

Widespread Excede outage (users all kicked out, completely unable to login):

Verify internet connectivity at your site

Determine if it is us or them:

Ping 10.250.24.5 --- If it replies, almost certainly it is on their end. Skip to the ticket

If it does not reply. Verify the tunnel is up by logging into the FortiGate at one store and checking status of the IPSEC tunnel

[FortiGate - elm-Forti-HA-02](#)

The screenshot displays the FortiGate web interface for device 'elm-Forti-HA-02'. The left sidebar contains navigation menus for Dashboard, Network, Policy & Objects, Security Profiles, VPN, User & Authentication, WiFi Controller, System, Security Fabric, and Log & Report. The main content area is divided into two sections: 'VPN' and 'Site to Site - FortiGate'.

VPN Section:

Tunnel	Interface Binding	Status
Adele	50_ATT	Up
Arcadium	50_ATT	Up
Aurora	50_ATT	Up
Colo	50_ATT	Down
ColoNew	50_ATT	Up
GA via Comcast	50_ATT	Up
Larch via C	50_ATT	Up
Procede Via ATT	wan2	Up
SW via Comcast	50_ATT DMZ	Up

A context menu is open over the 'Procede Via ATT' tunnel, showing details: Interface (wan2), Link (1 Gbps Full Duplex), Port Speed (Auto-Negotiation), Type (Physical Interface), Role (WAN), IPv4 Addresses (50.196.194.53/29), and SD-WAN Zone (virtual-wan-link). Action buttons include Edit, Show in list, and Packet capture.

Site to Site - FortiGate Section:

Site	Interface	Status
Antioch	50_ATT DMZ	Up
Antioch-2	wan2	Inactive
Aurora-2	wan2	Inactive
ColoNew-2	wan2	Inactive
WR	50_ATT DMZ	Inactive
WR-2	wan2	Inactive

Dialup - Windows (Native L2TP/IPsec) Section:

Device	Interface	Status
IT Admins	50_ATT DMZ	Inactive

If the IPSEC tunnel is down, but our internet is up, submit a ticket to Procede.

support.procedesoftware.com

TICKET:

Contact method: Phone call ASAP

CC: helpdesk@transchicago.com

Impact: P1

Urgency: P1

Reported issue: New Issue - First time reporting issue

Category: Hosted services> Urgent system or VPN down

Put in the ticket something like "All users are down at all locations, VPN is (UP/DOWN). APP server (DOES/DOES NOT) Ping. My cellphone number: (1211211212)"

If this is AFTER HOURS: Submit the ticket like above but also call (858) 450-4820, option 3.

All else fails: its Absolute SHTF, you put in ticket, called the emergency line a couple times and nothing is happening or nobody is answering and we are still down contact below in this order. Explain the situation and that you are having no luck with resolution though the above means:

1- Josh Garcia (Customer Success representative) 848-284-0866

2- Todd Johnson (Procede IT guy) 858-228-5521

3- Josh Smith (Customer success manager, Garcia's boss) Direct cell phone number: 678-850-5587 OR office: 858-433-6981

4- Larry Kettler (CEO) 858-450-4830 --- probably best to avoid this one at all costs