VIEWING TECHNICAL LOGS
USER GUIDE

Introduction

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

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

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

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

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

Technical Log Sections:

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

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

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

(Please find examples below.)
Entry #04
SEANR
Mar 5, 2021 11:41:11 GMT

Ticket Status: To Be Wrikd
Modify Technical Log for internal Verizon purposes.

Service Status
Down

Symptom, Service, Extra Info
- Alarm:
  Router Down [redacted] or [redacted].com
- Chronic: Possibly. Found 3 tickets in 30 days for this entity. 2 P1 - 0 P2 - 0 P3 - 1 P4
- Orders: No relevant orders found in ESP or EzStatus
- Change request:
  CR20210224 [Customer Maintenance - Managed Entity/Instance] is OPEN/SCHEDULED and was last updated on 2021-02-24 09:46 and is scheduled for 2021-03-04 09:40
  - CPE [redacted] 004 [redacted] Router [redacted] [redacted]
  - Customer given name [redacted]
  - Ping: Total alive 1/3 - Router 1/3
    - Ping failed [redacted] 004 - [redacted] [redacted] 002
    - Alternate path UP: [redacted] [redacted]

Action
CR20210224 is not related - Suppress alarm - ETMS 20210111 for [redacted]

CE is unreachable from domain
harp backup found
harp backup is active [redacted]
access via c Dob modem
router uptime is 1 week, 2 days, 8 hours, 45 minutes
wan interface is up/Up
bgp session is down for 03:28:42
ping test to PE failed
bounced wan interface, no luck
turned on auto negotiation - no luck
config normalized
arp incomplete

Next Task
DATA US to investigate. TYPE 3 DOM IDE circuit
Other example of a Technical Log entries

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

**Add Test Data**
May 20 2020  01:26:17 GMT

**Ticket Status:** WORKING

The following information is technical and may only be relevant to some customers.

Delphi code: INC

*** Delphi Recommendation: Manual Review
*** Delphi Summary: Unable to run the PE to CE ping command, BGP is not Established, Good VZB NID ping, NID port Oper down, No Alarms or PM errors on Switch
*** Explanation: NID ping=0% Ping-Loss=0% NID-Traffic=NA, BGP: Active PE Main-Int=up/up Sub-Int=up/up Aggr-Traffic=No Traffic
*** Delphi test finish

**** CIRCUIT FINAL COMMENTS ****

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**MARC Final Summary**

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

- Symptom, Service, Extra Info
- ****** MARC Final summary ****
  
  - Alarm:
    - Datapath from upstream 896070 INET to downstream 4526831665 BROADBAND for fwdClass fc nc is down for pipoz

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

  - Orders: No relevant orders found in ESP or EzStatus

  - Tickets: No relevant tickets found

  - Changes: No related changes found

  - Special remarks: Yes

  - P&E Not Verified

  - Ping: Total alive 0/0

  - Circuit: 33265166 \ Invalid circuit ID

  - Delphi testing: See Circuit Final Comments in log 40

  **** MARC Final summary ****
Accessing Your Tickets Through the VEC Portal

Verizon Enterprise Center (VEC) offers multiple options how you can access your tickets:

1. ‘Repairs’ top side menu.
2. Direct ticket number search.
3. Left side menu.
4. Selecting a ticket from the ‘Recent’ ticket list.
The Default View and View Filters

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

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

Similarly, to browse through more ticket history, you can use the “Yesterday” and “Older” buttons (3).
Should you require a more detailed view, at the end of the current Activity Log display (just above the ‘Service History’ section), you can click on the “View All” button (4), which will load for you the complete Activity Log view with additional filtering options (5).

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

### Service History

<table>
<thead>
<tr>
<th>Ticket</th>
<th>Issue</th>
<th>Created</th>
<th>Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>20230524</td>
<td>PACKT LOSS</td>
<td>Wed May 24 14:03:00 UTC 2023</td>
<td></td>
</tr>
<tr>
<td>20221024</td>
<td>ROUTER</td>
<td>Mon Oct 24 08:15:00 UTC 2022</td>
<td>Fri Nov 04 10:14:00 UTC 2022</td>
</tr>
<tr>
<td>20221024</td>
<td>CONNECT</td>
<td>Mon Oct 24 08:15:00 UTC 2022</td>
<td>Sat Oct 29 10:00:00 UTC 2022</td>
</tr>
</tbody>
</table>

### Activity Log

- **Filters**
  - [ ] Alarm and testing information
  - [ ] Summarized updates
  - [ ] LED/PTT updates
  - [ ] On-hold information
  - [ ] Dispatch information
  - [ ] Customer entries and responses
  - [ ] Escalation information
  - [ ] Resolve and reopen
  - [ ] Other Verizon comments

- **Filter**
  - **Today**
  - **Yesterday**
  - **Older**

- **Entry #78**
  - **SEANR**
  - **Jun 5, 2023 7:33:45 GMT**
  - **Ticket Status:** Working
  - Modify Technical Log for internal Verizon purposes:
Service Assurance User Guides Library
Documents can be found on the Service Assurance User Guides page.
The latest version of this document can be always found here.

General Customer Training Information
Go to our Customer Training Portal* to enroll in training or to download other user and reference guides.
*Registration is required

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

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