Widespread Excede outage (users all kicked out, completely unable to login):
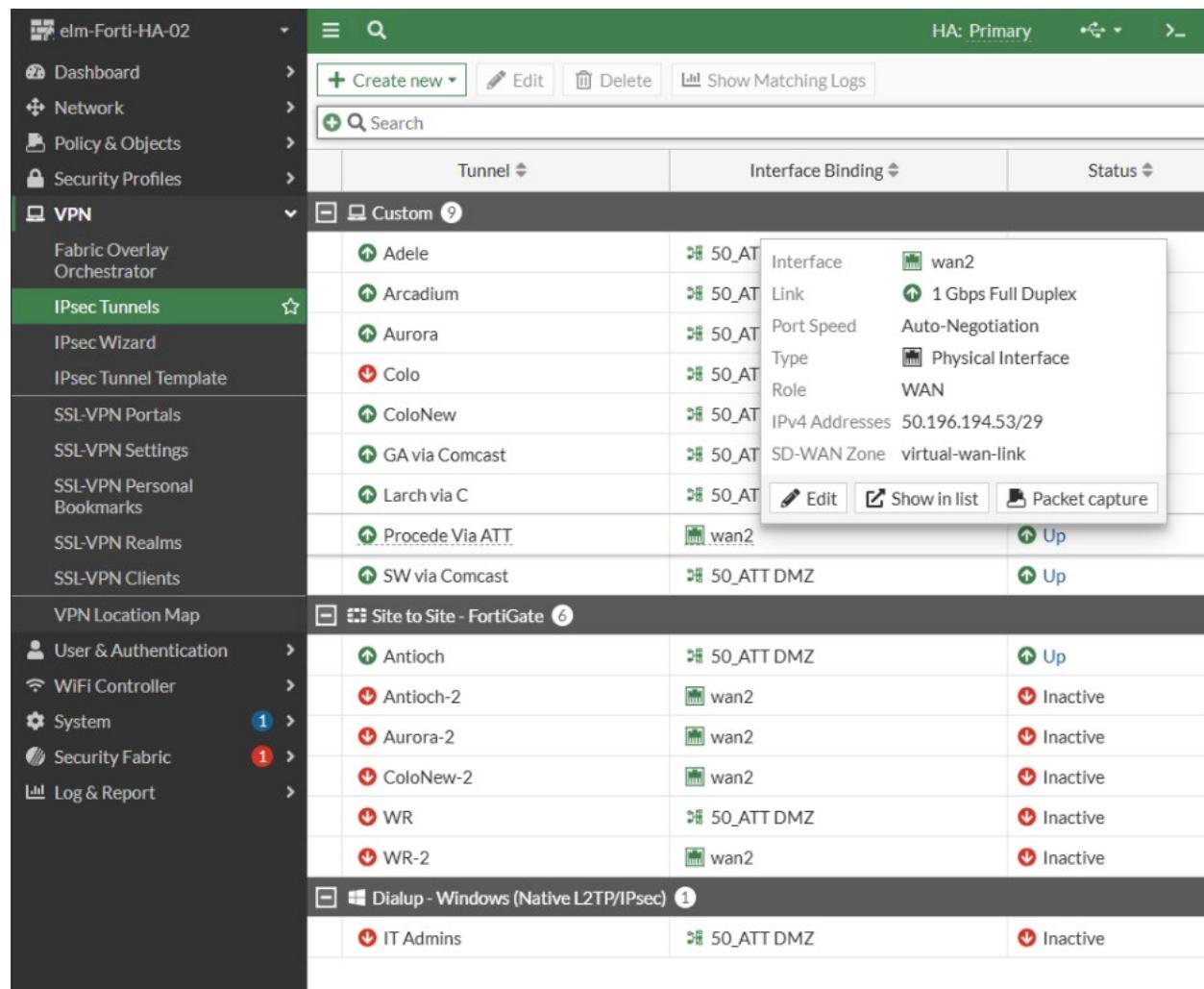
Verify internet connectivity at your site

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

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 representive) 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