Utility Net /BTES Support Notification Process

While a majority of service impacting issues are identified and ticketed automatically by the Monitoring Platforms, there are times where Wells Fargo IT or CPG needs to report an issue directly to Cisco or Compucom .

There are two options for reporting Incidents Depending on a Utility Net work issue or a BTES Compute or Work station issue.

For Utility Net net work issues send email to:

cms-utility-wf@cisco.com (Mailer) Use this mailer for Utility Net network support issues

For Work station or Compute issues send a email to:

tm-099-egain-wellsfargo@compucom.com (mailer) Use this mailer for BTES related Compute or Storage Support issues

If this is a Urgent issue Call the Call the Cisco/Compucom Service Desk: +1 844-209-4942 (Toll-Free)

Option 1 for Utility Net Network issues to route to Cisco CMS.

Option 2 to route the call to the Compucom Service Desk for BTES or Building Technology Endpoint Support desk for compute or NAS issues .

UTILITYNET

Field Technician Guide

JANUARY 2021

Installation Guide Contents

Important Information

The Cisco Bridge PM will complete the check in process prior to assigning you a Cisco Engineer.

DO NOT ENTER Wells Fargo prior to calling the bridge. DO NOT install/uninstall any device prior to check-in.

DO NOT LEAVE the site without Cisco Project Manager approval.

Ensure your work area is clean and neat prior to site departure

Any photos you have taken MUST be deleted prior to your departure! It is a security violation to leave the site with ANY photographs on your device.

You are NOT permitted to upload/share any Cisco or Wells Fargo photos/documentation without written permission.

UtilityNet Pre-Arrival Checklist

Required tools for installing the Meraki/UIS

This list is NOT A SUGGESTION – Please arrive PREPARED

- Fully charged **Windows 10** laptop with power cord (no chrome books or MACs)
- Laptop requires **Admin rights** & ethernet port access or adapter
- Hot Spot Capability via Cell Phone (charger for cell)
- Ethernet Cable for laptop + 1 additional spare cable
- Basic Screwdriver Set (cable depression)
- Power Drill (Flat, Philips & Square head)
- Cable Snips
- Cable Velcro
- Double Sided Tape
- Tie Wraps
- *Screw in Zip Ties (optional)*
- Flashlight
- Sharpie (Cable labels to label port specific cables)
- Paperclip (Meraki Reset)

If you will be late arriving to the site or run into any issues on the day of install you MUST contact your Company as well as the Cisco Bridge PM:

Bridge Access: Dial: 1-888-549-3557 Code: 6967867#

FedEx Pickup Requirements

If your devices are shipped to FedEx, it is **Mandatory** that you arrive to the Wells Fargo with the required equipment on time, please expect delays at FedEx and plan accordingly.
FedEx requires a state ID or driver's license and your NCR/Pivital Badge; without them you will not be allowed to pick up the packages.   *(Ensure you have the tracking #)*

   Package is labeled: Hold for UNET NCR/Pivital Technician

If you experience any issues at FedEx, please call the bridge PM immediately for assistance!

Shipping/Box Contents

The Bridge PM will verify the assets upon check in

- (1) MX68CW Device
- (1) 90W DC Power brick and cord (Cloth Bag)
- (4) Hardware Screws & Anchors inside the Meraki Box
- (1) Verizon Sim Card *(may be inserted into Meraki)*
- (1) AT&T Sim Card *(may be inserted into Meraki)*
- (1) Sim Removal Tool
- (1) UIS Smart Switch with Ethernet Cable
- (1) UIS Power Cord
- Net New Sites + 15ft patch cable

If any items are missing, alert the Cisco Bridge PM

Gaining Access to Wells Fargo

Ask for the Branch/Service Manager and provide the printed Wells Fargo CSC Work Order, Company Badge, and Identification

Access Explanation: You are on site to provide service/installation for Cisco UtiltyNet; this is related to the CPG (corporate properties group) building management system not in connection with the banking network.

Please reassure the on-site contact that this visit will not interrupt any business activities, nor impact their banking network activities. You're on site representing Cisco please be professional.

If you experience any issues gaining access, please call the bridge PM immediately.

Bridge Access: Dial: 1-888-549-3557 Code: 6967867#

CSC Work Order: Access Requirement

You must provide the Wells Fargo site contact with a **printed copy** of the Wells Fargo Issued CSC Work Order or P2K Access Letter to gain access to the site.   Sample Below.

Wells Fargo Bank Corporate Properties Group

Customer Solution Center

Work Order # 8703056

Wells Fargo: For work order validation, please contact the Customer Solution Center: **800-932-2741**

For work order inquiries please contact Keith Bartram at kbartram@cisco.com

PLEASE REFERENCE WORK ORDER NUMBER ON ALL BILLINGS

Vendor:	Cisco Systems	BE:	141203
Phone:	9529678620	Building Name:	Mooresville Plaza Branch
Contact:	Keith Bartram	Address:	552 E Plaza Dr, Floor --, MOORESVILLE, North Carolina 28115-8071

This is the Vendor's authorization to process with the problem outlined below in accordance with the Terms and Conditions appearing below. Unless specifically agreed to in writing, Wells Fargo shall not be obligated to pay any amount in excess of the "Not to Exceed" amount.

WO #:	8703056			
Contact:	CPG	Email:	corpdis@wellsfargo.com	
		Phone:	800/932-2741	
Request Date:	Mar 26 2020 7:08PM	Estimated Time of Completion:	05/14/20 5:00:00PM – EDT	
Category:	Building Automation	Issue: BMS/EMS - Repair	Priority:	SEC2
Problem:	SEC2*Building Automation*BMS/EMS - Repair**Provide TECH access to decommission UNET device on 05/14/2020 at 9:00 AM. Contact Keith Bartram/Project Manager @ (763) 286-0646 or Elizabeth Dewar/Project Manager @ (615) 396-7867 for any questions			
NTE:	$0.00			

Asset Verification & Quality Assurance

The Cisco PM will send an email to you with the asset verification and QA requirements for the site visit.   Please capture clear/readable photographs for verification.   Reply All to the email with the photo requirements.

Verification & QA List

- Photograph of the bottom of the MX68 Clear Serial # and IMEI
- Photo of the UIS device serial # & MAC
- Photograph of the MX68 installed secured with professional cable presentation
  - All Cabling should be neat and clean
- Photo of the connected UIS device cable secured
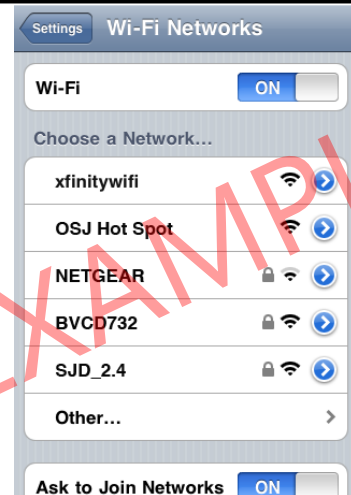- Wide shot of the MX68 installed for room identification

Meraki IMEI & Serial

UIS Serial # & MAC

Required ONLY: If you installed the MX utilizing a <u>wired circuit</u>, please ensure you captured the telco installed devices Make/Model/Serial/MAC/ and physical circuit ID - Photograph confirming the modem is not broadcasting a Wi-Fi signal.

6

DO NOT LEAVE THE SITE UNTIL THE CISCO BRIDGE PM APPROVES YOUR DEPARTURE

Locating the MX65, BMS/Jene System

Once you gain access, locate the <u>existing</u> MX65 device on site. The bridge PM will provide the room location if available. If no location data is available, you will locate the Building Management System and MX device. Please see the pictures below to assist you.

Suggested Rooms: Electrical Room, ATM Room, Mechanical Room, Server Room, HVAC Room, Telco Room, Engineering office, Breakroom, and basements.

Sometimes the MX device is located inside cabinets. If any cabinet is locked notify the PM. If you have difficulty locating the MX device/BMS System call into the bridge for assistance.

Don't spend more than 10 minutes searching. Call the Bridge PM for help!

JENE

TCS BASYS CONTROLS QD2040
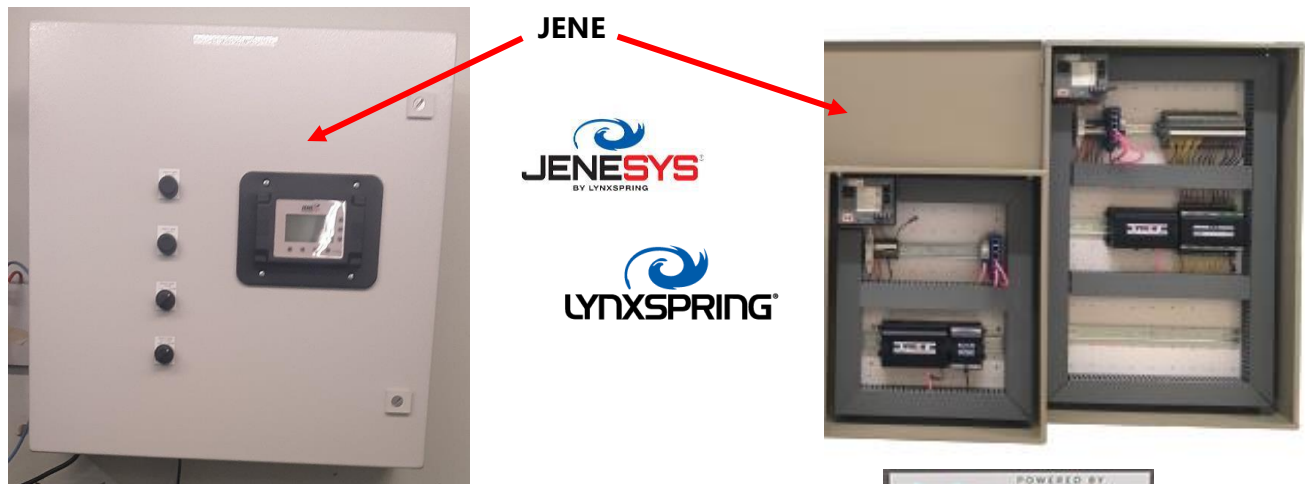
TCS BASYS CONTROLLER CABINET

ONCE YOU LOCATE THE DEVICE / BMS SYSTEM CALL BACK INTO THE BRIDGE

MX65 & Inseego Skyus

How Mount & Secure the MX68/UIS

- The MX68 is <u>required to be securely mounted</u> on wall with the provided anchors and screws
    - o These screws may be embedded in the Meraki Cardboard inserts
    - o UIS screws are in a small plastic baggie inside the box
    - o *Wall mounting with double sided tape is NOT PERMITTED ON ANY DEVICE*

- If you are unsure where to install the device request instruction from the bridge
    - o Non-wall mounting (shelf placement) must be approved by Cisco PM/Engineer
    - o If Cisco engineer directs tech to shelf-mount, use **double-sided tape** to secure the device cannot be removed from the surface.

- Devices are required to be mounted <u>level</u> with a <u>neat professional appearance</u>
- Cables are required to be <u>secured, wrapped, and professionally</u> managed
- Ensuring no stress on any cables connected to ports or power

<p style="text-align:center;color:red;">Device installations that do not meet the quality requirements must be reinstalled prior to departure</p>

Do not install an MX68 device in the following areas:

- Near electrical panels or large electrical wiring (unless approved by Cisco/Wells Fargo)
- On top of a vented Building Management System
- On top of a Jene Panel that may compromise opening/closing the door property
- Unsecured room or location with public access
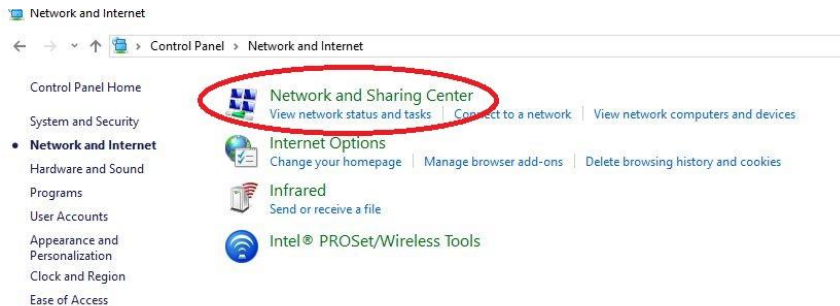- *Never install the device in a network rack*

How to perform a Meraki QA/Ping Test

A static IP address is required to be assigned to your laptop. Instructions listed below.

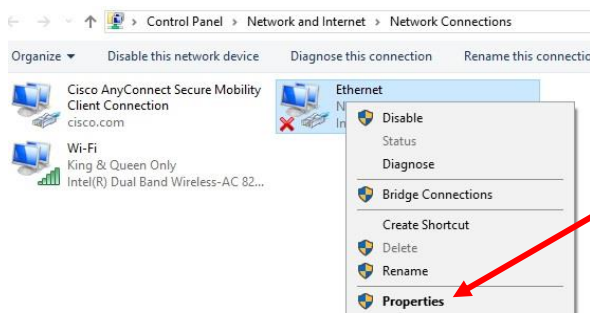1. **Open the control panel and Navigate to Network and Internet**
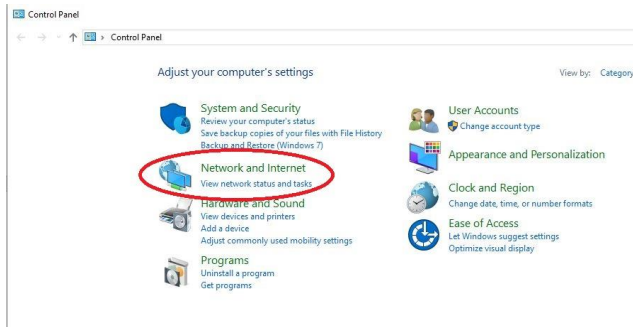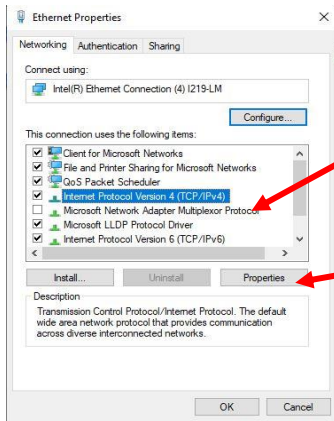
2. **Click Network & Sharing Center**

3. **Click Change Adapter Settings**

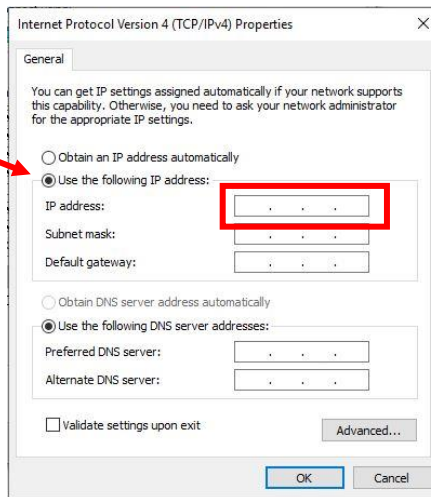4. **Right Click on Ethernet and select properties**

5. **Select Internet Protocol V4– and Click Properties**
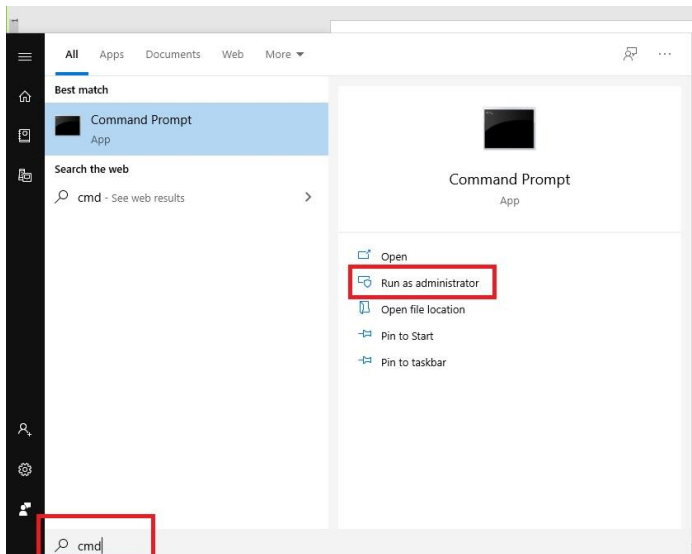

6. **Click Radio Button and enter the IP address provided by the Cisco Engineer Once IP is entered, click ok.**

7. *Open a command prompt by clicking the Windows icon located at the bottom left of your PC and type* <u>CMD</u>
   Windows will search your laptop and return a result that looks like this

**8. Enter the following at the command prompt line:**   **ping 8.8.8.8 -l 1000 -t**

Note: All letters are lowercase

```
Command Prompt - ping 8.8.8.8 -l 1000 -t

Microsoft Windows [Version 10.0.17763.1282]
(c) 2018 Microsoft Corporation. All rights reserved.

C:\Users\edewar>ping 8.8.8.8 -l 1000 -t

Pinging 8.8.8.8 with 1000 bytes of data:
Reply from 8.8.8.8: bytes=68 (sent 1000) time=64ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=70ms TTL=116
```

9. Allow the test to run for *no less* than 1 minute or until instructed to stop by engineer.
Read the results of the test to the engineer and reply all to the email with a photograph of the completed ping test.

```
Command Prompt

Pinging 8.8.8.8 with 1000 bytes of data:
Reply from 8.8.8.8: bytes=68 (sent 1000) time=69ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=65ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=64ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=64ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=75ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=64ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=64ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=66ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=66ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=69ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=70ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=64ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=64ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=64ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=66ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=63ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=64ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=66ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=71ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=64ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=68ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=64ms TTL=116
Reply from 8.8.8.8: bytes=68 (sent 1000) time=65ms TTL=116

Ping statistics for 8.8.8.8:
    Packets: Sent = 23, Received = 23, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 63ms, Maximum = 75ms, Average = 66ms
Control-C
```

✉ Email screen shot of completed ping test
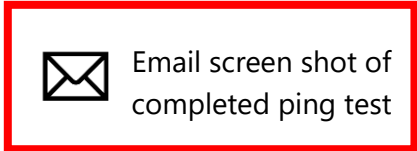
10. Test Complete

How to return ship Cisco Meraki 65/Skyus

1. Provide Bridge PM with the removed MX65 Serial # for documentation of return

2. Ensure you gather all the MX65 parts for return: MX65 with Power Brick & Cords

3. Skyus Inseego Modem, USB cable, ensure antennas are removed

4. Secure devices in a box for return to Cisco Meraki.

5. Ship devices to the appropriate address provided in your email for that specific site

6. Provide FedEx: NCR FedEx Account #: 177951447

7. Send the return tracking information back to the Bridge PM Email

NCR FedEx Account #: 177951447

VERIFY WITH THE BRIDGE THE SHIPPING ADDRESS

CISCO USES MULTIPLE RETURN LOCATIONS

Email tracking pictures to:
nhampton@cisco.com

Please drop all packages for return within 24 hours.

Tracking # Must be clearly photographed

MX68 Decom Only: Site Visit Instructions

1.   Ask for the Branch/Service Manager and provide the printed Wells Fargo CSC Work Order, Company Badge, and Identification
2.   Visit Reason: You are on site to decommission Cisco UtiltyNet; this is related to the CPG (corporate properties group) building management system not in connection with the banking network.
3.   If you experience any issues gaining access, please call the bridge PM immediately.
        a.   Bridge Access: Dial: 1-888-549-3557 Code: 6967867
4.   Locate the current install devices and call into the bridge.
5.   Provide Bridge PM with the removed MX Serial # and any other applicable devices for documentation of return shipping
        a.   Bridge PM will pair you with a Cisco Engineer. Do not leave the site until you check out with the Bridge PM
6.   Ensure you gather all the MX/UIS parts for return:
        a.   MX with Power Brick & Cords
        b.   UIS Device *(if applicable)*
        c.   Ensure devices are factory reset prior to shipment

4.   Secure devices in a box for return

5.   Ship devices to the appropriate address provided in your email for that specific site

6.   Provide FedEx: NCR FedEx Account #: 177951447

7.   You are required to send the return tracking information back to the Bridge PM Email

NCR FedEx Account #: 177951447

VERIFY WITH THE BRIDGE THE SHIPPING ADDRESS

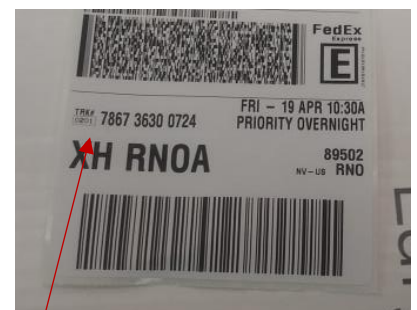CISCO USES MULTIPLE RETURN LOCATIONS

Email tracking pictures to:
nhampton@cisco.com

Please drop all packages for turn within 24 hours.
Indicate any damage or faulty devices on the outside of the box.

Tracking # Must be clearly photographed

CODE OF CONDUCT

By accepting this workorder, you are agreeing to the following: Any infractions will not be tolerated.

•Technician will be reliable in attendance and punctuality, follow reasonable directives for work and give careful attention to job duties.

•Technician will arrive at the work site in advance of the scheduled time, as specified in the project schedule.

•Technician shall promptly report their late arrival at the time it occurs or is likely to occur, notifying the Cisco Project Manager and/or Team Lead and Wells Fargo Project Manager, site contact or other contact as outlined in the Project Communications Plan and will make reasonable efforts to arrive at the site as originally scheduled for the planned work.

•Technician will arrive at the site with a Cisco-supplied "Company or Project ID" and State-provided ID (e.g., driver's license) for identification to the site contact(s).

•Technician will perform their work in a manner that does not unreasonably interfere with Wells Fargo activities or those at the site, during hours acceptable to Wells Fargo and the site.

•Technician will use reasonable care and judgment in performing the work.

•Technician will perform the work to conform in all material respects with the requirements, specifications, and documentation of the SOW, and with industry practices, commercial standards and all applicable laws.

•Technician will verify equipment and materials necessary for the work to be performed at the site.

•Technician will be responsible for the timely escalation of issues to the Cisco Project Manager and Wells Fargo Project Manager.

•Technician will test and verify that all devices and components of the configuration are working prior to leaving the site and will confirm their proper operation in the presence of the site contact, when applicable.

•Technician, once at the site, will not leave the site unless and until released by the Wells Fargo Project Manager, the Cisco Project Manager and/or Team Lead or as otherwise directed by the Cisco Systems, Inc. designated project coordinator(s), other than for emergency situations following notification of such to the Cisco Project Manager and/or Team Lead.

•Technician will contact the Wells Fargo Project Manager and other designated contacts outlined in the Project Communication Plan, if there are questions or concerns.

•Technician will be adequate in number, sufficiently trained, and fully qualified to perform the work.

•Technician will execute work to deliver quality results.

•Technician will perform the work in a professional and courteous manner.

•Technician while at the site will limit their conversations to work related matters.

•Technician will maintain a dress code appropriate to their profession, including company logo shirts of Cisco for the Team Leads when at a Site. Company logo shirts shall not be a requirement for PC Technicians**. (If you are not provided a company logo shirt, please wear a polo/collared shirt without logos) Dress pants/Khakis are acceptable, no stains or holes will be allowed.**

•Technician will limit use of cellular telephones, tablets and other hand-held or portable devices for other than the purpose of conducting Wells Fargo business at the site and shall at all times when conducting work on behalf of Wells Fargo maintain professional ring tones, messages, content and conversations when at the site and with such devices.

•No personal phone calls while on site

•NO POSTING OF PHOTOS ON SOCIAL MEDIA. OFFENDER WILL BE TERMINATED IMMEDIATELY.

•Technician will not ask the site contact to handle their personal matters.

•Technician will at all times refrain from taking photographs while at the site, other than as specified as a part of the work requirements for documentation and deliverables.

•Technician will refrain from negative or offensive communications and inappropriate messages related to any aspects of the work that may adversely affect the image, reputation or effectiveness of Wells Fargo.

•Technicians will refrain from socializing with employees at the site in any manner other than as required in the performance of work (i.e., flirting/fraternizing with store employees or taking pictures of store employees, etc.).

•No food or drink outside of the onsite break room

•Technicians will not discuss the details of the work performed with parties outside of customer (Well Fargo, Cisco, NCR)

•Technicians will not bring unauthorized parties with them to the site or send another tech to work in their place

•Technicians will take every precaution necessary to protect Customer equipment while on site.

BY SIGINING BELOW, I AM AGREEING TO THE FOLLOW THE RULES LISTED ABOVE

NAME:_____

DATE:_____

Wellsfargo UtilityNet - Install Images: Good vs Poor (Pre call – Please review for proper install)

Above are previews of good install, please note antennas face up and router mounted properly. If no room or cables not properly run, please advise bridge.

1) Device is installed upside down, as the antennas are facing the floor and the device should be turned to they are facing up toward the sky and the cable management should be better.
2) Device should not be installed sideways.
3) Device should not be left on top of electrical panel without proper mounting.

Tracking # Must be clearly photographed