

MOBILE TRAINING TEAM BULLETIN

Tip of the Month

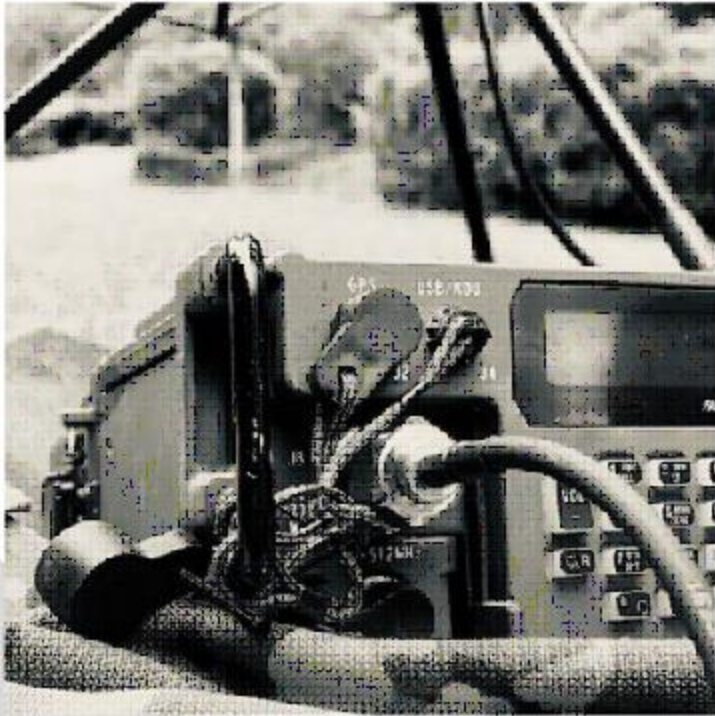
When calling 844-DISA-HLP for MUOS troubleshooting support, use 'MU0000-19 Terminal 03' for your mission# to open a ticket and be redirected to ESGS for follow-on support

Effective Troubleshooting

The Mobile Training Team understands issues may arise during tactical communications operations. Troubleshooting is a critical step for successful operations under any circumstance. We encourage you to first assume the issue is local. It is the users' responsibility to ensure that all checks within their capabilities have been conducted. This can include, but not limited to, physical connections, proper JENM plans, reading through your troubleshooting guide in the back of your student guides and QRGs, and double checking network connections between terminals and End User Devices (EUD).

- **RSSC WEST:** 719-554-4096
- **RSSC EAST:** 813-828-6840
- **RSSC PACIFIC:** 808-656-0841
- **RSSC EUROPE:** +49 711 686395343
- **DISA HELP DESK:** 844-DISA-HLP
- **JENM HELP DESK:** 619-221-5474





Only after you're confident the issue may be outside of your control, your Tier 1 line of support is your servicing RSSC; have your MSISDN and OPER waveform status available in order to submit a trouble ticket. Submitting a trouble ticket not only helps your current issue, but will also help other units who may have the same issue.

If you are experiencing an issue trying to reach external servers such as DNS servers or IRC servers, call 844-DISA-HLP. DISA requires a mission# in order to submit a trouble ticket. Please use 'MU0000-19 Terminal 03' as your mission#. DISA will then submit a trouble ticket for you and route you to the Enterprise SATCOM Gateway Service (ESGS) help desk for further support.

Contact Us

For more opportunities and inquiries, please contact our team



MobileTrainingTeam_support@stfltd-ctr.com



stf-ltd.com