

2019-01-25

Sunday, 27 January 2019 12:36

9:40 AM ET: ticket # 10993 Dan from ECI created a ticket Request having problems with many new sites.

His request Was: I tried adding several sites to use CLEAR RADIUS, and most of these are not working. IS there a problem, or a licensing issue?

I Picked up the ticket...while in the process of investigating possible Radius problems or licensing issues related to this request,

10:03 AM ET: on the same ticket # 10993 Dan requested to call him back via telephone

He stated: I am having many existing sites that have been working, that are no longer working. Please contact me at 314-550-8705 ASAP.

10:14 AM ET: contacted Dan Via telephone after obtaining relevant information from Yossi and Jehuda.

While in the telephone call with Dan, He explained that He added many new sites successfully to clear but in the process of adding more suddenly they stop working.

He also stated that sites that were previously working are now not working and that he had to change configuration to His On-premise radius.

I checked the portal while in the phone Dan and noticed many authentications attend fail alerts.

10:32 AM ET: Proceeded by escalating to the WhatsApp group Clear Real time issues

10:33 Am ET: Juda, Vasily, Yossi, Jehuda and Gordon engaged in effort to find a solution.

10:39 AM ET: Juda stated that ECI should use AWS

10:53 AM ET: Juda sent an email stating that (Sk them switch all NAS to AWS, they start using in US, and that creates issue for them related to MS bugs FYI: they jumped in last 24 hours from 1300 to 2100 devices! We handling issues on AWS but they MUST switch to AWS only)

10:54 Am ET: contacted Dan via telephone and instructed him to connect to the AWS Radius; However, Dan stated he has been connected to AWS radius server since and also that He will not make any changes until an explanation with details of what happen and how happen is provided to Him...

11:25 Pm ET: Coordinated a Webex meeting with Dan for 12:00 pm due to time availability from Juda. Booked the Meeting and invited juda, Vasily, Gordon..

12:00 Pm ET: Join meeting.

Vasily - stated that due to the fact that many devices were added at the same time cause a momentarily overhead spike, more resources were allocated and the problem is now corrected.

Dan- Reply: if portnox cannot handle adding an enterprise amount of devices at the same time without physical intervention the product it is not worth for this organization.

Dan: Stated that He switch to His On-premise Radius and the network is back up and running.

Juda T: Join the Meeting, and explain the situation an also offered him immediate support to get the network environment up and running as he had already figured out what the problem was.

Dan: Refuses the technical support and demanded to speak with His sales rep from portnox.

Martin: Join The Meeting.

Dan: Stated that he is not happy with portnox, that it has taking Us too long to solved the problem and we didn't get back to him in a timely manner.

Dan: Requested from Martin to have a detail report of what happen as well as why it took Us so long to responded and fixed the problem.

Dan: Also stated that He will talk to His director to make a decision of whether or not continue with our product.

Martin: Empathize with Dan and Stated that He will collect as much details as possible and get back to Him sometime next week.

16:40 – Dan Nienhaus (customer) opened ticket 10993 with urgent priority.

16:49 – I have answered to tickets and updated with latest replies (since I was missing Thursday)

17:08 – I've noticed Dan's ticket with no reply.

17:09 – I've sent Johann messages in Skype to get information and find out if he is already on this ticket

17:12 – After few messages I've asked Johann to call Dan and reply the ticket, while I'm trying to figure out the cause of issue.

17:12 – Answer connect creates a ticket as reply to a call from the customer

17:16 – Jehuda sent me a message in Whatsapp and asked if I've been contacted with answer connect service.

17:29 – Johann informed me on Skype that he had talked with customer and that the entire company can't reach Radius server

17:30 – Jehuda informed me that there is a group on Whatsapp for Clear issues, and I've asked Johan to write in group as Jehuda's suggested.

17:39 – Juda was taken control with instructions and running test for that issue, with the assist of Vasily.

17:45 – I've replied the ticket in order to have written first reply on ticket

18:17 – Juda suggested possible solution which customer refuse to try

18:27 – Johann updated that customer demands investigation for cause of issue and how to prevent before he will execute any action on system.

From support side, urgent ticket was raised and first response occurred after ~40 minutes

After 31 minutes issue escalated with answer connect but issue was already known and under investigation.

In ~1 hour all relevant personals were informed and investigating issue

After ~ one hour and 30 minutes a possible solution was suggested to customer with his refuse to corporate

SLA summary

Sunday, 27 January 2019 12:42

9:40 AM ET / 16:40 IST - ticket # 10993 (Urgent) Dan from ECI created a ticket Request having problems with many new sites.

10:03 AM ET / 17:03 IST - on the same ticket # 10993 Dan requested to call him back via telephone

10:12 AM ET / 17:12 IST – Answer connect contacted On Call (directed to Jehuda) and sent an email which also creates a ticket

10:14 AM ET / 17:14 IST - Johann contacted Dan Via telephone **(34 minutes after ticket opened / 2 minutes after customer called)**

10:32 AM ET / 17:32 IST - Johann proceeded by escalating to the WhatsApp group Clear Real time issues **(18 minutes after first handling)**

10:45 AM ET / 17:45 IST – Yossi replied the ticket in order to have written first reply on ticket