

Thursday, March 21 10:00 am

Hey All,

This is an update on the downgrade of the upgrade that downgraded the needed upgrade of performance levels due to the increase of load and capacity. :-))

Summarizing it all - we were able to upgrade our capacity by downgrading the firmware successfully and implementing the new equipment.

We are still tweaking the new equipment and we are constantly watching and tweaking our system anyway to improve performance - we will be making changes for the next few weeks to the current equipment in place before we go into our next upgrade phase.

What we need from you is to keep us apprised of your performance levels as your cruise the internet highways and byways - just reply to these emails weekly and give us a heads up if it is good or great or slow - that way we can drill into your connection and check specific issues at your point of connection - otherwise we may not realize that you are not operating at capacity yourself.

We do very much appreciate the emails of Support.

Rod and the fuzzy frazzled desk Triolls

Wed March 20, 3:00am

Hey All,

We went thru a firmware (software that makes the hardware work) upgrade on most of the network over the last week - at the same time we were doing a hardware upgrade on backhaul connections to the southern part of our network. Firmware at night and hardware during the day. The new hardware came with the new firmware resident loaded. Everything should be great - right? RIGHT????

WRONG!!!!

New FIRMWARE is buggy and slowed down the network! And the new hardware with it already on it????? doesn't work right unless you put the OLDER FIRMWARE ON IT!!!!!!!!

There goes two weeks of prep and work down the drain and a couple of DAMN COLD TOWER CLIMBING days trying to troubleshoot the problem.

Now I know some will ask "why don't you test it first?" - we did - part of the prep. We put it on several connections and it seemed to work fine but when all the equipment starts to talk to each other ALL HELL BREAKS LOOSE!!!!!! It's like their lips have frostbite! and they mumble to each other!!!!

So Vann you wanted to know - now you do! LOL!

Anyway - we were so focused on the hardware side that the firmware side kinda surprised us. With all the new equipment we've added this last year - we've almost tripled our size.

So this was a huge upgrade - now it's a huge downgrade - which we started tonight. We will have the infrastructure(equipment that brings the internet to you) done by tomorrow night.

The new equipment will be finished (now that we know what the problem is) in the morning with one more tower climb. It's working now but needs a few more tweaks.

Thank you for your patience as we grow,

Rod and the frazzled puzzled Desk Gnomes