



BBCS Release Information

August 2020

Swisscom (Schweiz) AG

Wholesale

swisscom

C1 Public



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Service Assurance

Reopen Trouble Ticket

After solving a BBCS or BBCS-F trouble ticket it receives the status "RESOLVED".

If the ISP doesn't agree and still see the faulty behaving, the button "REOPEN" will allow to put the status back to "INWORK".

Access Trouble Ticket Detail

Main xDSL Info Worklog Response CPE Info Billing

Ticket Header		DN Info	
Ticket ID	2454877	DN / VN / NSN	0108603
Ticket ID Sys	159617832903700	DN / VN / NSN (Requested)	0108603
Entered	31. Jul. 2020 08:48:44		
Closed	31. Jul. 2020 08:54:31		
Last modified	31. Jul. 2020 08:54:36 by SYSTEM		
TT State	RESOLVED		
TT State Reason	Zukünftige Verbesserungen		
Suspended	No		
CL A			

Current Endpoint	
DN Office	64BOL
BB Device Location	BOL
Site	BOL
Site Category	RUS
DSLAM Name	IPC-HIR7

Back Modify **Reopen** **Close** Add Worklog Add Comment Cancel Ask Swisscom Line Analysis History Refresh

Advantage: Already collected information stay connected to the case and will be used for further debugging.

Important: In order to avoid unnecessary queries and thus delays, please enter the reason for reopening the trouble ticket in the comment field in any case.

By pressing button "CLOSE", the trouble ticket will be closed permanently.

After two weeks in status "RESOLVED" the tickets will be set to "CLOSED" automatically.





Service Assurance

Additional Information in Worklogs

To improve handling of the BBCS trouble tickets for all involved parties, the worklog information are enhanced.

Additional information on the status of the debugging process will be added as well as more measured values are displayed.

Access Trouble Ticket Detail

Main xDSL Info **Worklog** Response CPE Info Billing Internal





Successful Rollout of Huawei BNG

The rollout of the new Huawei BNG was successfully completed. Therefore the only remaining radius server for BBCS are the listed ones below:

Name: ipc-bei640-a-aa-05.ipss.swisscom.net

Address: 138.187.24.104

Name: ipc-zhb790-a-aa-05.ipss.swisscom.net

Address: 138.187.24.9





Upcoming WSG Releases

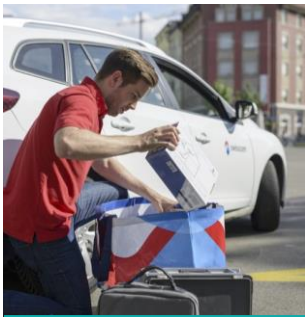
WSG release- and testsystem-upgrade dates

Release		Deployment	WSG XML Schema Version Upgrade	Upgrade Testsystem*
mr2008	Tuesday to Wednesday	18.-19.08.2020	Optional	05.08.2020
mr2009	Tuesday to Wednesday	22.-23.09.2020	Optional	09.09.2020
mr2010	Tuesday to Wednesday	20.-21.10.2020	Optional	07.10.2020
mr2011	Saturday to Monday	21.-23.11.2020	Mandatory	04.11.2020
mr2101	Tuesday to Wednesday	26.-27.01.2021	Optional	13.01.2020
mr2102	Tuesday to Wednesday	23.-24.02.2021	Optional	n/a
mr2103	Tuesday to Wednesday	23.-24.03.2021	Optional	n/a
mr2104	Tuesday to Wednesday	20.-21.04.2021	Mandatory	n/a
mr2105	Tuesday to Wednesday	18.-19.05.2021	Optional	n/a
mr2106	Tuesday to Wednesday	15.-16.06.2021	Optional	n/a

* Software upgrades of the ISP testsystem will be shown as additional information on this page



Contact information



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