

# Internet and MPLS

## Encore Theme

### Ver 1.0

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#### <ISP and MPLS>



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**1. Purpose / Scope of this Document**

To monitor ISP and MPLS links and escalate to concerned teams.

**<ISP and MPLS>**

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## 2. Steps to follow to monitor Reliance ISP

**ISP** – Reliance

**IP address**- 220.226.210.46

**Alerts are generated in the RIM instance of Encore theme.**

When this IP is down, an alert is generated and an email notifications comes to RIM instance.

The NoC Team member has to follow the below steps

- a. Ping the IP(220.226.210.46), if reachable, check the logs in RIM, confirm it is reachable and close the ticket
- b. Ping the IP(220.226.210.46), if NOT reachable, log a ticket (phone and email)with Reliance customer care.
- c. After the ticket is logged at Reliance customer care, send an email to the below persons mentioned in the escalation matrix

### 2.1.Escalation Matrix - Reliance

Name of the person	Phone number	Email id	Level
Reliance customer care	1800 3000 8383	<a href="mailto:rcom.broadbandtechdesk@relianceada.com">rcom.broadbandtechdesk@relianceada.com</a>	L0
Mugelan	9543599099	<a href="mailto:Mugelan.Jayavel@relianceada.com">Mugelan.Jayavel@relianceada.com</a>	L1

### 2.2.Escalation Matrix – Axon Networks and Encore theme

Name of the person	Phone number	Email id	Level
Atul Kadam	8050025744	<a href="mailto:atul@axonnetworks.com">atul@axonnetworks.com</a>	L0
Raj Kumar	8148441973	<a href="mailto:Rajkumarn@encoretheme.com">Rajkumarn@encoretheme.com</a>	L1

**Note** – The NoC team member is expected to follow up with the customercare every 30 minutes until the link is up and running.

### 3. Steps to follow when MPLS alerts are generated

**ISP** – Reliance

**IP address**- refer the document "ISP escalation matrix" page 2 under SOP section of the RIM

**Alerts are generated in the RIM instance of Encore theme.**

Note – Two types of alerts may be generated for two different issues

#### 1. Ping failed alert sample email is as below

From: Encore Theme - MPLS Check

Subject: Ping Failed

Ping failed for the following host(s)

10.20.6.222

#### 2. High Latency alert sample email is as below

From: Encore Theme - MPLS Check

There is high latency to reach the following host(s)

10.20.2.65

When any of these alerts are generated (ping failed or high latency), an email notification comes to RIM instance.

The NoC Team member has to follow the below steps

a. Ping the IP logging in to the firewall as below.

<https://220.226.210.46:4430/corporate/webpages/login.jsp>

Username: axonnoc

Password: Ax0n@123ET\$

Once logged in → Go to System---> Diagnostics --- Select Interface Port B and ping the IP.



b. If IP is pinging close the ticket mentioning IP is reachable.

c. If not pinging or latency more than 200ms, Check the IP location referring to the Escalation matrix document under SOP section.

#### <ISP and MPLS>

- d. Log a ticket with Reliance customer care, send an email to the below persons mentioned in the escalation matrix

### 3.1.Escalation Matrix - Reliance

Name of the person	Phone number	Email id	Level
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Raj Kumar	8148441973	<a href="mailto:Rajkumarn@encoretheme.com">Rajkumarn@encoretheme.com</a>	L1

**Note** – The NoC team member is expected to check the ping till it is working, and check the status of the MPLS and follow up with the reliance care every 30 minutes until the link is up and running.