



# 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.)

## Activity log

Search



Show Filter

Hide Technical Log



Today Yesterday **Older**

From

To

### 1 Entry #94

SEANR

Was this status helpful?  

Mar 5, 2021 1:41:11 GMT

**Ticket Status:** To Be Wrkd

Modify Technical Log for internal Verizon purposes:

### 2 Service Status

Down

Symptom, Service, Extra Info

- Alarm:

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

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

- Orders: No relevant orders found in ESP or EzStatus

- Change request:

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

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

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

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

- Alternate path: UP - ██████████E006

### 3 Action

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

CE is unreachable from domain

hsrp backup found

hsrp backup is active ██████████e006

access via oob modem

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

wan interface is up/up

bgp session is down for 03:28:42

ping test to PE failed

bounced wan interface, no luck

turned on auto negotiation - no luck

config normalized

arp incomplete

### 4 Next Task

DATA US to investigate . TYPE3 DOMIDE 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** Was this status helpful?

May 29 2020 01:26:17 GMT

**Ticket Status:** WORKING **Entry 49**

---

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 [REDACTED] Ping-Loss=0% Nid-Traffic-NA,BGP=Active PE Main-Int=up/up Sub-Int=up/up Aggr-Traffic-[REDACTED]=No Traffic

\*\*\*Delphi test finish

\*\_\*\_\*

\*\*\*\*\* CIRCUIT FINAL COMMENTS \*\*\*\*\*

## 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 [REDACTED] INET to [REDACTED] BROADBAND for fwdClass fc\_nc is down fo plpo2-[REDACTED]

- 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 screenshot displays the Verizon Enterprise Center (VEC) portal interface. The top navigation bar includes 'Internet & Wired Communications', 'What's new', 'Mobile app', 'Notifications', and 'Customer view by ( )'. The main navigation menu contains 'Orders', 'Service', 'Repairs', 'Product Tools', 'Billing', and 'Support'. A search bar is located in the top right corner, and the user's name 'Frederic Lefebvre' is displayed. The 'Repairs' menu is expanded, showing options like 'Manage repair tickets', 'Ticket status', 'Reports', and 'Repairs Support'. The 'Recent incident tickets' section is highlighted, showing a list of tickets with details such as priority (P2, P1), status (ALARM GEN, ROUTER), and last update time.

**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).

### Summary

On 2023-05-24 at 14:03:02 GMT, incident ticket 20230524 [REDACTED] was created by [REDACTED] for your service.  
Your ticket is logged with symptom description 'data packet loss' as priority 2 and is assigned to the Verizon Managed Services engineers.  
The incident ticket is currently on hold awaiting your assistance.  
For additional details please consult the recent activity comments below.

<b>Service location:</b>	<b>Issue Type:</b>	<b>Issue Description:</b>
	Packet Loss	Dear Team, Please check the issue as we are seeing severe packet drops form both the routers of [REDACTED] for intranet and internet trafficpacket drop towards [REDACTED] and mpls traffic also has drops for destination [REDACTED]
<b>Service ID:</b>	<b>Priority:</b>	
[REDACTED]	2	
<b>Power and Equipment:</b>	<b>Created on:</b>	
Verified On Site	05-24-2023 14:03:02 GMT	
<b>Service Type:</b>	<b>Last updated:</b>	
CIRCUIT	06-12-2023 10:08:54 GMT	

---

### Activity log ↑↓

Search  Q [Show Filter](#) **2** [Show Technical Log](#)

**1** **3**

<b>Today</b>	<b>Yesterday</b>	<b>Older</b>
--------------	------------------	--------------

No updates available for today

---

### Service History

Ticket	Issue	Created	Closed
<a href="#">20230524</a> [REDACTED]	PACKT LOSS	Wed May 24 14:03:00 UTC 2023	
<a href="#">20221024</a> [REDACTED]	ROUTER	Mon Oct 24 08:15:00 UTC 2022	Fri Nov 04 10:14:00 UTC 2022

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

**View All >** 4

---

### Service History

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

**View All >**

**5** Activity log X

Search  [Hide Filter](#) [Show Technical Log](#)

**Filters**

<input type="checkbox"/> Alarm and testing information	<input type="checkbox"/> On-hold information	<input type="checkbox"/> Escalation information
<input type="checkbox"/> Summarized updates	<input type="checkbox"/> Dispatch information	<input type="checkbox"/> Resolve and reopen
<input type="checkbox"/> LEC/PTT updates	<input type="checkbox"/> Customer entries and responses	<input type="checkbox"/> Other Verizon comments

Today Yesterday **Older**

From  To

**Entry #78**  
**SEANR** Was this status helpful?

Jun 5, 2023 7:33:46 GMT

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

**View All >** 4

---

### Service History

Ticket	Issue
20230524 [REDACTED]	PACKT LOSS
20221024 [REDACTED]	ROUTER
20221024 [REDACTED]	CONNECT

**View All >**



## 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](#).



© 2023 Verizon. All Rights Reserved. The Verizon name and logo and all other names, logos, and slogans identifying Verizon's products and services are trademarks and service marks or registered trademarks and service marks of Verizon Trademark Services LLC or its affiliates in the United States and/or other countries. Microsoft and Excel are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks and service marks are the property of their respective owners.