

Service Announcement

October 20, 2017

TO: WaTech Network Customers

FROM: Chawntain Kermen
Manager, Enterprise Data Network
Network Services Division

SUBJECT: UPS for WaTech Provider Edge (PE) Routers

Whenever commercial power goes out, as it's apt to do this time of year, we'd like to do everything possible to help you stay connected. To that end, WaTech is coordinating the installation of UPS devices to support WaTech Provider Edge (PE) routers at locations where there are multiple agencies sharing one network connection. While we strongly encourage the use of one of our UPS devices, please know that your use of a WaTech device is optional. Our goal in installing an UPS is to provide a higher level of business continuity to keep your end users online while also allowing for more effective monitoring (and notification) in the event of a power failure.

Someone from our Enterprise Data Network team may have already been in contact with your agency to discuss and coordinate the installation of an UPS. Should your agency choose to have an UPS installed, WaTech will pay for and coordinate the installation with one of our vendors. All we ask is that you verify you are able to support the following UPS space and power requirements:

1. 6RU of space, preferably in the same rack and situated near the PE device in order to ensure the cabling reaches.
2. A standard 120V AC, NEMA 5-15, 15AMPS outlet to be located within six feet of the UPS space.

It is important that WaTech PE routers are plugged into a WaTech-owned UPS. This ensures that the equipment is covered under warranty in the event of failure. If you have the WaTech PE router plugged into your agency-owned UPS, please let us know if your agency-owned UPS can sustain a minimum of four hours of power and if WaTech is able to monitor the device.

WaTech contacts:

To coordinate the installation of an UPS or inform us you have an agency-owned UPS that meets the criteria defined above, please contact the WaTech Support Center at 360-586-1000 or 855-WaTech1 or email support@WaTech.wa.gov. They will create a ticket and forward the information onto EDN WAN Team on your behalf.