled then enabled UEM Server.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 34949 **Date Opened:** 2/7/14 **Date Completed:** 2/7/14

Summary: Eielson - Command Post console site link 1007.1, 1007.2 and OP 1 down > 5 minutes.

Resolution: 2/7/2014 1:16 PM Alaskan Standard Time - jkpannone
Cause: Technician installing Motopatches.
Resolution: Computer rebooted.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 34956 **Date Opened:** 2/10/14 **Date Completed:** 2/10/14

Summary: Eielson - Alt WOC console site links down.

Resolution: 2/10/2014 12:58 PM Alaskan Standard Time - jkpannone
Cause: Unknown.
Resolution: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34969 **Date Opened:** 2/11/14 **Date Completed:** 2/13/14

Summary: Tudor Road Master Site - NMD106 AIS01 NICE log client NLS comm failed. Alarm from 10.1.106.61.

Resolution: 2/12/2014 3:44 PM Alaskan Standard Time - jkpannone
Cause: Technician applying patches.
Resolution: Patches applied.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 34976 **Date Opened:** 2/11/14 **Date Completed:** 2/11/14

Summary: Tudor Road Master Site - NMO unable to connect to UEM for Zone 1 and Zone 2.

Resolution: 2/11/2014 3:15 PM Alaskan Standard Time - jkpannone
Cause: GCI T1 line issue.
Resolution: Vendor T1 line issue resolved.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 34978 **Date Opened:** 2/11/14 **Date Completed:** 2/13/14

Summary: Eielson - Security Forces - NICE needs to apply HF 304 408-07-13-04-01:1124576..

Resolution: 2/12/2014 3:46 PM Alaskan Standard Time - jkpannone
Cause: Technician applying patches.
Resolution: Patches applied.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 34979 **Date Opened:** 2/11/14 **Date Completed:** 2/19/14

Summary: Eielson - Security Forces - NICE needs to apply HF 304 408-07-13-04-01:1124582.

Resolution: 2/18/2014 3:52 PM Alaskan Standard Time - jkpannone
Cause: Installing Motopatches.
Resolution: Updates installed.

Department: DOD-USAF-354th FW **Priority** 2-Significant System Failure

Service Request #: 34980 **Date Opened:** 2/11/14 **Date Completed:** 2/19/14

Summary: Eielson - Security Forces Nice needs to apply HF 304 408- 07- 13- 04-01; 1124592.

Resolution: 2/18/2014 3:51 PM Alaskan Standard Time - jkpannone
Cause: Installing Motopatches.
Resolution: Updates installed.

Department: DOD-USAF-673RD WING **Priority** 1-Major System Failure

Service Request #: 34982 **Date Opened:** 2/11/14 **Date Completed:** 2/12/14

Summary: Elmendorf - RCC monitor is intermittent.

Resolution: 2/12/2014 8:05 AM Alaskan Standard Time - jkpannone
Cause: Bad monitor.
Resolution: Monitor replaced.

Department: DOD-USARAK-FWA **Priority** 2-Significant System Failure

Service Request #: 34994 **Date Opened:** 2/13/14 **Date Completed:** 2/13/14

Summary: FWA - Console VPM01 and VPM02 duplicate KID.

Resolution: 2/13/2014 10:30 AM Alaskan Standard Time - jkpannone
Cause: Duplicate UKDKS.
Resolution: Removed duplicate UKDKS.

Department: DOD-USARAK-FGA **Priority** 1-Major System Failure

Service Request #: 35063 **Date Opened:** 2/18/14 **Date Completed:** 2/15/14

Summary: FGA - Console site link 1015.1 down, interface failure.

Resolution: 2/18/2014 7:43 AM Alaskan Standard Time - jkpannone
Cause: ETS working on microwave.
Resolution: Microwave work completed.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 35066 **Date Opened:** 2/18/14 **Date Completed:** 2/17/14

Summary: Tudor Road Master Site - Radio Logging NICE LR02.NMD106 tape drive cleaning required.

Resolution: 2/18/2014 7:57 AM Alaskan Standard Time - jkpannone
Cause: Tape drive needs cleaning.
Resolution: Technician notified of the event.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35067 **Date Opened:** 2/18/14 **Date Completed:** 3/11/14

Summary: Tahneta Pass - Site not wide trunking.

Resolution: 2/18/2014 1:06 PM Alaskan Standard Time - jkpannone
Cause: Bad Channel Bank.
Resolution: Replaced Channel Bank.

Department: SOA-DOA-ETS **Priority** 2-Significant System Failure

Service Request #: 35068 **Date Opened:** 2/18/14 **Date Completed:** 2/18/14

Summary: Tudor Road Master Site - Call server is communicating normally with calls in database.

Resolution: 2/18/2014 8:06 AM Alaskan Standard Time - jkpannone
Cause: Rebooted system in error.
Resolution: System rebooted.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 35128 **Date Opened:** 2/21/14 **Date Completed:** 2/22/14

Summary: Eielson - LMR lost communication > 5 minutes.

Resolution: 2/21/2014 3:19 PM Alaskan Standard Time - drice
Cause: Lost power to router.
Resolution: Power restored to router.

Department: DOD-USAF-354th FW **Priority** 1-Major System Failure

Service Request #: 35144 **Date Opened:** 2/24/14 **Date Completed:** 2/25/14

Summary: Eielson - Security Forces OP2 Key Fail.

Resolution: 2/25/2014 10:58 AM Alaskan Standard Time - drice
CAUSE: Unknown.
RESOLUTION: Customer reloaded keys on the VPM.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35200 **Date Opened:** 2/28/14 **Date Completed:** 3/3/14

Summary: Glennallen - Channel 2 malfunction.

Resolution: 3/3/2014 10:56 AM Alaskan Standard Time - cwittschiebe
CAUSE: illegal carriers
RESOLUTION: alarms cleared on its own

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35202 **Date Opened:** 3/3/14 **Date Completed:** 3/4/14

Summary: Moose Pass - Site Not Wide Trunking 3 x 30

Resolution: 3/3/2014 4:35 PM Alaskan Standard Time - drice
Cause: Unknown.
Resolution: Cleared on its own.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 35290 **Date Opened:** 3/5/14 **Date Completed:** 3/5/14

Summary: FWA - OP01 Comm. Failure > 5 Mins.

Resolution: 3/5/2014 8:30 AM Alaskan Standard Time - drice
CAUSE: Customer Rebooted Console.
RESOLUTION: Cleared on its own.

Department: DOD-USARAK-FWA **Priority** 1-Major System Failure

Service Request #: 35291 **Date Opened:** 3/5/14 **Date Completed:** 3/5/14

Summary: FWA - Console Site Link 1011.2 Down; Bouncing 3x30 Mins.

Resolution: 3/5/2014 8:36 AM Alaskan Standard Time - drice
CAUSE: Customer Rebooted Console.
RESOLUTION: Cleared on its own.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35424 **Date Opened:** 3/10/14 **Date Completed:** 3/8/14

Summary: Wolcott Mtn - Alaska Site controller 2 is in comm fail.

Resolution: 3/10/2014 8:11 AM Alaskan Standard Time - drice
Cause: Unknown.
Resolutoin: Reset site controller.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 35425 **Date Opened:** 3/10/14 **Date Completed:** 3/10/14

Summary: Black Rapids - SC2 Fan Failure >5min.

Resolution: 3/10/2014 12:48 PM Alaskan Standard Time - cwittschiebe
CAUSE: Weather
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35440 **Date Opened:** 3/11/14 **Date Completed:** 3/12/14

Summary: R1 North - Channel 4 Not in Service User Requested

Resolution: 3/11/2014 4:23 PM Alaskan Standard Time - cwittschiebe
CAUSE: Building Coverage testing
RESOLUTION: Coverage testing complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35679 **Date Opened:** 3/12/14 **Date Completed:** 3/13/14

Summary: Tudor Rd-Zone 1 Master - NMO - Z1 AMBLinks 9.1, 8.1 & 27.1 Warning Unknown Cause

Resolution: 3/13/2014 10:35 AM Alaskan Standard Time - cwittschiebe
CAUSE: Scheduled circuit work
RESOLUTION: Circuit work completed alarms cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35680 **Date Opened:** 3/12/14 **Date Completed:** 3/12/14

Summary: Tahneta Pass Site - Not Wide Trunking

Resolution: 3/12/2014 3:52 PM Alaskan Standard Time - cwittschiebe
Cause: Unknown
Resolution: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35681 **Date Opened:** 3/12/14 **Date Completed:** 3/12/14

Summary: Sawmill - Not Wide Trunking

Resolution: 3/12/2014 3:42 PM Alaskan Standard Time - cwittschiebe
Cause: UNKNOWN
Resolution: CLEARED ON ITS OWN

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35685 **Date Opened:** 3/13/14 **Date Completed:** 3/13/14

Summary: Lion's Head - Not Wide Trunking

Resolution: 3/12/2014 4:24 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown,
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35686 **Date Opened:** 3/13/14 **Date Completed:** 3/13/14

Summary: Birch Hill Master Site - UEM is Unaccessible/Down, Z1 is OK

Resolution: 3/13/2014 11:37 AM Alaskan Standard Time - cwittschiebe

Cause: State working on interzone links.
Resolution: Work completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35687 **Date Opened:** 3/13/14 **Date Completed:** 3/13/14

Summary: Fort Richardson - PMO Site in CommFailure > 5 minutes

Resolution: 3/13/2014 3:32 PM Alaskan Standard Time - cwittschiebe
CAUSE: power outage
RESOLUTION: power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35688 **Date Opened:** 3/13/14 **Date Completed:** 3/13/14

Summary: Whittier - Unknown 3x in 30 minutes

Resolution: 3/13/2014 9:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown,
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35689 **Date Opened:** 3/13/14 **Date Completed:** 3/13/14

Summary: Portage - Site Not Wide > 5 mins

Resolution: 3/13/2014 10:02 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown,
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35690 **Date Opened:** 3/13/14 **Date Completed:** 3/14/14

Summary: Hurricane - Site Bouncing 3x30 mins

Resolution: 3/14/2014 10:45 AM Alaskan Standard Time - cwittschiebe
CAUSE: High winds
RESOLUTION: Realigned microwave dish

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35691 **Date Opened:** 3/13/14 **Date Completed:** 3/14/14

Summary: Honolulu - Site Bouncing 3 x30 mins

Resolution: 3/14/2014 10:44 AM Alaskan Standard Time - cwittschiebe
CAUSE: High winds
RESOLUTION: Realigned microwave dish

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35692 **Date Opened:** 3/13/14 **Date Completed:** 3/14/14

Summary: Tudor Road Master Site - InterZone 2.1, 2.2, PDR InterZone Data Link 2 Down, No IZ Trunking

Resolution: 3/14/2014 12:44 PM Alaskan Standard Time - cwittschiebe
Cause: Microwave work
Resolution: Microwave repair

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35693 **Date Opened:** 3/13/14 **Date Completed:** 3/13/14

Summary: Eielson Red Flag - Console Site Links 1005.1/.2 Down > 5 minutes

Resolution: 4/8/2014 12:44 PM Alaskan Standard Time - drice
CAUSE: was pushing moto patches that required reboots.
RESOLUTION: work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35694 **Date Opened:** 3/13/14 **Date Completed:** 3/13/14

Summary: Eielson AFB - Console Site Links 1010.1/.2 Down > 5 minutes

Resolution: 3/13/2014 3:20 PM Alaskan Standard Time - cwittschiebe
CAUSE: Rebooting OP1
RESOLUTION: Motopatch installed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35702 **Date Opened:** 3/13/14 **Date Completed:** 3/13/14

Summary: Fort Greely Console - NMO - OP01 Fault Manager Lost Communication

Resolution: 3/13/2014 3:38 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown.
RESOLUTION: cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35705 **Date Opened:** 3/14/14 **Date Completed:** 3/14/14

Summary: Paxson - Not Wide Trunking

Resolution: 3/14/2014 8:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: state working on system
RESOLUTION: work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35706 **Date Opened:** 3/14/14 **Date Completed:** 3/14/14

Summary: Birch Hill Master Site - Z2 UCS Fault Manager Lost Communication & Multiple PDR Alarms active

Resolution: 3/14/2014 12:59 PM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave issue
RESOLUTION: State of Alaska fixed connectivity issue - interzone links back up

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35707 **Date Opened:** 3/14/14 **Date Completed:** 3/14/14

Summary: Reindeer Hills - Not Wide Trunking

Resolution: 3/14/2014 9:05 AM Alaskan Standard Time - cwittschiebe
CAUSE: state working on system
RESOLUTION: work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35708 **Date Opened:** 3/14/14 **Date Completed:** 3/14/14

Summary: Trims - Not Wide Trunking

Resolution: 3/14/2014 9:12 AM Alaskan Standard Time - cwittschiebe
CAUSE: state working on system
RESOLUTION: work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35709 **Date Opened:** 3/14/14 **Date Completed:** 3/14/14

Summary: Yanert - Not Wide Trunking

Resolution: 3/14/2014 9:14 AM Alaskan Standard Time - cwittschiebe
CAUSE: state working on system
RESOLUTION: work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35713 **Date Opened:** 3/17/14 **Date Completed:** 3/23/14

Summary: Tudor Road Master Site - NMO Links Bouncing ZC01/02 RP Router 1/2

Resolution: 3/24/2014 9:04 AM Alaskan Standard Time - cwittschiebe
CAUSE: Software defect
RESOLUTION: Replaced software

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35714 **Date Opened:** 3/17/14 **Date Completed:** 3/17/14

Summary: Site Summit - NMO - Z1 - SC2 Comm Fail and Site Link 2 Down > 5 mins

Resolution: 3/17/2014 2:25 PM Alaskan Standard Time - cwittschiebe
CAUSE: Site Controller 2 reset yesterday
RESOLUTION: Not able to find any circuit issues to explain this; site is up and actively passing traffic

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35715 **Date Opened:** 3/17/14 **Date Completed:** 3/17/14

Summary: Tudor Road Master Site - NMO - Z1 - AMBLink 12.1 and 28.1 Down, Not Configured, and AEB Tline 9 Out

Resolution: 3/17/2014 4:28 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Telco updated firmware

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35718 **Date Opened:** 3/17/14 **Date Completed:** 3/17/14

Summary: Birch Hill Master Site - Unable to open the unified event manager (UEM)

Resolution: 3/17/2014 1:01 PM Alaskan Standard Time - cwittschiebe
CAUSE: Could not access UEM
RESOLUTION: Disabled and re-enabled

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35730 **Date Opened:** 3/18/14 **Date Completed:** 3/18/14

Summary: Cooper Mtn - Site Bouncing

Resolution: 3/18/2014 11:55 AM Alaskan Standard Time - cwittschiebe
Cause: Unknown.
Resolution: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35731 **Date Opened:** 3/18/14 **Date Completed:** 3/19/14

Summary: Wolcott Mtn - Unknown

Resolution: 3/19/2014 10:38 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave issue
RESOLUTION: The State has resolved the problem and the ALMR sites are running alarm free

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35732 **Date Opened:** 3/18/14 **Date Completed:** 3/19/14

Summary: Seward - Unknown

Resolution: 3/19/2014 10:51 AM Alaskan Standard Time - cwittschiebe
CAUSE: microwave issue
RESOLUTION: Stated resolved the issue

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35733 **Date Opened:** 3/18/14 **Date Completed:** 3/19/14

Summary: Moose Pass - Site Down

Resolution: 3/19/2014 10:47 AM Alaskan Standard Time - cwittschiebe
CAUSE: Per Jason Kelly/Tech, This was caused by a microwave issue between the Tudor Master site and the Rabbit Creek site.
RESOLUTION: Per Jason Kelly/Tech, The State has resolved the problem and the ALMR sites are running alarm free.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35734 **Date Opened:** 3/18/14 **Date Completed:** 3/19/14

Summary: Cooper Mtn - Unknown

Resolution: 3/19/2014 10:54 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave issue between the Tudor Master site and the Rabbit Creek site
RESOLUTION: The State has resolved the problem and the ALMR sites are running alarm free.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 35735 **Date Opened:** 3/18/14 **Date Completed:** 3/18/14

Summary: Seward - Site Bouncing

Resolution: 3/18/2014 12:36 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown.
RESOLUTION: cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35736 **Date Opened:** 3/18/14 **Date Completed:** 3/18/14

Summary: Wolcott Mtn - Site Bouncing

Resolution: 3/18/2014 2:51 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown.
RESOLUTION: cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35737 **Date Opened:** 3/19/14 **Date Completed:** 3/19/14

Summary: High Mountain - Unknown

Resolution: 3/19/2014 1:44 PM Alaskan Standard Time - cwittschiebe
CAUSE: Caused by a leased circuit through GCI that performed some unscheduled maintenance
RESOLUTION: Site is functioning normally

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35738 **Date Opened:** 3/19/14 **Date Completed:** 3/19/14

Summary: Sunny Hay - Unknown

Resolution: 3/19/2014 1:39 PM Alaskan Standard Time - cwittschiebe
CAUSE: Caused by a leased circuit through GCI that performed some unscheduled maintenance
RESOLUTION: Site is functioning normally

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35740 **Date Opened:** 3/19/14 **Date Completed:** 3/19/14

Summary: Skagway - Unknown

Resolution: 3/19/2014 12:38 PM Alaskan Standard Time - cwittschiebe
CAUSE: Caused by a leased circuit through GCI that performed some unscheduled maintenance
RESOLUTION: Site is functioning normally

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35774 **Date Opened:** 3/20/14 **Date Completed:** 3/21/14

Summary: High Mountain - Not Wide Trunking

Resolution: 3/20/2014 12:26 PM Alaskan Standard Time - cwittschiebe
CAUSE: Leased circuit through GCI that performed some unscheduled maintenance again for the second night in a row.
RESOLUTION: Site is functioning normally

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35775 **Date Opened:** 3/20/14 **Date Completed:** 3/21/14

Summary: Birch Hill Master Site - AMB LINK 3.1 AND 19.1 / AEB TLINE 1 - COMM FAILURE

Resolution: 3/21/2014 4:44 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Site links are back up

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35833 **Date Opened:** 3/26/14 **Date Completed:** 3/26/14

Summary: High Mountain - NOT WIDE TRUNKING. > 5 MINS

Resolution: 3/26/2014 12:00 PM Alaskan Standard Time - cwittschiebe
CAUSE: GCI maintenance
RESOLUTION: Vendor maintenance complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35834 **Date Opened:** 3/26/14 **Date Completed:** 3/26/14

Summary: Sunny Hay - NOT WIDE TRUNKING. > 5 MINS

Resolution: 3/26/2014 11:58 AM Alaskan Standard Time - cwittschiebe
CAUSE: GCI maintenance
RESOLUTION: Vendor maintenance complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35846 **Date Opened:** 3/27/14 **Date Completed:** 3/27/14

Summary: Tudor Road Master Site - NMO AMBLink 4.1 Down

Resolution: 3/27/2014 8:08 AM Alaskan Standard Time - cwittschiebe
CAUSE:not monitored
RESOLUTION:not monitored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35847 **Date Opened:** 3/27/14 **Date Completed:** 3/27/14

Summary: Sourdough - Site Controller 1 and 2, Comm Failures > 5 minute

Resolution: 3/27/2014 2:39 PM Alaskan Standard Time - cwittschiebe
Cause: Bad power supply at Tolsona knocked out the microwave to Sourdough
Resolution: Replaced power supply

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35882 **Date Opened:** 3/28/14 **Date Completed:** 3/28/14

Summary: Atwood VHF - NOT IN WIDE TRUNKING

Resolution: 3/28/2014 10:01 AM Alaskan Standard Time - cwittschiebe
Cause: Bad microwave multiplexer at Tudor Tower
Resolution: Multiplexer replaced.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35893 **Date Opened:** 3/31/14 **Date Completed:** 3/29/14

Summary: High Mountain - NMO Site Not Wide Trunking 3 x 30

Resolution: 3/31/2014 8:56 AM Alaskan Standard Time - cwittschiebe
CAUSE: Inclement weather affecting microwave
RESOLUTION: Alarms cleared themselves

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35894 **Date Opened:** 3/31/14 **Date Completed:** 3/29/14

Summary: Sunny Hay - Not Wide Trunking 3 x 30

Resolution: 3/31/2014 9:02 AM Alaskan Standard Time - cwittschiebe
CAUSE: Inclement weather affecting microwave
RESOLUTION: Alarms cleared themselves

Department: DOD-USARAK **Priority** 1-Major System Failure

Service Request #: 35901 **Date Opened:** 3/31/14 **Date Completed:** 4/10/14

Summary: Tudor Road Master Site - AEB TLINE 4 out of service

Resolution: 4/10/2014 3:46 PM Alaskan Standard Time - cwittschiebe
CAUSE:notmon
RESOLUTION:NMO updated chp

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 35902 **Date Opened:** 3/31/14 **Date Completed:** 3/31/14

Summary: Radio Logging NICE - MCC7500 LogicClient Assigned Resources Affiliated with Zone Controller

Resolution: 3/31/2014 11:56 AM Alaskan Standard Time - cwittschiebe
CAUSE:Informational Trap
RESOLUTION:Informational Trap NMO is supposed to filter this our

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Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 35903 **Date Opened:** 3/31/14 **Date Completed:** 4/2/14

Summary: Birch Hill Master Site - Unable to log in to firewall after reprogramming

Resolution: 4/3/2014 8:46 AM Alaskan Standard Time - cwittschiebe
CAUSE:Firewall issue
RESOLUTION:Rebuilt the zone firewall

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35906 **Date Opened:** 3/31/14 **Date Completed:** 4/1/14

Summary: Tudor Road Master Site - ATR01 LOW MEMORY DETECTED

Resolution: 4/1/2014 9:07 AM Alaskan Standard Time - cwittschiebe
CAUSE:NMP was higher then usual.
RESOLUTION:Disabled, rebooted and enabled the server to get everything back in spec.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35951 **Date Opened:** 4/2/14 **Date Completed:** 4/11/14

Summary: Sunny Hay - Site Link 61.1 down 3 x 30

Resolution: 4/14/2014 9:28 AM Alaskan Standard Time - cwittschiebe
Cause: Loss of power at High Mtn – Site 44
Resolution: Power was restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35990 **Date Opened:** 4/2/14 **Date Completed:** 4/2/14

Summary: Tudor Master Road - Multiple sites reporting COMM FAIL

Resolution: 4/2/2014 9:01 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave work at Pipeline Hills Site 27.
RESOLUTION: Maintenance complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 35992 **Date Opened:** 4/2/14 **Date Completed:** 4/2/14

Summary: AIS Radio Logging - Down > 5mins

Resolution: 4/2/2014 9:25 AM Alaskan Standard Time - cwittschiebe
CAUSE:Mark Jenks Restarting AIS01
RESOLUTION:Completed work

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 35993 **Date Opened:** 4/2/14 **Date Completed:** 4/3/14

Summary: NICE - MCC7500 LOGICCLIENT ASSIGNED RESOURCES

Resolution: 4/3/2014 1:56 PM Alaskan Standard Time - cwittschiebe
Issue:AIS 01 and AIS 02 alarm. MCC7500 logic client assigned resources affiliated with the zone controller successfully. 10.1.106.61
10.1.106.62

Resolution: closing this case complete as an informational trap sent to Motorola NMO team.
04/02/2014 08:00

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36024 **Date Opened:** 4/3/14 **Date Completed:** 4/4/14

Summary: Whittier - Site bouncing

Resolution: 4/4/2014 11:32 AM Alaskan Standard Time - cwittschiebe
CAUSE: Generator maintenance
RESOLUTION: Work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36027 **Date Opened:** 4/4/14 **Date Completed:** 4/7/14

Summary: Eielson AFB - Fault manager lost communication

Resolution: 4/7/2014 12:26 PM Alaskan Standard Time - cwittschiebe
CAUSE: disabled router port
RESOLUTION: renabled router port on the switch

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36040 **Date Opened:** 4/7/14 **Date Completed:** 5/13/14

Summary: Birch Hill Master Site - AMBLink 24.1/7.1 Down Out Of Service Malfunction Waiting for Connection

Resolution: 5/13/2014 9:17 AM Alaskan Standard Time - cwittschiebe
CAUSE: upgrademcc 7500
RESOLUTION: upgrade complete

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 36041 **Date Opened:** 4/7/14 **Date Completed:** 4/9/14

Summary: Birch Hill Master Site - ATR01 low memory detected

Resolution: 4/10/2014 9:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: Server issue
RESOLUTION: Rebooted ATR server

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36042 **Date Opened:** 4/7/14 **Date Completed:** 4/7/14

Summary: Willow Mt - Not Wide Trunking Bouncing

Resolution: 4/7/2014 12:08 PM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: site corrected itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36104 **Date Opened:** 4/11/14 **Date Completed:** 4/11/14

Summary: Nikiski - Site bounced 3x in 30

Resolution: 4/14/2014 9:17 AM Alaskan Standard Time - cwittschiebe
Cause: Unknown
Resolution: Cleared on its on

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 36144 **Date Opened:** 4/14/14 **Date Completed:** 4/7/14

Summary: NICE Zone 1 - MCC7500 LOGICLENT ASSIGNED RESOURCES AFFLIATED WITH THE ZC SUC

Resolution: 4/14/2014 9:04 AM Alaskan Standard Time - cwittschiebe
CAUSE:Informational Trap
RESOLUTION::Informational Trap

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36186 **Date Opened:** 4/15/14 **Date Completed:** 4/15/14

Summary: Portage - Not Wide > 5 mins

Resolution: 4/15/2014 9:28 AM Alaskan Standard Time - cwittschiebe
CAUSE: Rail Road Technicians working on Power at Government Hill bump both Portage and Whittier Sites.
RESOLUTION: Rail Road Technicians corrected power

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36196 **Date Opened:** 4/16/14 **Date Completed:** 4/16/14

Summary: Girdwood - NOT WIDE TRUNKING

Resolution: 4/16/2014 1:03 PM Alaskan Standard Time - cwittschiebe
Cause: Planned outage, rectifier replacement at Government Hill SATS Site
Resolution: Work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36197 **Date Opened:** 4/16/14 **Date Completed:** 4/16/14

Summary: Hope - NOT WIDE TRUNKING

Resolution: 4/16/2014 9:10 AM Alaskan Standard Time - cwittschiebe CAUSE:Replace 7705, replace rectifier and working on the AC power at Government Hill SATS Site
RESOLUTION:Work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36199 **Date Opened:** 4/16/14 **Date Completed:** 4/16/14

Summary: Portage - Not Wide Trunking > 5 Mins.

Resolution: 4/16/2014 3:52 PM Alaskan Standard Time - cwittschiebe
CAUSE: Planned outage, rectifier replacement at Government Hill SATS Site
RESOLUTION: Work complete

4/16/2014 9:30 AM Alaskan Standard Time - cwittschiebe Cause: Replace 7705, replace rectifier and working on the AC power at Government Hill SATS Site
Resolution: Work complete.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 36200 **Date Opened:** 4/16/14 **Date Completed:** 4/16/14

Summary: Whittier - NOT WIDE TRUNKING

Resolution: 4/16/2014 3:57 PM Alaskan Standard Time - cwittschiebe
CAUSE: Planned outage, rectifier replacement at Government Hill SATS Site
RESOLUTION: Work complete

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 36316 **Date Opened:** 4/17/14 **Date Completed:** 4/25/14

Summary: Birch Hill Master - MCC 7100 Dispatch Consoles will not show Mic in peripheral interface box

Resolution: 4/25/2014 3:53 PM Alaskan Standard Time - cwittschiebe
CAUSE: MCC7100 Software /image load failure/fault
RESOLUTION:Re image/ Re install MC7100 software

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36317 **Date Opened:** 4/17/14 **Date Completed:** 4/17/14

Summary: Portage - Site Not Wide (Bouncing)

Resolution: 5/2/2014 3:16 PM Alaskan Standard Time - drice
Cause: Unknown.
Resolution: Cleared on it's own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36319 **Date Opened:** 4/17/14 **Date Completed:** 4/18/14

Summary: Independent Ridge - SITE NOT WIDE TRUNKING - SC1 AND 2 IN COMM FAILURE

Resolution: 4/18/2014 12:34 PM Alaskan Standard Time - cwittschiebe
CAUSE:microwave issue
RESOLUTION:State of Alaska finished working on Microwave

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36320 **Date Opened:** 4/17/14 **Date Completed:** 4/18/14

Summary: Fort Greely - SITE NOT WIDE TRUNKING - SC1 AND 2 IN COMM FAILURE

Resolution: 4/18/2014 12:09 PM Alaskan Standard Time - cwittschiebe
CAUSE:microwave issue
RESOLUTION:State of Alaska finished working on Microwave

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36322 **Date Opened:** 4/17/14 **Date Completed:** 4/18/14

Summary: Canyon Creek - SITE NOT WIDE TRUNKING - SC1 AND 2 IN COMM FAILURE

Resolution: 4/18/2014 12:15 PM Alaskan Standard Time - cwittschiebe
CAUSE:microwave issue
RESOLUTION:State of Alaska finished working on Microwave

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36362 **Date Opened:** 4/18/14 **Date Completed:** 4/18/14

Summary: Paxson - Site Bounced 3x30 mins

Resolution: 4/18/2014 12:38 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36363 **Date Opened:** 4/18/14 **Date Completed:** 4/18/14

Summary: Trims - Site Bounced 3x30 mins

Resolution: 4/18/2014 12:41 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36364 **Date Opened:** 4/18/14 **Date Completed:** 4/18/14

Summary: Willow Mountain - Site in Comm Failure 3x30 mins

Resolution: 4/18/2014 12:51 PM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION:unknown

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36368 **Date Opened:** 4/21/14 **Date Completed:** 4/19/14

Summary: Tudor Road Master Site - AMBLINK 10.1 configured 3 x 30

Resolution: 4/21/2014 9:03 AM Alaskan Standard Time - cwittschiebe
CAUSE:defective card cage in CEB
RESOLUTION:stated replaced card cage in CEB

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36371 **Date Opened:** 4/21/14 **Date Completed:** 4/21/14

Summary: NICE Zone 1 - AIS02 - CLS Communications Failed 10.1.106.62

Resolution: 4/21/2014 4:14 PM Alaskan Standard Time - cwittschiebe
CAUSE: cls failure
RESOLUTION: no trouble found

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 36372 **Date Opened:** 4/21/14 **Date Completed:** 4/21/14

Summary: Donnelly Dome - HP NETWORKING 2620-24 TRAP

Resolution: 4/21/2014 10:28 AM Alaskan Standard Time - cwittschiebe
CAUSE: service port should not be monitored
RESOLUTION: info provided; NMO checked CHP

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36381 **Date Opened:** 4/21/14 **Date Completed:** 4/21/14

Summary: Whittier - Comm Failure

Resolution: 4/21/2014 3:35 PM Alaskan Standard Time - cwittschiebe
CAUSE: Technicians working on the 7705
RESOLUTION:Corrected the problem and site is back on line.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36382 **Date Opened:** 4/21/14 **Date Completed:** 4/22/14

Summary: Pipeline Hills - Comm Failure on Entire Site

Resolution: 4/21/2014 4:47 PM Alaskan Standard Time - cwittschiebe
Cause: Moved T-1
Resolution: Work completion

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36512 **Date Opened:** 4/24/14 **Date Completed:** 4/25/14

Summary: Rabbit Creek - Comm Failure on SC2

Resolution: 4/25/2014 9:07 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad network wire
RESOLUTION: Replaced wire connecting SC2 and switch. Restarted, tested and all errors cleared.
Monitored for four hours without errors.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36563 **Date Opened:** 4/28/14 **Date Completed:** 4/28/14

Summary: Tudor Road Master Site - Multiple sites bouncing.

Resolution: 4/28/2014 2:17 PM Alaskan Standard Time - drice
Cause: Microwave network paths rerouted incorrectly.
Resolution: Adjusted microwave network paths.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36568 **Date Opened:** 4/29/14 **Date Completed:** 4/29/14

Summary: High Mtn - NOT WIDE TRUNKING. > 5 MINS

Resolution: 4/29/2014 3:56 PM Alaskan Standard Time - cwittschiebe
CAUSE:Microwave issue between State Building and Saddle Mtn
RESOLUTION:Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36569 **Date Opened:** 4/29/14 **Date Completed:** 4/30/14

Summary: Sunny Hay-NOT WIDE TRUNKING. > 5 MINS

Resolution: 4/29/2014 3:43 PM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave issue between State Building and Saddle Mtn
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36570 **Date Opened:** 4/29/14 **Date Completed:** 4/29/14

Summary: Saddle Mtn - Bouncing

Resolution: 4/29/2014 3:35 PM Alaskan Standard Time - cwittschiebe
CAUSE:Microwave issue between stated building and Saddle Mtn
RESOLUTION:Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36572 **Date Opened:** 4/29/14 **Date Completed:** 4/29/14

Summary: Lena Point - Bouncing

Resolution: 4/29/2014 11:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave issue between State Building and Saddle Mtn
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36579 **Date Opened:** 4/30/14 **Date Completed:** 4/30/14

Summary: Wolcott Mtn - Not Wide Trunking 3x in 30 min

Resolution: 4/30/2014 11:49 AM Alaskan Standard Time - cwittschiebe
CAUSE: faulty cables
RESOLUTION: Replaced two faulty cables for the Sterling Site microwave.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36581 **Date Opened:** 4/30/14 **Date Completed:** 4/30/14

Summary: Moose Pass - Not Wide Trunking 3x in 30 min

Resolution: 4/30/2014 11:54 AM Alaskan Standard Time - cwittschiebe
CAUSE: faulty cables
RESOLUTION: Replaced two faulty cables for the Sterling Site microwave.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36582 **Date Opened:** 4/30/14 **Date Completed:** 4/30/14

Summary: Ski Hill - Not Wide Trunking 3x in 30 min

Resolution: 4/30/2014 12:00 PM Alaskan Standard Time - cwittschiebe
CAUSE: faulty cables
RESOLUTION: Replaced two faulty cables for the Sterling Site microwave.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36583 **Date Opened:** 4/30/14 **Date Completed:** 4/30/14

Summary: Nilnilchik - Not Wide Trunking 3x in 30 min

Resolution: 4/30/2014 12:08 PM Alaskan Standard Time - cwittschiebe
CAUSE: faulty cables
RESOLUTION: Replaced two faulty cables for the Sterling Site microwave.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36584 **Date Opened:** 4/30/14 **Date Completed:** 4/30/14

Summary: Cooper Mtn - Not Wide Trunking 3x in 30 min

Resolution: 4/30/2014 12:12 PM Alaskan Standard Time - cwittschiebe
CAUSE: faulty cables
RESOLUTION: Replaced two faulty cables for the Sterling Site microwave.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36585 **Date Opened:** 4/30/14 **Date Completed:** 4/30/14

Summary: Seward - Not Wide Trunking 3x in 30 min

Resolution: 4/30/2014 12:16 PM Alaskan Standard Time - cwittschiebe
CAUSE: faulty cables
RESOLUTION: Replaced two faulty cables for the Sterling Site microwave.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36586 **Date Opened:** 4/30/14 **Date Completed:** 4/23/14

Summary: Pipeline - Not Wide Trunking 3x in 30 min

Resolution: 4/30/2014 10:18 AM Alaskan Standard Time - cwittschiebe
CAUSE: faulty cables
RESOLUTION: Replaced two faulty cables for the Sterling Site microwave.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36587 **Date Opened:** 4/30/14 **Date Completed:** 4/30/14

Summary: Seldovia - Not Wide Trunking 3x in 30 min

Resolution: 4/30/2014 10:12 AM Alaskan Standard Time - cwittschiebe
CAUSE: faulty cables
RESOLUTION: Replaced two faulty cables for the Sterling Site microwave.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36588 **Date Opened:** 4/30/14 **Date Completed:** 4/30/14

Summary: Sterling - Not Wide Trunking 3x in 30 min

Resolution: 4/30/2014 10:02 AM Alaskan Standard Time - cwittschiebe
CAUSE: faulty cables
RESOLUTION: Replaced two faulty cables for the Sterling Site microwave.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36589 **Date Opened:** 4/30/14 **Date Completed:** 4/30/14

Summary: Diamond Ridge - Not Wide Trunking 3x in 30 min

Resolution: 4/30/2014 9:53 AM Alaskan Standard Time - cwittschiebe
CAUSE: faulty cables
RESOLUTION: Replaced two faulty cables for the Sterling Site microwave.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36590 **Date Opened:** 4/30/14 **Date Completed:** 4/30/14

Summary: Anchor River - Not Wide Trunking 3x in 30 min

Resolution: 4/30/2014 9:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: faulty cables
RESOLUTION: Replaced two faulty cables for the Sterling Site microwave.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 36660 **Date Opened:** 5/2/14 **Date Completed:** 5/2/14

Summary: R1 North - Chan 3 Illegal carrier

Resolution: 5/2/2014 9:16 AM Alaskan Standard Time - drice
Cause: Unknown.
Resolution: Cleared on it's own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36664 **Date Opened:** 5/2/14 **Date Completed:** 5/3/14

Summary: Fort Greely - NOT IN WIDE TRUNKING 3 x in 30 minutes

Resolution: 5/5/2014 9:22 AM Alaskan Standard Time - cwittschiebe
CAUSE: Power work by contractor at Fort Greely
RESOLUTION: Power work has been completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36679 **Date Opened:** 5/5/14 **Date Completed:** 5/5/14

Summary: Divide - NOT IN WIDE TRUNKING

Resolution: 5/5/2014 9:46 AM Alaskan Standard Time - cwittschiebe
CAUSE: T1 Maintenance
RESOLUTION: Returned configuration to original state.

Department: **Priority** 1-Major System Failure

Service Request #: 36680 **Date Opened:** 5/5/14 **Date Completed:** 5/5/14

Summary: Lion's Head - Site controller 2 down

Resolution: 5/6/2014 9:06 AM Alaskan Standard Time - cwittschiebe
CAUSE: Port was locked up
RESOLUTION: Reset site controller 2 - Monitored - Checks are good

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36681 **Date Opened:** 5/5/14 **Date Completed:** 5/5/14

Summary: Fort Greely - Console site link 1 and 2 down

Resolution: 5/5/2014 10:03 AM Alaskan Standard Time - cwittschiebe
CAUSE: Consoles could not log into system
RESOLUTION: Added group policies to single sign-on

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36705 **Date Opened:** 5/12/14 **Date Completed:** 5/12/14

Summary: Hope - Chan 3 initialization, user requested

Resolution: 5/12/2014 9:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION:issue has resolved itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36706 **Date Opened:** 5/13/14 **Date Completed:** 5/27/14

Summary: Eielson - Security NICE, LR01 Comm Fail >5 min

Resolution: 5/27/2014 9:47 AM Alaskan Standard Time - cwittschiebe
Symptom / Error Message: Communication failure, logger 01.
Resolution: Worked with the POC Mark Jenks applied UP304-408-07-13-04-03 UPdate Pack 5 and tested system good.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36707 **Date Opened:** 5/13/14 **Date Completed:** 5/14/14

Summary: Diamond Ridge - BOUNCING NOT WIDE TRUNKING

Resolution: 5/14/2014 10:04 AM Alaskan Standard Time - cwittschiebe
Cause: Working on microwave routing.
Resolution: Work complete.

Department: SOA-DOA-ETS **Priority** 1-Major System Failure

Service Request #: 36708 **Date Opened:** 5/13/14 **Date Completed:** 5/14/14

Summary: Ninilchik - Bouncing not wide trunking

Resolution: 5/14/2014 10:02 AM Alaskan Standard Time - cwittschiebe
Cause: Working on microwave routing.
Resolution: Work complete.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36727 **Date Opened:** 5/14/14 **Date Completed:** 5/3/14

Summary: Seldovia - Not wide Trunking

Resolution: 5/14/2014 9:45 AM Alaskan Standard Time - cwittschiebe
CAUSE:working on microwave routing
RESOLUTION:Completed

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 36735 **Date Opened:** 5/15/14 **Date Completed:** 5/16/14

Summary: Radio Logging NICE - Assigned resources with the zone controller

Resolution: 5/16/2014 11:18 AM Alaskan Standard Time - drice
Cause: No trouble found.
Resolution: No trouble found.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36737 **Date Opened:** 5/16/14 **Date Completed:** 5/16/14

Summary: Girdwood - Comm failure

Resolution: 5/19/2014 8:54 AM Alaskan Standard Time - cwittschiebe
Cause: Working on Site Power (Replace rectifier) and microwave traffic routing.
Resolution: Work complete.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 36739 **Date Opened:** 5/16/14 **Date Completed:** 5/20/14

Summary: Radio Logging NICE - Informational track alarms are coming through more often

Resolution: 5/21/2014 8:38 AM Alaskan Standard Time - cwittschiebe
CAUSE:Informational alarms
RESOLUTION:Mark determined it was related to the customers editing talk group on zone 2

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 36743 **Date Opened:** 5/16/14 **Date Completed:** 5/16/14

Summary: Radio Logging NICE - NICE Resources affiliated with the zone contrl

Resolution: 5/16/2014 1:26 PM Alaskan Standard Time - drice
Cause: Informational Trap
Resolution: Informational Trap. NICE is looking into the issue on SR 1168330 Motorola case 23920561.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36839 **Date Opened:** 5/22/14 **Date Completed:** 6/4/14

Summary: Seward - Not Wide Trunking

Resolution: 5/23/2014 3:42 PM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave work at Cooper Mtn
RESOLUTION: Work completed

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 36840 **Date Opened:** 5/22/14 **Date Completed:** 5/22/14

Summary: Tudor Road Master Site - DAS01 The overall status pf the connectivity unit is warning

Resolution: 5/23/2014 9:32 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Reseated controller B

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36875 **Date Opened:** 5/27/14 **Date Completed:** 5/25/14

Summary: Valdez - Site Not Wide Trunking > 5 Mins.

Resolution: 5/27/2014 9:00 AM Alaskan Standard Time - cwittschiebe
CAUSE:microwave issue
RESOLUTION:alarm cleared on it's own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36880 **Date Opened:** 5/27/14 **Date Completed:** 5/27/14

Summary: R1 North - Site down and multiple dispatch centers down for smae site

Resolution: 5/27/2014 9:53 AM Alaskan Standard Time - cwittschiebe
CAUSE: microwave issue
RESOLUTION: issue corrected

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 36881 **Date Opened:** 5/27/14 **Date Completed:** 5/27/14

Summary: R1 North - Channel 9 HW Failure > 5 mins

Resolution: 5/28/2014 8:33 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave constellation issue at Alcantra Site 7
RESOLUTION: Alarm cleared; work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 36929 **Date Opened:** 6/2/14 **Date Completed:** 5/31/14

Summary: Fort Greely - Zone 2 not in wide trunking 3 x in 30 minutes

Resolution: 6/2/2014 9:03 AM Alaskan Standard Time - cwittschiebe
CAUSE:NMO Fort Greely--Zone 2 not in wide trunking 3 x in 30 minutes
RESOLUTION:Power outage

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37021 **Date Opened:** 6/4/14 **Date Completed:** 6/9/14

Summary: Pillar Mountain - ES02 & SC2 in comm failure

Resolution: 6/9/2014 12:47 PM Alaskan Standard Time - drice
CAUSE: Switch 2 failure
RESOLUTION: Replaced switch 2 and hardened the device.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37022 **Date Opened:** 6/4/14 **Date Completed:** 6/5/14

Summary: Eielson - Command Post Console Site Link 1007.1 1007.2 Op1 down > 5m

Resolution: 6/5/2014 9:23 AM Alaskan Standard Time - cwittschiebe
CAUSE: Generator test
RESOLUTION: Generator test completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37028 **Date Opened:** 6/5/14 **Date Completed:** 6/7/14

Summary: FRA - PMO Console Comm Failure on op1/Dispatch site 2007 Bouncing

Resolution: 6/9/2014 7:53 AM Alaskan Standard Time - drice
CAUSE: Commercial power failure
RESOLUTION: Restarted computers

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37029 **Date Opened:** 6/5/14 **Date Completed:** 6/7/14

Summary: FRA - Fire Comm Failure on op1/Dispatch site 2008 Bouncing

Resolution: 6/9/2014 7:51 AM Alaskan Standard Time - drice
CAUSE: Commercial power failure
RESOLUTION: Restarted computers

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37032 **Date Opened:** 6/6/14 **Date Completed:** 6/5/14

Summary: Elmendorf - Fire B11415 NICE

Resolution: 6/6/2014 9:07 AM Alaskan Standard Time - cwittschiebe
CAUSE:Power failure
RESOLUTION:Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37060 **Date Opened:** 6/9/14 **Date Completed:** 6/16/14

Summary: Fort Greely - Site not wide trunking; Bouncing 3X30 minutes.

Resolution: 6/16/2014 9:54 AM Alaskan Standard Time - cwittschiebe
CAUSE: Rectifier fault
RESOLUTION: Replaced rectifier

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 37061 **Date Opened:** 6/9/14 **Date Completed:** 6/9/14

Summary: Kenai - Channel 5 chronic bouncing.

Resolution: 6/9/2014 12:55 PM Alaskan Standard Time - drice
CAUSE: Faulty PA.
RESOLUTION: Replaced PA.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37062 **Date Opened:** 6/9/14 **Date Completed:** 6/10/14

Summary: FRA - PMO Console site links 1 and 2, down, transmit retry failure > 5 minutes

Resolution: 6/10/2014 8:23 AM Alaskan Standard Time - cwittschiebe
CAUSE: bad UPS
RESOLUTION: replaced the UPS

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37063 **Date Opened:** 6/9/14 **Date Completed:** 6/16/14

Summary: FWA NICE - Z002s0011LRS01.nmd11 - fault manager lost comm to device

Resolution: 6/16/2014 10:59 AM Alaskan Standard Time - cwittschiebe
Symptom / Error Message:
Logger 1 -NMD 11 fault manager lost communication to device

2. Analysis:
Playback station was rebooted after applying patches.

3. Fix / Resolution:
N/A

Root cause:
System reboot

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37064 **Date Opened:** 6/10/14 **Date Completed:** 7/29/14

Summary: Kenai-equipment maintenance

Resolution: 7/29/2014 9:19 AM Alaskan Standard Time - cwittschiebe
CAUSE:Maintenance, taking down channel #5 and moving cables between switch #1 and #2
RESOLUTION:Completed Maintenance, taking down channel #5 and moving cables between switch #1 and #2

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37065 **Date Opened:** 6/10/14 **Date Completed:** 7/28/14

Summary: Anchor River-replace 30db pad

Resolution: 7/28/2014 3:39 PM Alaskan Standard Time - drice
CAUSE: Scheduled Equipment Replacement
RESOLUTION: Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37094 **Date Opened:** 6/12/14 **Date Completed:** 7/29/14

Summary: Summit Lake - Site is bouncing

Resolution: 7/28/2014 4:39 PM Alaskan Standard Time - drice

CAUSE: Site bouncing.
RESOLUTION: Bouncing cleared on Its own same day; MOSCAD Replacement installed today.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37097 **Date Opened:** 6/13/14 **Date Completed:** 6/13/14

Summary: Elmendorf KMF - INOPERABLE

Resolution: 6/13/2014 9:14 AM Alaskan Standard Time - cwittschiebe
CAUSE: KMF INOPERABLE
RESOLUTION: Restarted KMF and tested w/o failure

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37121 **Date Opened:** 6/16/14 **Date Completed:** 6/17/14

Summary: Birch Hill Master Site - Waiting for connection; Bouncing 3x30 Mins

Resolution: 6/18/2014 8:42 AM Alaskan Standard Time - cwittschiebe
CAUSE: AMI issue
RESOLUTION: rebooted the AMI cards

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37122 **Date Opened:** 6/16/14 **Date Completed:** 6/17/14

Summary: Honolulu - Not Wide Trunking

Resolution: 6/18/2014 8:50 AM Alaskan Standard Time - cwittschiebe
CAUSE:Switch 1 was bad
RESOLUTION: Replaced switch

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37146 **Date Opened:** 6/16/14 **Date Completed:** 6/16/14

Summary: FRA - Op1 down, conventional channels down

Resolution: 6/16/2014 11:11 AM Alaskan Standard Time - cwittschiebe
CAUSE:Power outage
RESOLUTION:Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37147 **Date Opened:** 6/16/14 **Date Completed:** 6/16/14

Summary: FRA - Fire Op1 down, conventional channels down

Resolution: 6/16/2014 11:18 AM Alaskan Standard Time - cwittschiebe
CAUSE:Power outage
RESOLUTION:Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37148 **Date Opened:** 6/16/14 **Date Completed:** 6/16/14

Summary: Elmendorf - Fire Console NM Conventional channels user disabled

Resolution: 6/16/2014 11:19 AM Alaskan Standard Time - cwittschiebe
CAUSE:Power outage
RESOLUTION:Power restored

Department: Motorola **Priority**

Service Request #: 37161 **Date Opened:** 6/18/14 **Date Completed:** 6/18/14

Summary: Paxson - NMO Site down

Resolution: 6/19/2014 10:44 AM Alaskan Standard Time - cwittschiebe
CAUSE: microwave issue at Sourdough that impacted the Paxson site
RESOLUTION: cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37162 **Date Opened:** 6/18/14 **Date Completed:** 6/18/14

Summary: Trims - NMO Site down

Resolution: 6/19/2014 10:39 AM Alaskan Standard Time - cwittschiebe
CAUSE:Microwave issue at Sourdough that impacted the Trims site.
RESOLUTION:Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37163 **Date Opened:** 6/18/14 **Date Completed:** 6/18/14

Summary: Elmendorf - Fire NICE COMM FAILURE.

Resolution: 6/19/2014 8:57 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: TSO Rebooted computer remotely and FSO went to site to put in back up tape in the PC.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37171 **Date Opened:** 6/19/14 **Date Completed:** 1/1/53

Summary: Moose Pass - Trunked Site Link 24.1 went down 3 x in 30 minutes

Resolution: 6/19/2014 9:15 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave fade
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37190 **Date Opened:** 6/23/14 **Date Completed:** 6/20/14

Summary: Elmendorf - RCC Console Site Link 1004 Warning Console Disconnect

Resolution: 6/23/2014 9:23 AM Alaskan Standard Time - cwittschiebe
CAUSE: rebooted workstation
RESOLUTION: work station rebooted

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37191 **Date Opened:** 6/23/14 **Date Completed:** 6/23/14

Summary: Eielson - LMR Console Site Link 1010.1/1010.2 Down Console Disconnect

Resolution: 6/24/2014 8:54 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37192 **Date Opened:** 6/23/14 **Date Completed:** 6/20/14

Summary: Eielson Alt WOC Console Site Link 1008.1/1008.2

Resolution: 6/23/2014 10:19 AM Alaskan Standard Time - cwittschiebe
CAUSE:Reference to case 23967954
RESOLUTION:Reference to case 23967954

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37268 **Date Opened:** 6/25/14 **Date Completed:** 6/25/14

Summary: Eielson - Security NICE

Resolution: 6/26/2014 9:58 AM Alaskan Standard Time - cwittschiebe
CAUSE: Logging recorder
RESOLUTION: Rebooted

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37273 **Date Opened:** 6/26/14 **Date Completed:** 6/26/14

Summary: Ft Greely - Console Malfunction

Resolution: 6/27/2014 10:23 AM Alaskan Standard Time - cwittschiebe
CAUSE:Power Failure
RESOLUTION:Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37274 **Date Opened:** 6/26/14 **Date Completed:** 6/26/14

Summary: Ft Greely - Not wide trunking

Resolution: 6/27/2014 10:26 AM Alaskan Standard Time - cwittschiebe
CAUSE:Power Failure
RESOLUTION:Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37275 **Date Opened:** 6/26/14 **Date Completed:** 6/26/14

Summary: Sunny Hay - Site bouncing unknown

Resolution: 6/27/2014 10:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave alarms
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37284 **Date Opened:** 6/27/14 **Date Completed:** 6/29/14

Summary: Tudor Road Master Site - KMF not working

Resolution: 6/30/2014 9:01 AM Alaskan Standard Time - cwittschiebe
CAUSE: SSL passwords
RESOLUTION: Reconfigured SSL passwords

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37302 **Date Opened:** 6/30/14 **Date Completed:** 6/27/14

Summary: Fort Greely Console - Burning electrical smell

Resolution: 6/30/2014 8:47 AM Alaskan Standard Time - cwittschiebe
CAUSE: equipment required better airflow
RESOLUTION: re racked equipment for better airflow

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 37303 **Date Opened:** 6/30/14 **Date Completed:** 6/27/14

Summary: Radio Logging NICE - MCC7500 LogicClient Assigned Resources Affiliated with Zone Controller

Resolution: 6/30/2014 8:55 AM Alaskan Standard Time - cwittschiebe
CAUSE:Regular occurance due to a talk group being edited or changed.
RESOLUTION:Not a valid alarm

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37304 **Date Opened:** 6/30/14 **Date Completed:** 6/28/14

Summary: Elmendorf - Fire NICE Comm Failure

Resolution: 6/30/2014 9:04 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: rebooted UEM

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37412 **Date Opened:** 7/3/14 **Date Completed:** 7/3/14

Summary: Birch Hill Master Site - INTERZONE LINE TO ZONE 1 went down 3 x in 30 minutes

Resolution: 7/7/2014 8:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave links
RESOLUTION: Resolved on its own

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 37413 **Date Opened:** 7/7/14 **Date Completed:** 7/3/14

Summary: Radio Logging NICE - Assigned Resources Affiliated With ZC Succesfully 10.1.106.61/10.1.106.62

Resolution: 7/7/2014 9:34 AM Alaskan Standard Time - cwittschiebe
CAUSE:normal operation
RESOLUTION:false alarm

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37414 **Date Opened:** 7/7/14 **Date Completed:** 7/7/14

Summary: Ft Greely Console - OP02 Down, due to VPM link fault

Resolution: 7/8/2014 9:05 AM Alaskan Standard Time - cwittschiebe
CAUSE: Customer moving equipment around
RESOLUTION: Customer work comploeted.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37415 **Date Opened:** 7/7/14 **Date Completed:** 7/7/14

Summary: Lion's Head - Controller 2 down 3x30

Resolution: 7/8/2014 8:58 AM Alaskan Standard Time - cwittschiebe
CAUSE: Controller
RESOLUTION: Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37416 **Date Opened:** 7/7/14 **Date Completed:** 7/8/14

Summary: Paxson - Channel 1 Malfunction.

Resolution: 7/9/2014 9:00 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad transmitter
RESOLUTION: Repaired transmitter and tested w/o failure

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37425 **Date Opened:** 7/14/14 **Date Completed:** 7/14/14

Summary: NICE Zone 1 - MCC7500 LOGICLIENT ASSIGNED RESOURCES AFFLIATED WITH THE ZO;

Resolution: 7/14/2014 1:31 PM Alaskan Standard Time - cwittschiebe
CAUSE: Informational alarm
RESOLUTION: Informational alarm

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37427 **Date Opened:** 7/14/14 **Date Completed:** 7/14/14

Summary: NICE Zone 2 - Fault manager lost comm to Device

Resolution: 7/14/2014 2:15 PM Alaskan Standard Time - cwittschiebe
Cause: Alarm was due to a power failure.
Resolution: Power has been restored and the tech has inspected the site with no issues found.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37428 **Date Opened:** 7/14/14 **Date Completed:** 7/15/14

Summary: Eielson - Red Flag Critical Failure and OP1 in Comm Failure

Resolution: 7/15/2014 4:24 PM Alaskan Standard Time - cwittschiebe
CAUSE: power outage
RESOLUTION: power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37526 **Date Opened:** 7/18/14 **Date Completed:** 7/18/14

Summary: Fort Greely - OP2 down

Resolution: 7/18/2014 11:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: Rebooting system
RESOLUTION: System up and running

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37532 **Date Opened:** 7/21/14 **Date Completed:** 7/21/14

Summary: Site Summit - Not Wide Trunking Bouncing 3x30min

Resolution: 7/21/2014 12:36 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Alarm cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37558 **Date Opened:** 7/25/14 **Date Completed:** 7/25/14

Summary: Ft Greely - Switch02 Fault Manager Lost Communication

Resolution: 7/25/2014 1:47 PM Alaskan Standard Time - cwittschiebe
CAUSE:unknown
RESOLUTION:Trouble cleared itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37560 **Date Opened:** 7/25/14 **Date Completed:** 7/25/14

Summary: Fort Greely Console - NMD015S01 Fault Manager Lost Communication

Resolution: 7/25/2014 1:50 PM Alaskan Standard Time - cwittschiebe
CAUSE:unknown
RESOLUTION:Trouble cleared itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37568 **Date Opened:** 7/29/14 **Date Completed:** 7/31/14

Summary: Elmendorf - Fire Console OP 1

Resolution: 7/31/2014 9:09 AM Alaskan Standard Time - cwittschiebe
CAUSE: work on op1
RESOLUTION: work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37573 **Date Opened:** 7/31/14 **Date Completed:** 7/31/14

Summary: Girdwood - Not wide trunking

Resolution: 7/31/2014 8:58 AM Alaskan Standard Time - cwittschiebe
Cause: Unknown
Resolution: System rebooted on its own.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 37574 **Date Opened:** 7/31/14 **Date Completed:** 7/31/14

Summary: Hope - Not wide trunking

Resolution: 7/31/2014 9:04 AM Alaskan Standard Time - cwittschiebe
CAUSE:NMO Hope Z1 Alaska Not wide trunking
RESOLUTION:Site rebooted is back up

Department: Alaska Wireless **Priority** 4-Scheduled Maintenance

Service Request #: 37576 **Date Opened:** 8/1/14 **Date Completed:** 8/6/14

Summary: Hope - SZ0142119 TEST & REPLACED TX ANTENNA

Resolution: 8/6/2014 2:15 PM Alaskan Standard Time - cwittschiebe
Resolution: Antenna replaced

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37578 **Date Opened:** 8/4/14 **Date Completed:** 8/4/14

Summary: Sunny Hay - Not wide Trunking control path down 3x in 30 min

Resolution: 8/4/2014 9:20 AM Alaskan Standard Time - cwittschiebe
CAUSE:bounced during maintenance period
RESOLUTION:cleared on it's own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37690 **Date Opened:** 8/12/14 **Date Completed:** 9/24/14

Summary: Elmendorf Fire - HP Z420 Workstation 2UA3110YDD Repair

Resolution: 9/25/2014 4:23 PM Alaskan Standard Time - cwittschiebe
CAUSE: Bad hardware
RESOLUTION: Replaced Harddrive

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37691 **Date Opened:** 8/12/14 **Date Completed:** 8/12/14

Summary: Haines - Not Wide Trunking

Resolution: 8/12/2014 2:48 PM Alaskan Standard Time - cwittschiebe
Cause: State network issues
Resolution: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37692 **Date Opened:** 8/12/14 **Date Completed:** 8/12/14

Summary: Skagway - Not Wide Trunking

Resolution: 8/12/2014 2:55 PM Alaskan Standard Time - cwittschiebe
CAUSE: State network issues
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37704 **Date Opened:** 8/12/14 **Date Completed:** 8/19/14

Summary: Fort Richardson Fire - Critical Malfunction

Resolution: 8/20/2014 8:59 AM Alaskan Standard Time - cwittschiebe
CAUSE: Discover new equipment in UEM
RESOLUTION: Completed - discovery & hardened

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37749 **Date Opened:** 8/18/14 **Date Completed:** 8/16/14

Summary: Canyon Creek - Site 5, 7 & NMD15 out of wide service & control paths down bouncing

Resolution: 8/18/2014 9:28 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave issue.
RESOLUTION: After monitoring, system cleared on it's own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37750 **Date Opened:** 8/18/14 **Date Completed:** 8/18/14

Summary: Eielson AFB Security - Op03 and VPM03 Down > 5 mins

Resolution: 8/19/2014 9:15 AM Alaskan Standard Time - cwittschiebe
CAUSE: Z2 - Op03 and VPM03 Down > 5 mins
RESOLUTION: Replaced VPM and reconfigured

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37778 **Date Opened:** 8/20/14 **Date Completed:** 8/20/14

Summary: Diamond Ridge - Site comm failure

Resolution: 8/20/2014 9:16 AM Alaskan Standard Time - cwittschiebe
CAUSE: Power loss to Microwave Premises at the Seldovia site created loss of wide trunking at Diamond Ridge, Seldovia, and Anchor Point Sites.
RESOLUTION: Power restored.

Department: Motorola **Priority**

Service Request #: 37782 **Date Opened:** 8/21/14 **Date Completed:** 8/21/14

Summary: Tudor Road Master Site - inf01 (10.1.106.72 NiceLogRec) communication failure

Resolution: 8/21/2014 3:56 PM Alaskan Standard Time - drice
CAUSE: Error in SNMP V3 service
RESOLUTION: SNMP V3 service reset

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 37793 **Date Opened:** 8/25/14 **Date Completed:** 8/25/14

Summary: Tudor Road Master Site - Connectivity unit warning

Resolution: 8/26/2014 9:59 AM Alaskan Standard Time - cwittschiebe
CAUSE: excessive media errors with the hard drive
RESOLUTION: Created RA:80645412-1 - The hard drive was replaced with spare

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37794 **Date Opened:** 8/25/14 **Date Completed:** 8/26/14

Summary: Diamond Courthouse - Not wide trunking 3x in 30 min

Resolution: 8/26/2014 9:44 AM Alaskan Standard Time - cwittschiebe
CAUSE:Site rectifier and battery plant testing.
RESOLUTION:Testing complete and power restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37812 **Date Opened:** 8/28/14 **Date Completed:** 8/27/14

Summary: Silvertip - Not wide trunking

Resolution: 8/28/2014 9:34 AM Alaskan Standard Time - cwittschiebe
CAUSE: Microwave issue
RESOLUTION: Rebooted the system

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37845 **Date Opened:** 9/2/14 **Date Completed:** 9/3/14

Summary: Heney Range - Comm failure to Site Controller 2, Switch 2, and Channel 2

Resolution: 9/3/2014 8:08 AM Alaskan Standard Time - drice
CAUSE: Switch 2 failed
RESOLUTION: Switch 2 replaced and securities applied

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37937 **Date Opened:** 9/5/14 **Date Completed:** 9/5/14

Summary: Elmendorf - Cannot log-in to the KMF client

Resolution: 9/5/2014 9:24 AM Alaskan Standard Time - cwittschiebe
CAUSE: NM client was locked out and required a new account. No issue with the KMF Client
RESOLUTION: Created a new account for the customer

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37943 **Date Opened:** 9/8/14 **Date Completed:** 9/8/14

Summary: Eielson - Security NICE

Resolution: 9/8/2014 12:42 PM Alaskan Standard Time - cwittschiebe
CAUSE: FSO did not provide a cause for the issue
RESOLUTION: The alarm cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37951 **Date Opened:** 9/9/14 **Date Completed:** 9/9/14

Summary: Summit Lake - NOT WIDE TRUNKING; > 5 min

Resolution: 9/9/2014 9:16 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tech working on microwave traffic
RESOLUTION: Tech working on microwave traffic caused the alarm, and resolved it.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37952 **Date Opened:** 9/9/14 **Date Completed:** 9/11/14

Summary: NICE Zone 1 - 160gb backup tape drive is destroying tapes

Resolution: 9/11/2014 8:40 AM Alaskan Standard Time - cwittschiebe
CAUSE: bad tape drive
RESOLUTION: replaced tape drive

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37953 **Date Opened:** 9/9/14 **Date Completed:** 9/10/14

Summary: Birch Hill Master Site - Conv site links 2027.1/2, 2028.1/2 down

Resolution: 9/10/2014 10:28 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad site link
RESOLUTION: customer had repaired the site link.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37967 **Date Opened:** 9/12/14 **Date Completed:** 9/11/14

Summary: FRA - Range Control Getting red X's on the consoles

Resolution: 9/12/2014 8:54 AM Alaskan Standard Time - cwittschiebe
CAUSE:Disconnected cable
RESOLUTION:Reconnected cable

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 37970 **Date Opened:** 9/15/14 **Date Completed:** 9/12/14

Summary: FRA - Fire fault manager lost communication to devices

Resolution: 9/15/2014 9:09 AM Alaskan Standard Time - cwittschiebe
CAUSE:Construction at site
RESOLUTION:Recovered itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38034 **Date Opened:** 9/22/14 **Date Completed:** 9/24/14

Summary: Eielson - Red Flag VMP-01 malfs

Resolution: 9/24/2014 9:11 AM Alaskan Standard Time - cwittschiebe
CAUSE: No network connectivity
RESOLUTION: Network connectivity has been restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38095 **Date Opened:** 9/26/14 **Date Completed:** 9/29/14

Summary: Eielson - Command Post Console site link 1007 down

Resolution: 9/30/2014 8:48 AM Alaskan Standard Time - cwittschiebe
CAUSE:Console reboot due to a security patch update
RESOLUTION:Rebooted and relaunched

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38101 **Date Opened:** 9/29/14 **Date Completed:** 9/28/14

Summary: Elmendorf - Fire Console OP03 VPM Link down (1 out of 3)

Resolution: 10/9/2014 2:20 PM Alaskan Standard Time - drice
CAUSE:Customer pulled cable out
RESOLUTION:Customer plugged able back in

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38118 **Date Opened:** 9/30/14 **Date Completed:** 10/10/14

Summary: Fort Greely - Console OP01 & OP02 Fault Manager Lost Communication To The Device

Resolution: 10/10/2014 4:04 PM Alaskan Standard Time - cwittschiebe
CAUSE: secruity patches
RESOLUTION: replaced the system board

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38131 **Date Opened:** 10/1/14 **Date Completed:** 10/1/14

Summary: FRA - Fire Console site links 1 and 2 down, no activity received > 5 minutes

Resolution: 10/1/2014 8:43 AM Alaskan Standard Time - cwittschiebe
CAUSE: Power failure at the power outlet
RESOLUTION: Rerouting AC power outlet, reconfigured VPM, re-addressed RSI

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 38221 **Date Opened:** 10/2/14 **Date Completed:** 10/2/14

Summary: Tudor Road Master Site - RSA connector down. No events reporting

Resolution: 10/2/2014 10:01 AM Alaskan Standard Time - cwittschiebe
CAUSE: RSA service hung.
RESOLUTION: Rebooted CSMS. SOC verified events

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38265 **Date Opened:** 10/8/14 **Date Completed:** 3/24/15

Summary: Birch Hill Master Site - Conventional site link 2028 and 2017 bouncing

Resolution: 3/24/2015 9:30 AM Alaskan Standard Time - cwittschiebe
Cause: Unknown
Resolution: Andy Strait said to close the case, site links are stable.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 38266 **Date Opened:** 10/8/14 **Date Completed:** 1/8/15

Summary: Birch Hill Master Site - SOC_Syslog CEL connectors do not stay connected

Resolution: 1/8/2015 9:47 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION: Issue has not occurred in the last 30 days.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38293 **Date Opened:** 10/10/14 **Date Completed:** 10/10/14

Summary: Eielson - OP1 & ConsoleSite Link 1010.1/2 Down

Resolution: 10/10/2014 12:55 PM Alaskan Standard Time - cwittschiebe
CAUSE: Site down
RESOLUTION: Site back up

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38469 **Date Opened:** 10/28/14 **Date Completed:** 11/5/14

Summary: Birch Hill Master Site- Conventional site links bouncing - 2027.1/2 and 2028.1/2

Resolution: 11/5/2014 9:17 AM Alaskan Standard Time - cwittschiebe
CAUSE: Customer link issue
RESOLUTION: Alarms have cleared

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 38501 **Date Opened:** 10/30/14 **Date Completed:** 11/3/14

Summary: Birch Hill Master Site - Low Memory Detected

Resolution: 11/3/2014 10:03 AM Alaskan Standard Time - cwittschiebe
CAUSE:unknown
RESOLUTION:ATR cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38513 **Date Opened:** 11/3/14 **Date Completed:** 11/1/14

Summary: Eielson - Console site link 1106.2 bouncing

Resolution: 11/3/2014 9:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tech was working on site.
RESOLUTION: Tech was working on site.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38514 **Date Opened:** 11/3/14 **Date Completed:** 11/4/14

Summary: Quarry Hill - Multiple Sites bouncing (3,8,10,nmd8,10,11,25)

Resolution: 11/4/2014 9:09 AM Alaskan Standard Time - cwittschiebe
CAUSE: Multiple sites were bouncing
RESOLUTION: Rebooted the ARCADACS

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 38594 **Date Opened:** 11/7/14 **Date Completed:** 11/10/14

Summary: NICE Zone 1 - MCC7500 assigned resources successfully 10.1.106.61 10.1.106.62

Resolution: 11/10/2014 8:48 AM Alaskan Standard Time - cwittschiebe
CAUSE: Informational alarm
RESOLUTION: resources loaded successfully

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38595 **Date Opened:** 11/7/14 **Date Completed:** 11/7/14

Summary: Sunny Hay - Site bouncing

Resolution: 11/7/2014 8:55 AM Alaskan Standard Time - cwittschiebe
Cause: High winds was causing microwave issues.
Resolution: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38598 **Date Opened:** 11/7/14 **Date Completed:** 11/7/14

Summary: FRA - Fire conv site links and vpm01 down

Resolution: 11/7/2014 2:17 PM Alaskan Standard Time - cwittschiebe
CAUSE:Fiber line interruption
RESOLUTION:Fiber lines self cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38599 **Date Opened:** 11/7/14 **Date Completed:** 11/7/14

Summary: Tudor Road Master Site - ZC Conventional site links 2011 and 1013 down

Resolution: 12/10/2014 8:54 AM Alaskan Standard Time - drice
CAUSE: Fiber line interruption
RESOLUTION: Fiber lines self cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38600 **Date Opened:** 11/7/14 **Date Completed:** 11/8/14

Summary: FRA - Fire Console site link 1008.1 1008.2 down > 5mins

Resolution: 11/10/2014 8:41 AM Alaskan Standard Time - cwittschiebe
CAUSE: Interruptions to fiber
RESOLUTION: Workers gone

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38658 **Date Opened:** 11/18/14 **Date Completed:** 11/18/14

Summary: Eielson - OP1 & ZC ConsoleSite Link 1010.1/2 Down

Resolution: 11/18/2014 3:02 PM Alaskan Standard Time - cwittschiebe
CAUSE: Customer
RESOLUTION: Customer brought the system back up

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 38664 **Date Opened:** 11/19/14 **Date Completed:** 11/19/14

Summary: Tudor Road Master Site - Bad Hard Drive on DAS1

Resolution: 11/19/2014 9:19 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad Hard Drive on DAS1
RESOLUTION: Replaced Bad Hard Drive on DAS1

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38667 **Date Opened:** 11/21/14 **Date Completed:** 12/3/14

Summary: Eielson - Alt WOC Z2 Alaska OP-01 malf

Resolution: 12/4/2014 9:21 AM Alaskan Standard Time - cwittschiebe
CAUSE: Per previous notes, a possible power outage caused the issue
RESOLUTION: Lauched application and everything is operational

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38668 **Date Opened:** 11/24/14 **Date Completed:** 11/24/14

Summary: Seward - SC1 Comm Failure > 5 mins

Resolution: 11/24/2014 4:37 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Tech resolved the issue.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38962 **Date Opened:** 12/22/14 **Date Completed:** 12/23/14

Summary: Tudor Road Master Site - ZC02 bounced

Resolution: 12/22/2014 9:23 AM Alaskan Standard Time - cwittschiebe
CAUSE: FST was working on site and caused the alarm
RESOLUTION: Re-discovered the site and issued has cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 38990 **Date Opened:** 12/29/14 **Date Completed:** 12/29/14

Summary: Heney Range - SC2 lost communication

Resolution: 12/30/2014 8:45 AM Alaskan Standard Time - cwittschiebe
CAUSE: Sync between UEM and device
RESOLUTION: rediscovered the device in UEM

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39016 **Date Opened:** 1/2/15 **Date Completed:** 1/6/15

Summary: Elmendorf Fire - NMO CLS01 NMD12 COMM. FAILURE.

Resolution: 1/6/2015 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION:Restart NU design NSU PE service

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39089 **Date Opened:** 1/5/15 **Date Completed:** 1/4/15

Summary: High Mtn - Trunked Site Link 44.1 & .2 bouncing

Resolution: 1/5/2015 9:25 AM Alaskan Standard Time - cwittschiebe
CAUSE:microwave fade
RESOLUTION:alarm cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39090 **Date Opened:** 1/5/15 **Date Completed:** 1/4/15

Summary: Sunny Hay - Trunked Site Links 61.1 & .2 bouncing

Resolution: 1/5/2015 9:32 AM Alaskan Standard Time - cwittschiebe
CAUSE:microwave fade
RESOLUTION:alarm cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39158 **Date Opened:** 1/12/15 **Date Completed:** 1/10/15

Summary: Cooper Mtn - Trunked Site Link 13.1/.2 Down; Bouncing 3x30 Mins

Resolution: 1/12/2015 10:05 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION:Issue cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39189 **Date Opened:** 1/16/15 **Date Completed:** 1/16/15

Summary: Fort Greely - Entire site reports comm failure

Resolution: 1/20/2015 8:54 AM Alaskan Standard Time - cwittschiebe
CAUSE: Loose connector on channel bank
RESOLUTION: Loose connector on channel bank fixed.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 39197 **Date Opened:** 1/21/15 **Date Completed:** 1/20/15

Summary: Atwood VHF - Channels 7, 8, 9 & 10 Malfunctioning HW Failure

Resolution: 1/21/2015 9:28 AM Alaskan Standard Time - cwittschiebe
Cause: Technician pulling cable for rectifier bumped the power and knocked down channels 7, 8, 9, and 10.
RESOLUTION: Power restored and channels recovered.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39198 **Date Opened:** 1/21/15 **Date Completed:** 1/22/15

Summary: Haines - Not Wide Trunking

Resolution: 1/22/2015 9:23 AM Alaskan Standard Time - cwittschiebe
CAUSE: High winds impacted the microwave
RESOLUTION: Weather passed and site cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39200 **Date Opened:** 1/21/15 **Date Completed:** 1/22/15

Summary: Skagway - Unknown >5 Min

Resolution: 1/22/2015 9:00 AM Alaskan Standard Time - cwittschiebe
CAUSE: High winds impacted the microwave.
RESOLUTION: Weather passed and site cleared.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39305 **Date Opened:** 1/28/15 **Date Completed:** 1/28/15

Summary: Donnelly Dome - Comm failure

Resolution: 1/28/2015 9:35 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unscheduled maintenance at Donnelly Dome Site power. This site is located with AT&T and is on a leased circuit. AT&T technicians were conducting a generator test and discovered that our battery backup system failed to switch leaving the equipment without power.
RESOLUTION: Commercial power was restored and generator system maintenance completed. ALMR Technicians will open a case to investigate battery backup power and replace if necessary.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39310 **Date Opened:** 1/28/15 **Date Completed:** 1/28/15

Summary: Tudor Road Master Site - AMBLINK 8.1 9.1 waiting for connection

Resolution: 1/28/2015 11:19 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tech
RESOLUTION:OS Upgrade completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39433 **Date Opened:** 2/6/15 **Date Completed:** 2/9/15

Summary: Site Summit - Not Wide Trunking (Bouncing)

Resolution: 2/11/2015 9:21 AM Alaskan Standard Time - cwittschiebe
CAUSE:Site controller issue
RESOLUTION:Replaced site controller

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39441 **Date Opened:** 2/7/15 **Date Completed:** 2/7/15

Summary: Elmendorf - Security OP-01 in comm fail

Resolution: 2/9/2015 9:27 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unkown
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 39530 **Date Opened:** 2/23/15 **Date Completed:** 3/23/15

Summary: Pillar Mtn - Channel 4 power amp, possible loose cable

Resolution: 3/24/2015 9:06 AM Alaskan Standard Time - cwittschiebe
Cause: Dual isolator required repair, replaced capacitors, 5 W load, retuned to 156.0750 MHz
Resolution: Repaired dual isolator in place and Channel 4 has been enabled.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39533 **Date Opened:** 2/23/15 **Date Completed:** 2/22/15

Summary: Ft. Wainwright Console - Op01 Comm Failure > 5 mins

Resolution: 2/23/2015 10:21 AM Alaskan Standard Time - cwittschiebe
CAUSE: Power outage
RESOLUTION: Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39657 **Date Opened:** 3/3/15 **Date Completed:** 3/2/15

Summary: Birch Hill Master Site - S01 and Chan 1 Comm Failure >5 Min

Resolution: 3/3/2015 7:38 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION:cleared it self

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39690 **Date Opened:** 3/9/15 **Date Completed:** 3/13/15

Summary: Birch Hill Master Site - DAS01 connectivity unit is Warning

Resolution: 3/16/2015 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE: faulty hard drive in DAS
RESOLUTION: replaced hard drive in DAS

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39691 **Date Opened:** 3/9/15 **Date Completed:** 3/9/15

Summary: Hurricane - Site Fail Soft, No Control Channel

Resolution: 3/9/2015 9:38 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown cause
RESOLUTION: issue resolved itself

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 39720 **Date Opened:** 3/13/15 **Date Completed:** 3/14/15

Summary: Quarry Hill - Chan 2 major malfunction due to Illegal Carrier

Resolution: 3/16/2015 9:33 AM Alaskan Standard Time - cwittschiebe
CAUSE: Illegal Carrier
RESOLUTION: Illegal carrier cleared on it's own

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 39721 **Date Opened:** 3/13/15 **Date Completed:** 3/13/15

Summary: Ester Dome - Channel 1 major failure due to Illegal Carrier

Resolution: 3/16/2015 9:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: Illegal carrier
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39771 **Date Opened:** 3/18/15 **Date Completed:** 3/17/15

Summary: Elmendorf - Fire Console Fault manager lost comm to device

Resolution: 3/18/2015 9:45 AM Alaskan Standard Time - cwittschiebe
CAUSE: SNTV 3 service required a restart.
RESOLUTION: Restarted NU designed SNTV 3 service.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39790 **Date Opened:** 3/20/15 **Date Completed:** 3/20/15

Summary: Tudor Road Master Site - AMB Link 21.1 Configured waiting for connection and AEB Tline 3 DOWN (BOUN

Resolution: 3/20/2015 9:39 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: issue has resolved itself

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 39802 **Date Opened:** 3/23/15 **Date Completed:** 3/20/15

Summary: NICE Zone 2 - One of the two DAT72 drives (mounted in the 1U external enclosure) failed

Resolution: 3/23/2015 9:39 AM Alaskan Standard Time - cwittschiebe
Cause: One of the two DAT72 drives (mounted in the 1U external enclosure) failed.
Resolution: Worked with HP to RMA a replacement drive to Motorola Fed ST. Once installed, functionality was restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 39803 **Date Opened:** 3/23/15 **Date Completed:** 3/27/15

Summary: Birch Hill Master Site - Not Wide Trunking control path down

Resolution: 3/30/2015 9:21 AM Alaskan Standard Time - cwittschiebe
CAUSE: Faulty site controller.
RESOLUTION: Replaced site controller 2.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40012 **Date Opened:** 3/30/15 **Date Completed:** 3/31/15

Summary: Seward - Not Wide Trunking control path down

Resolution: 3/31/2015 9:36 AM Alaskan Standard Time - cwittschiebe
CAUSE: Failed site controller
RESOLUTION: Replaced Site Controller 1 and reseated connections

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Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 40038 **Date Opened:** 3/31/15 **Date Completed:** 4/2/15

Summary: Auke Lake - Channel 1, Power Amplifier, Critical Failed PA Forward Power, Bouncing

Resolution: 4/2/2015 9:33 AM Alaskan Standard Time - cwittschiebe
CAUSE: Isolator required correction.
RESOLUTION: Corrected isolator on channel 1 and performed PMI.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40401 **Date Opened:** 4/3/15 **Date Completed:** 4/3/15

Summary: Birch Hill VHF - Site Trunking no voice channels

Resolution: 4/6/2015 9:20 AM Alaskan Standard Time - cwittschiebe
CAUSE:Router needs to be rebooted
RESOLUTION:Rebooted the router

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40551 **Date Opened:** 4/6/15 **Date Completed:**

Summary: Birch Hill Master Site - VMS01 Performance has deteriorated. IO latency increased from average of 75

Resolution:

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 40581 **Date Opened:** 4/9/15 **Date Completed:** 4/9/15

Summary: FGA - NMO OP01 . NMD15 VPM LINK DOWN USER REQUESTED > 5 MIN

Resolution: 4/9/2015 8:16 AM Alaskan Standard Time - drice

CAUSE: Customer moving console
RESOLUTION: Work completed

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 40593 **Date Opened:** 4/13/15 **Date Completed:** 4/14/15

Summary: Whittier - Channel 1 Malfunction > 5mins

Resolution: 4/14/2015 8:03 AM Alaskan Standard Time - drice

CAUSE: Unknown
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40595 **Date Opened:** 4/13/15 **Date Completed:** 4/13/15

Summary: Elmendorf AFB MOC - Both Console Site Links Down (1011.1/2

Resolution: 4/13/2015 10:13 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad RAM
RESOLUTION: Replaced the RAM on the computer

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 40616 **Date Opened:** 4/15/15 **Date Completed:** 4/15/15

Summary: Tudor Road - NICE Logging AIS01 Comm Fail . 5 minutes.

Resolution: 4/15/2015 8:03 AM Alaskan Standard Time - drice

CAUSE: Unknown
RESOLUTION: Reseated the AIS

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 40634 **Date Opened:** 4/16/15 **Date Completed:** 4/16/15

Summary: Paxson - SC2 in synchronization.

Resolution: 4/16/2015 3:38 PM Alaskan Standard Time - drice

CAUSE:Unknown.
RESOLUTION:Rebooted SC2 and synchronized device and issue cleared.

Department: Alaska Wireless **Priority** 1-Major System Failure

Service Request #: 40651 **Date Opened:** 4/21/15 **Date Completed:** 11/21/15

Summary: Birch Hill Master Site - Request for replacement of microwave backup power plant.

Resolution: 11/24/2015 9:15 AM Alaskan Standard Time - cwittschiebe
Cause: aging batteries
Resolution: Task Order 0061 for the Birch Hill battery replacement is completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40691 **Date Opened:** 4/27/15 **Date Completed:** 4/24/15

Summary: Tudor Road Master Site - ZC01 & ZC02 Unknown > 3x in 30 minutes

Resolution: 4/27/2015 7:43 AM Alaskan Standard Time - cwittschiebe
CAUSE: FST rebooting equipment
RESOLUTION: completed - alarm cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40773 **Date Opened:** 5/4/15 **Date Completed:** 5/4/15

Summary: Birch Hill Master Site - Channel 2 User Disabled, User Requested

Resolution: 5/5/2015 8:56 AM Alaskan Standard Time - cwittschiebe
CAUSE:External interference
RESOLUTION:Cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40774 **Date Opened:** 5/4/15 **Date Completed:** 5/5/15

Summary: Paxson - SC2 Comm. Failure

Resolution: 5/5/2015 9:28 AM Alaskan Standard Time - cwittschiebe
CAUSE: Switch
RESOLUTION: switch replaced hardened

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 40775 **Date Opened:** 5/4/15 **Date Completed:** 5/5/15

Summary: Paxson - CHAN.2 BOUNCING 3 IN 30

Resolution: 5/5/2015 9:25 AM Alaskan Standard Time - cwittschiebe
CAUSE:Defective switch
RESOLUTION:Replaced switch

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40846 **Date Opened:** 5/6/15 **Date Completed:** 5/6/15

Summary: Birch Hill Master Site - System busy tones on 4 radios

Resolution: 5/6/2015 9:52 AM Alaskan Standard Time - cwittschiebe
CAUSE:Customer has radio problems
RESOLUTION:Advised customer to have the service provider repair the radio

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40847 **Date Opened:** 5/6/15 **Date Completed:** 5/11/15

Summary: Tudor Road Master Site - KMF CryptR is failing

Resolution: 5/11/2015 10:07 AM Alaskan Standard Time - cwittschiebe
CAUSE:defective encryptor
RESOLUTION:install and reprogram encryptor

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40867 **Date Opened:** 5/7/15 **Date Completed:** 5/7/15

Summary: Nenana - Chan 2 Illegal Carrier.

Resolution: 5/7/2015 1:50 PM Alaskan Standard Time - cwittschiebe
CAUSE: illegal carrier
RESOLUTION: cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40878 **Date Opened:** 5/8/15 **Date Completed:** 5/8/15

Summary: Birch Hill VHF - Channel 2 User Disabled

Resolution: 5/11/2015 9:17 AM Alaskan Standard Time - cwittschiebe
CAUSE: User disabled control channel due to external interference
RESOLUTION: Enabled channel

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 40881 **Date Opened:** 5/11/15 **Date Completed:** 5/9/15

Summary: Nenana - Chan 2 malfunctioning due to illegal carrier

Resolution: 5/11/2015 9:32 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40882 **Date Opened:** 5/11/15 **Date Completed:** 5/11/15

Summary: FWA - Dispatch console is not working

Resolution: 5/12/2015 8:51 AM Alaskan Standard Time - cwittschiebe
CAUSE:Suspect headset issue
RESOLUTION: Suspected headset issue has been resolved.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40887 **Date Opened:** 5/13/15 **Date Completed:** 5/14/15

Summary: FGA - Console Site is Down

Resolution: 5/15/2015 7:50 AM Alaskan Standard Time - drice

CAUSE: Damaged connection, and radio required a reboot.
RESOLUTION: Rebooted the radio, and repaired damaged connection.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40896 **Date Opened:** 5/14/15 **Date Completed:** 5/21/15

Summary: Birch Hill Master Site - State of Alaska Reports over 100 degrees at the Master Site

Resolution: 5/21/2015 9:58 AM Alaskan Standard Time - cwittschiebe
CAUSE: AC units failed
RESOLUTION: AC units repaired by 3rd party

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40963 **Date Opened:** 5/18/15 **Date Completed:** 5/18/15

Summary: Donnely Dome - ES01, ES02 and SC2 - COMM FAIL (BOUNCING)

Resolution: 5/21/2015 11:37 AM Alaskan Standard Time - drice

Cause: Errors on site router.
Resolution: Rebooted site router. All issues cleared.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40973 **Date Opened:** 5/19/15 **Date Completed:** 5/19/15

Summary: Birch Hill VHF - Illegal carrier on Chan 1 - chronic

Resolution: 5/19/2015 10:33 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Self clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 40982 **Date Opened:** 5/21/15 **Date Completed:** 5/21/15

Summary: Eielson AFB Alternate Fire - Console Site Link 1009.2 down 3in30

Resolution: 5/21/2015 10:06 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41017 **Date Opened:** 5/26/15 **Date Completed:** 5/25/15

Summary: Tudor Road Master Site - Interzone link 2.1 and 2.2 down chronic alarm

Resolution: 5/26/2015 9:42 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: issue cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41018 **Date Opened:** 5/26/15 **Date Completed:** 5/25/15

Summary: Birch Hill Master Site - UCS-DC01 and MULTI SITES down

Resolution: 5/26/2015 9:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: issues resolved

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41036 **Date Opened:** 5/29/15 **Date Completed:** 5/29/15

Summary: Ft Greely - Chan1 Illegal Carrier > 1 hour

Resolution: 5/29/2015 9:37 AM Alaskan Standard Time - cwittschiebe
CAUSE: Illegal carrier
RESOLUTION: Alarm cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41057 **Date Opened:** 6/1/15 **Date Completed:** 6/9/15

Summary: Sunny Hay - Not In Wide Trunking - Bouncing >3X30

Resolution: 6/10/2015 10:00 AM Alaskan Standard Time - drice

CAUSE: Damaged wave guide at High Mountain was impacting the High Mountain to Sunny Hay site
RESOLUTION: Replaced wave guide at High Mountain

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41134 **Date Opened:** 6/2/15 **Date Completed:** 6/2/15

Summary: Eielson Security NICE - LR01.NMD6.Zone2. Comm Failure

Resolution: 6/3/2015 9:13 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown to tech
RESOLUTION:Reset the SNMP 3 service

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41152 **Date Opened:** 6/5/15 **Date Completed:** 6/4/15

Summary: Elmendorf - Fire Console LR01 Comm. Failure > 5 Mins

Resolution: 6/5/2015 9:26 AM Alaskan Standard Time - cwittschiebe
CAUSE: got hung up
RESOLUTION: restarted the snmpv3

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41157 **Date Opened:** 6/8/15 **Date Completed:** 6/5/15

Summary: Kenai - Channel 1 Exciter Alarm Bouncing 3x30 Mins

Resolution: 6/8/2015 9:16 AM Alaskan Standard Time - cwittschiebe
CAUSE: Technician troubleshooting interference issue at Kenai Site.
RESOLUTION: Troubleshooting completed.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41158 **Date Opened:** 6/8/15 **Date Completed:** 6/8/15

Summary: FGA - Chan 2 Malfunctioning Due To Illegal Carrier

Resolution: 6/8/2015 9:44 AM Alaskan Standard Time - cwittschiebe
CAUSE:Illegal carrier
RESOLUTION:cleared on itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41161 **Date Opened:** 6/8/15 **Date Completed:** 6/7/15

Summary: Tudor Road Master Site - AMB Link 9.1 - Down, Not Configured - 10.1.233.102

Resolution: 6/8/2015 9:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: AIMI card
RESOLUTION: Reset AIMI card and tested

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41171 **Date Opened:** 6/11/15 **Date Completed:** 6/10/15

Summary: Yanert - Site not wide trunking control path down

Resolution: 6/11/2015 8:49 AM Alaskan Standard Time - cwittschiebe
CAUSE: State working on microwave, power outage
RESOLUTION: Work completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41175 **Date Opened:** 6/11/15 **Date Completed:** 6/11/15

Summary: Eielson - Command Post Console site link 1007.1/2;

Resolution: 6/11/2015 9:59 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION:Upgrade completed.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41177 **Date Opened:** 6/11/15 **Date Completed:** 6/11/15

Summary: FRA - Fire OP1 down/user requested

Resolution: 6/11/2015 12:04 PM Alaskan Standard Time - cwittschiebe
CAUSE: Building the site at the fire station (24139244)
RESOLUTION: Issue addressed in 24139244

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41179 **Date Opened:** 6/11/15 **Date Completed:** 6/12/15

Summary: Donnely Dome - Site not wide trunking

Resolution: 6/12/2015 9:38 AM Alaskan Standard Time - cwittschiebe
CAUSE:Leased Site Provider conducting Power Maintenance. Battery Plant didn't hold LMR equipment during power outages.
RESOLUTION:Site maintenance completed.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41183 **Date Opened:** 6/15/15 **Date Completed:** 6/13/15

Summary: Rabbit Creek - Channel 1 Service, User Requested.

Resolution: 6/15/2015 9:00 AM Alaskan Standard Time - drice
CAUSE: Testing
RESOLUTION: Renabled Channel 1

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 41185 **Date Opened:** 6/15/15 **Date Completed:** 6/16/15

Summary: Seward - Not Wide Trunking.

Resolution: 6/16/2015 7:54 AM Alaskan Standard Time - drice

CAUSE: Cause was unknown
RESOLUTION: Rebooted site router; system recovered

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41196 **Date Opened:** 6/17/15 **Date Completed:** 6/18/15

Summary: Seward - Site is bouncing

Resolution: 6/18/2015 9:25 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown. Suspect bad patch cable/port between router and switch 1.
RESOLUTION: Cleaned ports on both router and switch and replaced patch cable

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Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41198 **Date Opened:** 6/17/15 **Date Completed:** 6/17/15

Summary: Ester Dome - CH.14 Illegal Carrier. > 60 Mins

Resolution: 6/17/2015 9:33 AM Alaskan Standard Time - cwittschiebe
CAUSE:NMO-Z2: CH.14 ILLEGAL CARRIER. > 60 MINS
RESOLUTION:Trouble cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41243 **Date Opened:** 6/22/15 **Date Completed:** 6/20/15

Summary: Fort Greely - Site Not Wide Trunking

Resolution: 6/22/2015 9:10 AM Alaskan Standard Time - cwittschiebe
CAUSE: breaker
RESOLUTION: reset breaker to wilmore inverter

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41246 **Date Opened:** 6/22/15 **Date Completed:** 6/22/15

Summary: Beaver Creek - SC2 Lost Communication

Resolution: 6/22/2015 9:44 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown. Suspect SC2 was hung up after it switched
RESOLUTION:Rebooted SC2 and synchronized. Issue cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41252 **Date Opened:** 6/25/15 **Date Completed:** 6/25/15

Summary: Skagway - Bounced 3x in 30mins

Resolution: 6/25/2015 9:12 AM Alaskan Standard Time - cwittschiebe
CAUSE:Provider circuit issue.
RESOLUTION:Circuit issue resolved

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41253 **Date Opened:** 6/25/15 **Date Completed:** 6/25/15

Summary: Haines - Bounced 3x in 30mins

Resolution: 6/25/2015 9:21 AM Alaskan Standard Time - cwittschiebe
CAUSE:Provider circuit issue.
RESOLUTION:Circuit issue resolved

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41262 **Date Opened:** 6/26/15 **Date Completed:** 6/29/15

Summary: Haines - Not Wide Trunking 3X30 Mins

Resolution: 6/30/2015 9:06 AM Alaskan Standard Time - cwittschiebe
CAUSE: Newly established Cruise Ship microwave created interference to providers circuit
RESOLUTION: Provider moved our circuit to another microwave to correct issue

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41263 **Date Opened:** 6/26/15 **Date Completed:** 6/29/15

Summary: Skagway - Not Wide Trunking 3X30 Mins

Resolution: 6/30/2015 9:10 AM Alaskan Standard Time - cwittschiebe
CAUSE: Newly established Cruise Ship microwave created interference to providers circuit.
RESOLUTION: Provider moved our circuit to another microwave to correct issue.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41272 **Date Opened:** 6/29/15 **Date Completed:** 6/26/15

Summary: Birch Hill VHF - Chan 1 malf / illegal carrier

Resolution: 6/29/2015 9:39 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown. Illegal carrier.
RESOLUTION: alarms clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41282 **Date Opened:** 6/30/15 **Date Completed:** 6/30/15

Summary: Elmendorf - KMF not responding

Resolution: 6/30/2015 9:27 AM Alaskan Standard Time - cwittschiebe
CAUSE:event logs exceeded size limitiation
RESOLUTION: cleared event logs and rebooted server and client

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Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41396 **Date Opened:** 7/6/15 **Date Completed:** 7/6/15

Summary: FGA - Chan2.Site7.Zone2: Illegal Carrier. > 60 Mins;

Resolution: 7/6/2015 9:19 AM Alaskan Standard Time - cwittschiebe
CAUSE:Illegal carrier
RESOLUTION:Cleared itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41397 **Date Opened:** 7/6/15 **Date Completed:** 7/8/15

Summary: Skagway - SC2 Comm Failures

Resolution: 7/8/2015 9:17 AM Alaskan Standard Time - cwittschiebe
CAUSE: Cause was not provided
RESOLUTION: Replaced a switch

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41398 **Date Opened:** 7/6/15 **Date Completed:** 7/6/15

Summary: Tudor Road Master Site - DAS 01 and DAS 02 Warning Alarms Unit State Is Online

Resolution: 7/7/2015 9:45 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Replaced spare

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41428 **Date Opened:** 7/8/15 **Date Completed:** 7/13/15

Summary: Silvertip - SC2 - Critical Malfunction (Fan) Hardware Failure

Resolution: 7/14/2015 9:08 AM Alaskan Standard Time - cwittschiebe
CAUSE: bad fan
RESOLUTION: the fan was replaced

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41454 **Date Opened:** 7/9/15 **Date Completed:** 7/8/15

Summary: Birch Hill-Zone 2 VHF Site 1-Alaska - Channel 1 disabled user requested.

Resolution: 7/9/2015 8:14 AM Alaskan Standard Time - drice

CAUSE: intereference
RESOLUTION: cleared - re enabled the channel

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41460 **Date Opened:** 7/10/15 **Date Completed:** 7/10/15

Summary: Sawmill - Chan2.Site53.Zone1. > 5 Mins

Resolution: 7/13/2015 9:40 AM Alaskan Standard Time - cwittschiebe
CAUSE: Defective site controller.
RESOLUTION: Replaced site controller 2 & tightened the connector on channel 2.

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 41462 **Date Opened:** 7/13/15 **Date Completed:** 7/17/15

Summary: Tudor Road Master Site - MCC7100, distorted audio out of USB speakers

Resolution: 7/20/2015 9:13 AM Alaskan Standard Time - cwittschiebe
CAUSE: Corrupt drivers
RESOLUTION: Reinstalled drivers

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41463 **Date Opened:** 7/13/15 **Date Completed:** 7/13/15

Summary: Elmendorf - Fire B11415 NICE CLS01 Comm. Failure > 5 Mins

Resolution: 7/13/2015 9:45 AM Alaskan Standard Time - cwittschiebe
CAUSE: NuDesign service
RESOLUTION: Restarted the NuDesign service

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41484 **Date Opened:** 7/17/15 **Date Completed:** 7/20/15

Summary: FRA - PMO Console Site Link 1007.1 and 1007.2 Down > 5 mins

Resolution: 7/20/2015 9:35 AM Alaskan Standard Time - cwittschiebe
CAUSE: Commercial power loss
RESOLUTION: Commercial power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41568 **Date Opened:** 7/28/15 **Date Completed:** 7/27/15

Summary: Elmendorf - Security Forces Console Site Links 1013.1 And .2 - Console Disconnect

Resolution: 7/28/2015 9:25 AM Alaskan Standard Time - cwittschiebe
CAUSE: possibe computer reboot
RESOLUTION: reboot and work complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41577 **Date Opened:** 7/29/15 **Date Completed:** 7/28/15

Summary: Tudor Road Master Site - ZC02 RP Router Alarms

Resolution: 7/29/2015 9:04 AM Alaskan Standard Time - cwittschiebe
CAUSE:Work being done on site
RESOLUTION:Rediscovery on ZC

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41578 **Date Opened:** 7/29/15 **Date Completed:** 7/29/15

Summary: Tudor Road Master Site - Multiple sites with various channels malfunction and multiple links critica

Resolution: 7/29/2015 9:45 AM Alaskan Standard Time - cwittschiebe
CAUSE: Tech rediscovered the site controller
RESOLUTION: Tech rediscovered the zone controller

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41608 **Date Opened:** 7/31/15 **Date Completed:** 7/30/15

Summary: Birch Hill Master Site - AEB T-Line 3 Out of Service, AMBLink 5.1 & 6.1 Waiting for Connection 3x in

Resolution: 7/31/2015 9:40 AM Alaskan Standard Time - cwittschiebe
CAUSE: Circuit issue
RESOLUTION: Clear

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41611 **Date Opened:** 8/3/15 **Date Completed:** 8/4/15

Summary: Elmendorf Fire Console - VPM02/VPM01 Fault Manager Lost Communication

Resolution: 8/4/2015 9:09 AM Alaskan Standard Time - cwittschiebe
CAUSE:Power outage
RESOLUTION:Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41715 **Date Opened:** 8/6/15 **Date Completed:** 8/6/15

Summary: Elmendorf - MOC Both Console Site Links Down (1011.1/2). > 5 MINS

Resolution: 8/6/2015 10:04 AM Alaskan Standard Time - cwittschiebe
CAUSE:update motopatch
RESOLUTION:restarted application for motopatching

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41717 **Date Opened:** 8/6/15 **Date Completed:** 8/6/15

Summary: Ft Greely - Site Controller 1 intermittently malfunction.

Resolution: 8/6/2015 11:08 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: cleared on its own

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41728 **Date Opened:** 8/10/15 **Date Completed:** 8/20/15

Summary: Willow Mtn - Disabling chan 4

Resolution: 8/21/2015 9:54 AM Alaskan Standard Time - cwittschiebe
CAUSE: Disabled channel to replace cable
RESOLUTION: Work complete, channel enabled

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41729 **Date Opened:** 8/10/15 **Date Completed:** 8/11/15

Summary: Pole Hill - Chan 1 malfunctioned due to illegal carrier

Resolution: 8/11/2015 8:38 AM Alaskan Standard Time - drice
Cause: Unknown.
Resolution: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41755 **Date Opened:** 8/11/15 **Date Completed:** 8/11/15

Summary: Eielson AFB LMR - OP01 C01 MALF

Resolution: 8/12/2015 7:31 AM Alaskan Standard Time - cwittschiebe
CAUSE: Power outage
RESOLUTION: power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41763 **Date Opened:** 8/13/15 **Date Completed:** 8/13/15

Summary: FWA - OP02/VPM02 Comm. Failure; Bouncing 3x30 Mins

Resolution: 8/13/2015 4:10 PM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Replaced VPM and is compliant with system

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41766 **Date Opened:** 8/14/15 **Date Completed:** 8/14/15

Summary: R1 North - Chan 8 malfunctioning due to ILLEGAL CARRIER

Resolution: 8/14/2015 12:17 PM Alaskan Standard Time - cwittschiebe
CAUSE: Bad radios in area
RESOLUTION: Cleared on own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41770 **Date Opened:** 8/17/15 **Date Completed:** 8/17/15

Summary: Donnely Dome - ES01/02 Comm. Failure; Bouncing 3x30 Mins.

Resolution: 8/17/2015 3:12 PM Alaskan Standard Time - cwittschiebe
CAUSE: Interrupted T1
RESOLUTION: Rebooted router

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41771 **Date Opened:** 8/17/15 **Date Completed:** 8/17/15

Summary: Heney Range - Site Not Wide 3x30 mins

Resolution: 8/17/2015 3:50 PM Alaskan Standard Time - cwittschiebe
CAUSE: Interference
RESOLUTION: Cleared

Department: Alaska Wireless **Priority** 2-Significant System Failure

Service Request #: 41772 **Date Opened:** 8/18/15 **Date Completed:** 8/21/15

Summary: Motorola Case Notifications & Paging Problems

Resolution: 8/21/2015 9:11 AM Alaskan Standard Time - cwittschiebe
CAUSE: Testing paging with Smartclient
RESOLUTION: Testing paging with Smartclient completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41773 **Date Opened:** 8/18/15 **Date Completed:** 8/19/15

Summary: Donnelly Dome - S01 AND S02 Comm Failures

Resolution: 8/20/2015 9:03 AM Alaskan Standard Time - cwittschiebe
CAUSE: Router.
RESOLUTION : Rebooted the router

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41776 **Date Opened:** 8/19/15 **Date Completed:** 8/19/15

Summary: Anchor River - Chan 3 Illegal Carrier

Resolution: 8/19/2015 9:23 AM Alaskan Standard Time - cwittschiebe
CAUSE: Illegal carrier
RESOLUTION: Clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41778 **Date Opened:** 8/20/15 **Date Completed:** 8/20/15

Summary: Birch Hill Master Site - AEB TLINE 3 & AMBLINK 6.1 went down 3 x in 30 minutes

Resolution: 8/21/2015 9:46 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Alarms clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41780 **Date Opened:** 8/20/15 **Date Completed:** 8/20/15

Summary: Donnelly Dome - Comm Failure. Bouncing. 3x30 Mins

Resolution: 8/20/2015 10:02 AM Alaskan Standard Time - cwittschiebe
Cause: Router in contention.
Resolution: Rebooted router.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41785 **Date Opened:** 8/21/15 **Date Completed:** 8/20/15

Summary: Elmendorf - RCC Console VPM is making noise

Resolution: 8/21/2015 8:56 AM Alaskan Standard Time - cwittschiebe
Cause: Headsets needed to be reseated.

Resolution: Reseated headset jacks

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41786 **Date Opened:** 8/21/15 **Date Completed:** 8/21/15

Summary: Ft Richardson - Intermittent Tx and Rx

Resolution: 8/21/2015 9:04 AM Alaskan Standard Time - cwittschiebe
CAUSE:Radio issue
RESOLUTION:Reprogrammed the radio

Department: Motorola **Priority**

Service Request #: 41788 **Date Opened:** 8/21/15 **Date Completed:** 8/21/15

Summary: Tudor Road Master Site - AMB LINK 4.1 CONFIGURE, WAITING FOR CONNECTION > 5 MINS

Resolution: 8/21/2015 10:46 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION:Link is not monitored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41845 **Date Opened:** 8/28/15 **Date Completed:** 8/28/15

Summary: R1 North - NOT WIDE TRUNKING. > 5 MINS

Resolution: 8/28/2015 9:09 AM Alaskan Standard Time - drice
CAUSE: radio shut off
RESOLUTION: Located and shut off spurious radio.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41859 **Date Opened:** 8/31/15 **Date Completed:** 9/2/15

Summary: Donnelly Dome - Site not wide trunking 3X30

Resolution: 9/2/2015 3:07 PM Alaskan Standard Time - drice
CAUSE: Intermittent router and replaced
RESOLUTION: Intermittent router and replaced

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 41860 **Date Opened:** 8/31/15 **Date Completed:** 9/11/15

Summary: Elmendorf Fire - LRS02 Comm Failure.

Resolution: 9/11/2015 8:14 AM Alaskan Standard Time - drice
CAUSE: Playback station was turned off
RESOLUTION: Playback station was turned back on

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41943 **Date Opened:** 9/2/15 **Date Completed:** 9/2/15

Summary: Fort Wainwright - OP01 comm failure >5 min

Resolution: 9/2/2015 3:02 PM Alaskan Standard Time - drice
CAUSE: Op1 uNknown down and cleared on own
RESOLUTION: Op1 uNknown down and cleared on own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41947 **Date Opened:** 9/2/15 **Date Completed:** 9/2/15

Summary: Birch Hill - Channel 2 illegal carrier

Resolution: 9/2/2015 8:51 AM Alaskan Standard Time - drice
CAUSE:Interference
RESOLUTION:Cleared, up, active, and stable.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41977 **Date Opened:** 9/14/15 **Date Completed:** 9/14/15

Summary: Birch Hill VHF - Chan 1 Ill Carrier

Resolution: 9/14/2015 9:41 AM Alaskan Standard Time - cwittschiebe
CAUSE:Case came off Deferral
RESOLUTION:Illegal carrier Cleared on own During Deferral

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 41978 **Date Opened:** 9/15/15 **Date Completed:** 9/17/15

Summary: Elmendorf - Fire B11415 NICE

Resolution: 9/17/2015 9:41 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION:Recreated the hub account and then imported the resources from logger 1

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41980 **Date Opened:** 9/17/15 **Date Completed:** 9/17/15

Summary: Donnelly Dome - Comm Failure. Bouncing. 3x30 Mins

Resolution: 9/17/2015 3:28 PM Alaskan Standard Time - cwittschiebe
CAUSE: Router in contention.
RESOLUTION: Rebooted router
8/20/2015 10:02 AM Alaskan Standard Time - cwittschiebe
Cause: Router in contention.
Resolution: Rebooted router.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41983 **Date Opened:** 9/19/15 **Date Completed:** 9/19/15

Summary: Ft Greely - Chan 2 malf - illegal carrier chronic

Resolution: 10/6/2015 4:26 PM Alaskan Standard Time - drice

Cause: Illegal carrier interference.
Solution: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 41986 **Date Opened:** 9/21/15 **Date Completed:** 9/20/15

Summary: Elmendorf MOC - Console Site Link 1011.1&2 Down not activity >5 mins

Resolution: 9/21/2015 9:44 AM Alaskan Standard Time - drice
CAUSE:Power loss
RESOLUTION:Power was restored

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 41991 **Date Opened:** 9/23/15 **Date Completed:** 10/7/15

Summary: Ft Greely - Channel 2 Illegal Carrier > 60 Mins

Resolution: 10/8/2015 9:08 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Cleared on own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42073 **Date Opened:** 9/29/15 **Date Completed:** 9/29/15

Summary: Rabbit Creek - Site Fail Soft

Resolution: 9/29/2015 9:46 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Alarm cleared on own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42078 **Date Opened:** 9/30/15 **Date Completed:** 10/7/15

Summary: Birch Hill Master Site - CONSOLE SITE LINKS 1106.1/2 DOWN > 5 minutes.

Resolution: 10/7/2015 12:24 PM Alaskan Standard Time - drice
CAUSE: power outage
RESOLUTION: power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42079 **Date Opened:** 9/30/15 **Date Completed:** 10/2/15

Summary: Rabbit Creek - SITE FAILSOFT, NO CONTROL CHANNEL. > 5 minutes.

Resolution: 10/5/2015 9:20 AM Alaskan Standard Time - cwittschiebe
CAUSE: Illegal carrier - interference locking up all site channels
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 42165 **Date Opened:** 10/2/15 **Date Completed:** 11/6/15

Summary: Anchor River - Chan3 Illegal Carrier > 1 hour

Resolution: 11/6/2015 7:59 AM Alaskan Standard Time - drice
CAUSE: Chan3 Illegal Carrier
RESOLUTION: Cleared on own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42168 **Date Opened:** 10/5/15 **Date Completed:** 10/5/15

Summary: Glennallen - Site Controller 2 in comm failure

Resolution: 10/5/2015 10:16 AM Alaskan Standard Time - cwittschiebe
CAUSE: Site Controller 2 is in contention
RESOLUTION: recycle power is complete

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42182 **Date Opened:** 10/13/15 **Date Completed:** 10/14/15

Summary: Eielson Alt WOC - OP-01 & VPM01 Down

Resolution: 10/14/2015 9:34 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Replaced shield on VPM

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 42184 **Date Opened:** 10/14/15 **Date Completed:** 10/13/15

Summary: Birch Hill Master - SNMP is failing on several all ops at Dispatch Site 17, 20, and 24 SNMP V3

Resolution: 10/14/2015 9:27 AM Alaskan Standard Time - cwittschiebe
Cause: Site 17 and 20 Are gold elite consoles site which is normal for Generic node. And site 24 is powered down.
- Resolution: These sites are not monitored by NMO Per the field. Works as desinged.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 42185 **Date Opened:** 10/14/15 **Date Completed:** 10/14/15

Summary: Birch Hill VHF - Chan 1 - Illegal Carrier

Resolution: 10/14/2015 9:42 AM Alaskan Standard Time - cwittschiebe
Cause: Chan 1 - Illegal Carrier
Resolution: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42187 **Date Opened:** 10/14/15 **Date Completed:** 10/16/15

Summary: Fort Greely - Console OP01 Critical Malfunction

Resolution: 10/16/2015 12:26 PM Alaskan Standard Time - drice
CAUSE:encyption keys
RESOLUTION:encyption keys loaded

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 42194 **Date Opened:** 10/14/15 **Date Completed:** 10/14/15

Summary: Clear - SNMPv3 Credentials are failing on both LAN switch 10.102.12.240 & 10.102.12.241 and causing

Resolution: 10/14/2015 12:19 PM Alaskan Standard Time - cwittschiebe
CAUSE: Power issues
RESOLUTION: Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42206 **Date Opened:** 10/16/15 **Date Completed:** 10/22/15

Summary: Tudor Road Master Site - AMBLink 25.1 Down

Resolution: 10/22/2015 8:59 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: reset AMB board

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42210 **Date Opened:** 10/16/15 **Date Completed:** 10/20/15

Summary: Tudor Road Master Site - Bad disk on DAS.

Resolution: 10/19/2015 7:54 AM Alaskan Standard Time - drice
CAUSE: Bad disk
RESOLUTION: replaced disk with spare

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 42266 **Date Opened:** 10/26/15 **Date Completed:** 10/24/15

Summary: Quarry Hill - Chan 2 illegal carrier latched

Resolution: 10/26/2015 9:09 AM Alaskan Standard Time - cwittschiebe
Cause:Details for Case # 24577008
Resolution: Cleared on its own

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 42267 **Date Opened:** 10/26/15 **Date Completed:** 10/25/15

Summary: R1 North - Channel 9 illegal carrier > 60 min

Resolution: 10/26/2015 9:32 AM Alaskan Standard Time - cwittschiebe
Cause: Channel 9 illegal carrier > 60 min
Resolution: Cleared on its own

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 42268 **Date Opened:** 10/26/15 **Date Completed:** 10/26/15

Summary: Ft Greely - RF issues. New control channel needs to be reassigned

Resolution: 10/27/2015 8:31 AM Alaskan Standard Time - cwittschiebe
CAUSE:Illegal carriers
RESOLUTION:Illegal carriers cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42293 **Date Opened:** 11/2/15 **Date Completed:** 11/3/15

Summary: Pillar Mtn - Site Not Wide > 5 mins

Resolution: 11/3/2015 8:08 AM Alaskan Standard Time - drice
Cause: Switch 1 failed.
Resolution: Switch replaced and hardened.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 42294 **Date Opened:** 11/2/15 **Date Completed:** 10/30/15

Summary: R1 North - NOT WIDE TRUNKING. > 5 MINS

Resolution: 11/2/2015 11:57 AM Alaskan Standard Time - drice

CAUSE: Illegal Carrier
RESOLUTION: Problem cleared per Jason M/DOD

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 42296 **Date Opened:** 11/2/15 **Date Completed:** 11/2/15

Summary: Birch Hill VHF - Channel 1 Illegal Carrier.

Resolution: 11/2/2015 12:10 PM Alaskan Standard Time - drice

CAUSE: Illiegal carrier.
RESOLUTION:Cleared on own During Deferral

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42492 **Date Opened:** 11/9/15 **Date Completed:** 11/8/15

Summary: Eielson - Security LR 01 communication failure

Resolution: 11/9/2015 9:41 AM Alaskan Standard Time - cwittschiebe
CAUSE: This was not an alarm, this was an event. LR01 is not currently in alarm. LR01 is green in the database, is pingable, and resynchronizes.
RESOLUTION: Events do not receive a "Cleared" state. NMO to close case

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42493 **Date Opened:** 11/9/15 **Date Completed:** 11/9/15

Summary: Eielson -- Security Forces NICE Comm Failure Logging Recorder - 10.2.6.70

Resolution: 11/10/2015 9:46 AM Alaskan Standard Time - cwittschiebe
CAUSE:Server malfunction
RESOLUTION:Server rebooted

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42494 **Date Opened:** 11/10/15 **Date Completed:** 11/11/15

Summary: Tudor Road Master Site - Policy deleted on ALMR JFW

Resolution: 11/12/2015 8:57 AM Alaskan Standard Time - cwittschiebe
CAUSE: Firewall events were no longer being forwarded to the SOC
RESOLUTION: Re-enabled syslog event forwarding to the CSMS and event flow was reestablished

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42503 **Date Opened:** 11/11/15 **Date Completed:** 11/13/15

Summary: Elmendorf - NICE Op1 in comm failure (only 1 op)

Resolution: 11/13/2015 8:46 AM Alaskan Standard Time - cwittschiebe
Cause: Unknown
Resolution: Re-booted server

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42520 **Date Opened:** 11/13/15 **Date Completed:** 11/12/15

Summary: Elmendorf - Security Forces Console site link 1013.2 down

Resolution: 11/13/2015 8:27 AM Alaskan Standard Time - cwittschiebe
CAUSE:unknown
RESOLUTION:duplicate case please refer to 24601745

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42557 **Date Opened:** 11/17/15 **Date Completed:** 11/17/15

Summary: Eielson - Red Flag Comm Failure

Resolution: 11/18/2015 9:13 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Rebooted computer

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42676 **Date Opened:** 11/30/15 **Date Completed:** 11/30/15

Summary: Willow Mountain - SC1 Comm Fail > 5 mins

Resolution: 11/30/2015 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE: Site Controller cold started and required synchronization
RESOLUTION: Synchronized SC1 and alarms cleared.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42860 **Date Opened:** 12/9/15 **Date Completed:** 12/8/15

Summary: FRA - Fire ZC Console Site Link 1008.1 and 1008.2 - DOWN

Resolution: 12/9/2015 9:34 AM Alaskan Standard Time - cwittschiebe
CAUSE:Reference case: 24033206 opened for issue at site.
RESOLUTION:Reference case:24033206 opened for issue at site.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42924 **Date Opened:** 12/14/15 **Date Completed:** 12/14/15

Summary: Sterling - Comm Failure. > 5 Mins

Resolution: 12/15/2015 9:47 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 42925 **Date Opened:** 12/14/15 **Date Completed:** 12/14/15

Summary: High Mtn - Site Failsoft No control Channel (illegal carrier);

Resolution: 12/15/2015 9:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: Illegal carrier interference.
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 42953 **Date Opened:** 12/15/15 **Date Completed:** 1/8/16

Summary: Tudor Road Master Site - Core router 3 crashed

Resolution: 1/8/2016 8:13 AM Alaskan Standard Time - drice
CAUSE: L2 cache parity error on the router hardware.
RESOLUTION: The router would need to be sent in for repair or replacement.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43005 **Date Opened:** 12/18/15 **Date Completed:** 12/21/15

Summary: Eielson - Red Flag Console Site Link 1005.1 & 1005.2 down, transmit retry failure

Resolution: 12/21/2015 7:32 AM Alaskan Standard Time - drice
CAUSE: Alarms
RESOLUTION: Clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43032 **Date Opened:** 12/21/15 **Date Completed:** 12/19/15

Summary: Elmendorf Fire - Op02 Comm Failure > 5 mins.

Resolution: 12/21/2015 7:37 AM Alaskan Standard Time - drice
CAUSE: Possibly from shift change
RESOLUTION: Rebooted console

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43033 **Date Opened:** 12/21/15 **Date Completed:** 12/21/15

Summary: Tudor Road Master Site - Z1 & Z2 Node Down 27.1.233.20 and 27.2.233.20

Resolution: 12/21/2015 7:43 AM Alaskan Standard Time - drice
CAUSE:Unknown
RESOLUTION:Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43037 **Date Opened:** 12/22/15 **Date Completed:** 12/22/15

Summary: Clear - Not in wide trunking.

Resolution: 12/22/2015 8:55 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION:Alarms cleared.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43041 **Date Opened:** 12/23/15 **Date Completed:** 12/23/15

Summary: FWA - Console Site Link 1011.2 Down 3x30 Mins.

Resolution: 12/23/2015 9:40 AM Alaskan Standard Time - cwittschiebe
CAUSE:customer rebooted computer
RESOLUTION:customer computer reboot completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43044 **Date Opened:** 12/28/15 **Date Completed:** 12/25/15

Summary: Elmendorf - Security Forces Console link 1013.2 Not in use / up

Resolution: 12/28/2015 9:04 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown, maybe power glitch
RESOLUTION:Cleared itself

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43228 **Date Opened:** 1/6/16 **Date Completed:** 1/6/16

Summary: Whittier - Site Not Wide > 5 mins

Resolution: 1/6/2016 9:50 AM Alaskan Standard Time - cwittschiebe
CAUSE:Unknown
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43230 **Date Opened:** 1/7/16 **Date Completed:** 1/8/16

Summary: FRA - Fire Critical Link Malf/Comm Failure

Resolution: 1/8/2016 8:03 AM Alaskan Standard Time - drice
CAUSE:power
RESOLUTION:Tech restored power

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 43239 **Date Opened:** 1/8/16 **Date Completed:** 1/8/16

Summary: Tudor Road Master Site - LR01 Tape Drive Cleaning Required (5008). Status is now 3. 10.1.106.70

Resolution: 1/11/2016 9:26 AM Alaskan Standard Time - cwittschiebe
CAUSE:TAPE DRIVE CLEANING REQUIRED
RESOLUTION:Cleaned alarm clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43259 **Date Opened:** 1/13/16 **Date Completed:** 1/12/16

Summary: Tudor Road Master Site - AMBLink 21.1 Configured

Resolution: 1/12/2016 4:09 PM Alaskan Standard Time - cwittschiebe
CAUSE: Cause was not provided; unknown
RESOLUTION: Alarms cleared

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 43271 **Date Opened:** 1/14/16 **Date Completed:** 1/14/16

Summary: Elmendorf - Fire NICE Logger stopped communication with the domain controller

Resolution: 1/13/2016 4:10 PM Alaskan Standard Time - cwittschiebe
CAUSE: Cause was not provided
RESOLUTION: Rebooted the logger

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43272 **Date Opened:** 1/14/16 **Date Completed:** 1/14/16

Summary: Elmendorf - MOC Console Site Link 1011.1/.2 Down > 5 Mins

Resolution: 1/13/2016 4:02 PM Alaskan Standard Time - cwittschiebe
CAUSE: NMO - Z1 CONSOLE SITE LINK 1011.1/.2 DOWN > 5 MINS.
RESOLUTION:Site alarms are clear

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 43290 **Date Opened:** 1/19/16 **Date Completed:** 1/28/16

Summary: Sterling - Channel 3 malfunction

Resolution: 1/28/2016 11:58 AM Alaskan Standard Time - cwittschiebe
CAUSE: Exciter problem
RESOLUTION: Exciter replacement

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43297 **Date Opened:** 1/19/16 **Date Completed:** 2/11/16

Summary: Eielson - Red Flag Console Site Link 1005.1 and .2 In Critical Failure and OP1 in Comm Failure

Resolution: 2/11/2016 9:58 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad hard drive
RESOLUTION: Replaced hard drive

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43326 **Date Opened:** 1/25/16 **Date Completed:** 1/23/16

Summary: Elmendorf - RCC ZC Console Site Link 1004.1 & 1004.2 Console Disconnect 5+ mins

Resolution: 1/25/2016 9:05 AM Alaskan Standard Time - cwittschiebe
CAUSE:shut the position down for patching and work completed
RESOLUTION:shut the position down for patching and work completed

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43400 **Date Opened:** 1/28/16 **Date Completed:** 1/28/16

Summary: Paxson - SITE DOWN; BOUNCING 3X30 MINS

Resolution: 1/28/2016 11:47 AM Alaskan Standard Time - cwittschiebe
CAUSE: Illegal carriers
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43431 **Date Opened:** 2/1/16 **Date Completed:** 2/2/16

Summary: Paxson - Fail soft, no control channel 3 x in 30 minutes.

Resolution: 2/2/2016 8:56 AM Alaskan Standard Time - cwittschiebe
CAUSE: Illegal carriers.
RESOLUTION:Cleared on its own.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43433 **Date Opened:** 2/1/16 **Date Completed:** 2/3/16

Summary: Elmendorf - Fire Console No transmit or receive audio after network upgrade

Resolution: 2/3/2016 9:48 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: reset

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43434 **Date Opened:** 2/1/16 **Date Completed:** 2/1/16

Summary: FWA - Console ZC Console Site Link 1011.1/2 bouncing

Resolution: 2/1/2016 10:04 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43435 **Date Opened:** 2/1/16 **Date Completed:** 2/1/16

Summary: Ester Dome - Channel 1 illegal carrier

Resolution: 2/1/2016 10:08 AM Alaskan Standard Time - cwittschiebe
CAUSE: Illegal carrier
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 43712 **Date Opened:** 2/16/16 **Date Completed:** 2/15/16

Summary: Kenai - Chronic Channel 1 malfunction illegal carrier

Resolution: 2/16/2016 10:12 AM Alaskan Standard Time - cwittschiebe
CAUSE:ILLEGAL CARRIER
RESOLUTION:Illegal carrier on channel 1 clear and stable

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 43767 **Date Opened:** 2/18/16 **Date Completed:** 2/20/16

Summary: Tudor Road Master Site - CEB power supply failure

Resolution: 2/22/2016 9:39 AM Alaskan Standard Time - cwittschiebe
CAUSE: CEB power supply failure
RESOLUTION: Replaced with spare

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43785 **Date Opened:** 2/22/16 **Date Completed:** 2/20/16

Summary: Elmendorf - Fire Console Site Link 1012.1 and 1012.2 Down 3x30 mins

Resolution: 2/22/2016 9:52 AM Alaskan Standard Time - cwittschiebe
CAUSE:unknown
RESOLUTION:alarm cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43795 **Date Opened:** 2/22/16 **Date Completed:** 2/23/16

Summary: Elmendorf - Fire Console Link 1012.1 and 1012.2 DOWN and all devices in COMM FAIL

Resolution: 2/24/2016 9:25 AM Alaskan Standard Time - cwittschiebe
CAUSE: High temp in equipment room
RESOLUTION: fixed air conditioning

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43825 **Date Opened:** 2/29/16 **Date Completed:** 2/27/16

Summary: Elmendorf - Fire Console LRS02 in comm failure

Resolution: 2/29/2016 9:41 AM Alaskan Standard Time - cwittschiebe
CAUSE: Alarms
RESOLUTION: Clear

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43912 **Date Opened:** 3/2/16 **Date Completed:** 3/2/16

Summary: Fort Richardson Fire - S1 and all devices in Comm Fail

Resolution: 3/2/2016 9:20 AM Alaskan Standard Time - cwittschiebe
CAUSE:Commercial power outage
RESOLUTION:Commercial power restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43913 **Date Opened:** 3/2/16 **Date Completed:** 3/2/16

Summary: Elmendorf - Fire Console S1 and all devices in Comm Fail

Resolution: 3/2/2016 9:24 AM Alaskan Standard Time - cwittschiebe
CAUSE: Commercial Power outage
RESOLUTION:Commercial Power restored

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43914 **Date Opened:** 3/2/16 **Date Completed:** 3/2/16

Summary: Fort Richardson - PMO S1 and all devices are in Comm Fail

Resolution: 3/2/2016 9:28 AM Alaskan Standard Time - cwittschiebe
CAUSE:Commercial power outage
RESOLUTION:Commercial power restored.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43920 **Date Opened:** 3/3/16 **Date Completed:** 3/3/16

Summary: Birch Hill Master Site - CORE 01/02 Alarms Bouncing

Resolution: 3/3/2016 11:29 AM Alaskan Standard Time - cwittschiebe
CAUSE:work reprogramming core routers at site being done
RESOLUTION:system integration done reprogramming core routers

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Department: Motorola **Priority** 1-Major System Failure

Service Request #: 43952 **Date Opened:** 3/7/16 **Date Completed:** 3/7/16

Summary: Ester Dome - SC2 Comm Fail > 5 mins

Resolution: 3/7/2016 9:18 AM Alaskan Standard Time - cwittschiebe
CAUSE:Network bounced and SC2 cold started. Required synchronization.
RESOLUTION:Synchronization completed and SC2 cleared.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44022 **Date Opened:** 3/14/16 **Date Completed:** 3/17/16

Summary: Eielson - Security LR01 10.2.6.70 - Low Statistics alarm on input channels

Resolution: 3/18/2016 9:11 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Rebooted loger

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44024 **Date Opened:** 3/15/16 **Date Completed:** 3/15/16

Summary: Eielson - Security Console Site Link 1006.1 and 1006.2 - Comm Fail (Bouncing)

Resolution: 3/16/2016 9:14 AM Alaskan Standard Time - cwittschiebe
CAUSE: Faulty circuits
RESOLUTION:Tech completed working on the circuits.

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44036 **Date Opened:** 3/17/16 **Date Completed:** 3/17/16

Summary: Eielson - Security Forces - NICE LR01 - NMD6 - COMM FAIL - 10.2.6.70

Resolution: 3/18/2016 9:20 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Rebooted logger

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44043 **Date Opened:** 3/18/16 **Date Completed:** 3/30/16

Summary: Eielson - Security NICE LR01 No media inserted into deck. automatic archiving suspended

Resolution: 3/31/2016 9:27 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: rebooted the server

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44044 **Date Opened:** 3/18/16 **Date Completed:** 3/18/16

Summary: Eielson - Security NICE COMM FAIL - 10.2.6.70

Resolution: 3/18/2016 9:24 AM Alaskan Standard Time - cwittschiebe
CAUSE:Reprogramming and rebooting occured at site.
RESOLUTION:Reprogramming and rebooting completed. Alarms cleared.

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 44048 **Date Opened:** 3/18/16 **Date Completed:** 3/18/16

Summary: Birch Hill Master Site - Channel 1 Illegal Carrier > 1 Hr

Resolution: 3/18/2016 10:29 AM Alaskan Standard Time - cwittschiebe
CAUSE: interference
RESOLUTION: interference cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44049 **Date Opened:** 3/21/16 **Date Completed:** 3/21/16

Summary: Radio Logging AIS - NMD106 10.2.106.70 COMM.FAIL. Trap SEV3 VOICE LOGGER MODULE STATUS 4, Trap Host

Resolution: 3/22/2016 9:34 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Rebooted logger

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44050 **Date Opened:** 3/21/16 **Date Completed:** 3/30/16

Summary: Eielson - Security NMD6 LR01 10.2.6.70 Low Statistics On Some Input Channels

Resolution: 3/31/2016 9:24 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: rebooted the server

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44051 **Date Opened:** 3/21/16 **Date Completed:** 3/20/16

Summary: Tudor Road Master Site - AMB Link 11.1 Configured, Waiting for Connection 3x30 mins

Resolution: 3/21/2016 9:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: NMO - Z1 - AMBLink 11.1 Configured, Waiting for Connection 3x30 mins
RESOLUTION: Reset amb card

Department: Motorola **Priority** 3-Intermittent System Failure

Service Request #: 44052 **Date Opened:** 3/21/16 **Date Completed:** 3/21/16

Summary: Tudor Road Master Site - LR01:10.1.106.70:Tape Drive Cleaning required (5008)

Resolution: 3/21/2016 9:55 AM Alaskan Standard Time - cwittschiebe
CAUSE: NMO - Z1 - LR01:10.1.106.70:Tape Drive Cleaning required (5008) Status is now 3
RESOLUTION: Cleaned the tape drive

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44096 **Date Opened:** 3/25/16 **Date Completed:** 3/28/16

Summary: Radio Logging AIS - 01 10.2.106.61 down

Resolution: 3/28/2016 8:29 AM Alaskan Standard Time - drice
CAUSE: AIS01 10.2.106.61 down
RESOLUTION: Cleared on its own.

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 44107 **Date Opened:** 3/28/16 **Date Completed:** 3/28/16

Summary: Ernestine - Not wide trunking.

Resolution: 3/28/2016 8:51 AM Alaskan Standard Time - drice

CAUSE: NMO Z1 SITE 49 NOT WIDE TRUNKING
RESOLUTION:Rebooted the router

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44114 **Date Opened:** 3/31/16 **Date Completed:** 4/1/16

Summary: Radio Logging NICE - MCC7500 monitoring service no new call/Voip packets detected

Resolution: 4/1/2016 9:21 AM Alaskan Standard Time - cwittschiebe
CAUSE: Patchwork performed
RESOLUTION: Patchwork performed completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44115 **Date Opened:** 3/31/16 **Date Completed:** 3/31/16

Summary: Birch Hill Master Site - Conventional site link 2045.1/2 down

Resolution: 3/31/2016 9:52 AM Alaskan Standard Time - cwittschiebe
CAUSE: NMO Conventional site link 2045.1/2 down
RESOLUTION: Master site case was opened for and problem in NMD45 not even in CHP

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 44116 **Date Opened:** 3/31/16 **Date Completed:** 3/31/16

Summary: Ester Dome - Chan 1 malfunction illegal carrier

Resolution: 3/31/2016 1:24 PM Alaskan Standard Time - cwittschiebe
CAUSE: illgeal carrier
RESOLUTION:alarm cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44117 **Date Opened:** 3/31/16 **Date Completed:** 4/1/16

Summary: Radio Logging NICE - NMO Z2 10.2.106.62 CLS,NLS COMM FAILED AND LOGIC CLIENT CANNOT COMM

Resolution: 4/1/2016 9:27 AM Alaskan Standard Time - cwittschiebe
CAUSE: Patchwork performed
RESOLUTION: Patchwork performed completed

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44224 **Date Opened:** 4/5/16 **Date Completed:** 4/6/16

Summary: FT Greely - OP01 Malfunction >5 Min

Resolution: 4/5/2016 11:05 AM Alaskan Standard Time - cwittschiebe
CAUSE: upgrades
RESOLUTION: rebooted computers

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44233 **Date Opened:** 4/5/16 **Date Completed:** 4/6/16

Summary: Eielson - Red Flag Console Site links 1 and 2 not in use, console disconnect > 5 minutes

Resolution: 4/6/2016 4:26 PM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: had to launch elite application

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44235 **Date Opened:** 4/6/16 **Date Completed:** 4/6/16

Summary: Anchor River - Receiver, Illegal Carrier >60

Resolution: 4/6/2016 8:59 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown interference
RESOLUTION: Alarm cleared

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 44236 **Date Opened:** 4/6/16 **Date Completed:** 4/7/16

Summary: Elmendorf AFB Security Op1 Comm Failure

Resolution: 4/7/2016 11:20 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 44247 **Date Opened:** 4/8/16 **Date Completed:** 4/8/16

Summary: Birch Hill Master Site - Channel 1 Illegal Carrier > 1 hour

Resolution: 4/8/2016 9:27 AM Alaskan Standard Time - cwittschiebe
CAUSE: illegal carrier
RESOLUTION: NMO verified the events have cleared at 6:18am CST

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44250 **Date Opened:** 4/11/16 **Date Completed:** 4/9/16

Summary: Fort Greely - OP01 VPM-Link Down 3X30 mins.

Resolution: 4/11/2016 8:23 AM Alaskan Standard Time - drice

CAUSE: Patching
RESOLUTION: Work complete

Department: Motorola **Priority** 4-Scheduled Maintenance

Service Request #: 44251 **Date Opened:** 4/11/16 **Date Completed:** 4/9/16

Summary: Elmendorf Security - OP01 Down >5 mins

Resolution: 4/11/2016 8:30 AM Alaskan Standard Time - drice

CAUSE:some one tried to reboot computer but it hung up
RESOLUTION:reboot computer

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 44252 **Date Opened:** 4/11/16 **Date Completed:** 4/11/16

Summary: Anchor River - Illegal Carrier on Channel 3 >1 hour.

Resolution: 4/11/2016 8:51 AM Alaskan Standard Time - drice
CAUSE: iLLEGAL CARRIER
RESOLUTION: Alarm cleared

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44282 **Date Opened:** 4/13/16 **Date Completed:** 4/13/16

Summary: Birch Hill Master Site - UCS-DC01 Comm Failure > 5 Min

Resolution: 4/13/2016 9:27 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44326 **Date Opened:** 4/15/16 **Date Completed:** 4/26/16

Summary: Birch Hill Master Site - AEB Tline 3, AMBlink 5.1 Premisyscard 8 and 11_Tensr_40200 critical malfun

Resolution: 4/27/2016 9:50 AM Alaskan Standard Time - cwittschiebe
CAUSE: AMB LINK
RESOLUTION: Per tech issue resolved

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44338 **Date Opened:** 4/19/16 **Date Completed:** 4/26/16

Summary: Eielson - Security NICE LR01 - 10.2.6.70 Low Stat Alarm On Some Input Channels

Resolution: 4/27/2016 9:45 AM Alaskan Standard Time - cwittschiebe
CAUSE: Console Link
RESOLUTION: Per tech issue resolved

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 44398 **Date Opened:** 5/2/16 **Date Completed:**

Summary: Eielson LMR - NM Client has a bad hard drive

Resolution:

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44510 **Date Opened:** 5/3/16 **Date Completed:** 5/3/16

Summary: Eielson - Alternate Fire Conventional site 2009 channel down

Resolution: 5/4/2016 9:14 AM Alaskan Standard Time - cwittschiebe
CAUSE: Unknown
RESOLUTION: Cleared on its own

Department: Motorola **Priority** 2-Significant System Failure

Service Request #: 44511 **Date Opened:** 5/3/16 **Date Completed:** 5/4/16

Summary: Kasilof - Channel 3 critical failed

Resolution: 5/5/2016 9:43 AM Alaskan Standard Time - cwittschiebe
CAUSE: Bad PA
RESOLUTION: Replaced the bad PA.

Department: Motorola **Priority**

Service Request #: 44526 **Date Opened:** 5/5/16 **Date Completed:**

Summary: Elmendorf - Security NMD13 LRS01 (10.1.13.80) communication failure

Resolution:

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44528 **Date Opened:** 5/5/16 **Date Completed:** 5/5/16

Summary: Birch Hill Master Site - Channel 1 Illegal Carrier 1 hour

Resolution: 5/6/2016 9:30 AM Alaskan Standard Time - cwittschiebe
CAUSE: unknown
RESOLUTION: issue has resolved itself

Department: Motorola **Priority**

Service Request #: 44531 **Date Opened:** 5/6/16 **Date Completed:** 5/5/16

Summary: FRA - PMO Console Site Link 1007.1 & 1007.2 down transmit retry failure

Resolution: 5/6/2016 9:25 AM Alaskan Standard Time - cwittschiebe
CAUSE:Customer restarted computer
RESOLUTION: Restarted computer

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44532 **Date Opened:** 5/6/16 **Date Completed:**

Summary: Tudor Road Master Site - Unable to connect to UEM but can ping 27.1.233.20

Resolution:

Department: Motorola **Priority** 1-Major System Failure

Service Request #: 44534 **Date Opened:** 5/6/16 **Date Completed:**

Summary: Nenana - Chan 2 major failed, RX illegal carrier for 1 hour

Resolution: