



UNITED STATES MARINE CORPS  
MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE  
PSC BOX 20005  
CAMP LEJEUNE NC 28542-0005

MCIEAST-MCB CAMLEJO 5530.1A  
G-3/5  
OCT 16 2019

MARINE CORPS INSTALLATIONS EAST-MARINE CORPS BASE CAMP LEJEUNE ORDER  
5530.1A

From: Commanding General  
To: Distribution List

Subj: MARINE CORPS ENTERPRISE MASS NOTIFICATION SYSTEM (eMNS)

Ref: (a) DoDI 6055.17 Ch 3, "DoD Emergency Management (EM) Program,"  
February 13, 2017  
(b) MCO 5530.14A  
(c) Mass Notification System Concept of Operations 27 February  
2018  
(d) MCICOM Policy Letter 1-15, "Interim Policy for the Software  
Based Component of the Marine Corps Mass Notification  
System (MCMNS)," January 22, 2015  
(e) UFC 4-010-01 Ch 1, "DoD Minimum Antiterrorism Standards For  
Buildings," 19 August 2020  
(f) Unified Capabilities Requirements 2013 Change 1; Section  
3.5 General Mass Notification and Warning System (MNWS),  
June 2015

Encl: (1) Mass Notification Warning System (MNWS) Procedures  
(2) System Problem and Initiation of Failover Process  
(3) Reporting System Problem to AtHoc Support  
(4) Guide to Reporting Problems with the Giant Voice System

1. Situation. Reference (a) directs all Department of Defense (DoD) installations to maintain mass warning and notification capabilities to warn all personnel immediately, but no longer than 10 minutes after incident notification and verification. The purpose of mass notification is to protect life by indicating the existence of an emergency situation and instructing personnel of the necessary and appropriate response and action. Reference (a) further requires all DoD installations to possess, operate, maintain, or have dedicated access to communications capabilities at the Emergency Operations Center (EOC) or other centralized location to ensure mass warning and notification. The mass warning and notification must give response direction using intelligible voice communications, visible signals, text, text messaging, computer notification, or other communications methods.

a. The eMNS is comprised of two components: the integrated Wireless Audio Visual Emergency System (WAVES), which is the Giant Voice (GV) and individual building eMNS; and an AtHoc, Inc. software based net-centric component. Together, they provide the eMNS

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capability for Marine Corps Installations East-Marine Corps Base Camp Lejeune (MCIEAST-MCB CAMLEJ) and Marine Corps Air Station (MCAS) New River. It is a life safety system.

(1) The MCB CAMLEJ and MCAS New River WAVES capability is provided by GV and individual building eMNS, as required by reference (b).

(a) The GV tower mounted public address system provides real-time information or instructions to personnel in outdoor areas or multiple contiguous areas. The loudspeakers are positioned to provide sound coverage (sirens, pre-recorded messages, live address capability) to areas of the base with high populations or critical missions/functions. GV is not a primary eMNS for personnel indoors.

(b) Where currently installed, individual building eMNS provides real-time information or instructions to building occupants or personnel in the immediate vicinity of a building, including exterior egress and gathering areas. The individual building eMNS will be connected to the base-wide eMNS, but must also be capable of operating independent of the base-wide eMNS.

(2) The AtHoc net-centric eMNS component provides rapid communication of network-based alert messages using a wide range of delivery methods/networks: email, desktop notification, telephone, cell phone, text message, pagers, and mobile/handheld devices. Recipients of eMNS net-centric notifications are termed End Users.

b. A database of End User information (email and work telephone number) Marine Corps-wide was drawn from the active directory and entered into the AtHoc eMNS component prior to initial fielding. Subsequent database updates will occur on a regular basis as directed by respective regional, installation, and tenant commands. Those individuals not in the current database will be manually loaded into the eMNS database at the unit/section level. As a result, the majority of the MCB CAMLEJ and MCAS New River populations will receive the net-centric alerts. Continued eMNS database updates will be required as the MCB CAMLEJ and tenant unit population changes. Updating contact information in the eMNS database is an End User responsibility, as directed by their command.

c. Reference (c), is the only published guidance on the Marine Corps eMNS implementation, operation, and administration to date.

2. Cancellation. MCIEAST-MCB CAMLEJO 5530.1.

3. Mission

a. This Order establishes the procedures and instructions for use of the eMNS and assigns responsibility for its operation, administration, and maintenance.

b. Summary of Revision. This Order has been revised to make minor administrative edits to some pages. This Order should be reviewed in its entirety.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. In accordance with the references, provide MCB CAMLEJ and MCAS New River populations with rapid notification, warning, and information during destructive weather events, emergency situations, and high impact non-emergent events.

(2) Concept of Operations

(a) The Commanding General, MCIEAST-MCB CAMLEJ is the authority for the operation, administration, and maintenance of the eMNS aboard the Installations. The Executive Agent for eMNS policy and procedures aboard MCB CAMLEJ is the Assistant Chief of Staff (AC/S), G-3/5. The AC/S, G-3/5 has tasking authority to ensure eMNS policies and procedures are implemented and executed. The Commanding Officer (CO), Headquarters and Support Battalion (H&S Bn) provides eMNS execution oversight during urgent all hazards (emergency) notifications and provides a 24/7 capability to publish urgent all hazards alerts from the 911 Emergency Consolidated Communication Center (ECCC). The MCIEAST-MCB CAMLEJ EOC, when activated, provides deliberate (non-urgent/non-emergency) and urgent eMNS notifications. For the purpose of this Order, urgent all hazards (emergency) are defined as any incident, natural or man-made, that warrants action to protect the life, property, health, and safety of military members, dependents, and civilians at risk and minimize any disruption of installation operations. MCIEAST-MCB CAMLEJ General and Special Staff designated eMNS operators may initiate deliberate notifications specific to their mission area.

(b) The eMNS is operated by the MCB CAMLEJ 911 ECCC in Building 58. The MCB CAMLEJ 911 ECCC also publishes eMNS all hazards (emergency) alerts for MCAS New River because it serves as the Air Station's dispatch. The alternate MCB CAMLEJ and MCAS New River GV eMNS control point is currently located within the EOC in Building 1. An alternate control point is located on MCAS New River within Building AS-211.

(c) The eMNS is designed to alert pre-selected persons or groups of persons to any event where mass notification is necessary. Alert scenarios are part of the system's function and allow a pre-staged call list of designated personnel and messages to be stored on the server. Scenarios are constructed and saved by personnel responsible for each type of incident and include, but are not limited to, Fire and Emergency Services Division (FESD), Provost Marshal Office (PMO), the EOC, and the Communications Strategies and Operations (COMMSTRAT). Designated eMNS administrators can add or modify alert scenarios as required.

(d) Anyone on MCB CAMLEJ or MCAS New River witnessing an urgent all hazards (emergency) event can notify the 911 ECCC by dialing 911. Authority to verify notifications and publish installation wide urgent/all hazards alerts resides with the 911 ECCC. 911 ECCC personnel are trained to activate the eMNS in the case of an event where urgent initial contact to key groups or wide spread urgent mass notification is required.

(e) The following personnel are authorized to release an all hazards (emergency) alert via the eMNS to warn of impending emergency events or broadcast other emergency announcements by dialing 911:

1. Deputy Commander
2. Chief of Staff
3. G-3/5
4. Command Duty Officer (CDO)
5. EOC (when activated) Senior Watch Officer (SWO)
6. Personnel appointed in writing by the CO, H&S Bn
7. Personnel appointed in writing by the AC/S, G-3/5
8. Duty Fire Chief Duty
9. PMO Watch Commander
10. Designated Regional Meteorological Oceanographic Center personnel
11. Designated MCAS New River personnel

(f) Each General and Special Staff and Department Head and the MCAS New River S-3 will be authorized to designate, in writing, eMNS operators authorized to publish deliberate/routine (non-

urgent/non-emergency) notifications specific to their section's mission area. These notifications will be limited to net-centric means only and will not be broadcast over GV. MCIEAST-MCB CAMLEJ General and Special Staff and Department Heads and the MCAS New River S-3 will provide a copy of operator designation letters to the Department Heads and CO, H&S Bn. eMNS user roles are defined as follows:

1. eMNS operators at the staff section level are authorized to:

a. Issue predefined net-centric deliberate/routine alerts pertinent to their distribution lists and End Users.

b. Create and manage End User accounts.

c. Create and manage distribution lists.

2. eMNS administrators designated by the AC/S, G-3/5, AC/S, G-6, and the CO, H&S Bn are authorized to perform the following net-centric functions:

a. Publish pre-defined alerts using the Quick Publish feature or Scenario Publisher.

b. Define new alerts using the Alert Publisher.

c. Create and manage alerting scenarios.

d. Target the alert recipients.

e. End alerts in progress.

f. Analyze and print reports.

g. Create and manage End User and operator accounts.

h. Manage and monitor published alerts.

i. Define and manage alert channels.

j. Perform system tasks and archive databases when necessary.

3. In addition to functions listed above, eMNS Operators and Administrators designated by General and Special Staff and Department Heads, and H&S Bn are authorized to perform the following WAVES/GV functions:

- action buttons.
- a. Issue pre-defined alerts using selection and
  - b. Issue alerts using live voice messages.
  - c. Target specific alert recipients.
  - d. End alerts in progress.
  - e. Manage and monitor alerts in progress.
  - f. Monitor unit statuses and find unit.
  - g. Perform daily systems checks.
  - h. Activate the alternate base station.
  - i. Use the network configuration tool to  
add/edit database elements.
  - j. Add/edit transceiver and detector data-bases.
  - k. Program transceivers.
  - l. Configure local messaging
  - m. Configure network access bridges.
  - n. Create pre-defined alerts.

4. eMNS Distribution Lists Managers are responsible for creating, populating, and managing distribution lists.

5. eMNS End User Managers manage the accounts of End Users who receive targeted alerts.

6. eMNS End Users are individuals receiving alerts published at their installation. End Users are recipients only and cannot alter or publish an alert.

(g) Emergency Announcement Procedures

1. eMNS urgent all hazards (emergency) announcements are initiated by dialing 911.

2. eMNS urgent all hazards (emergency) announcements are to be limited to those events requiring rapid dissemination of information to notify the base population and assist with the management of an emergency situation occurring on MCB CAMLEJ and/or

MCAS New River. These announcements will provide specific information as to what to do and/or where to go during an emergency (e.g., evacuation order, shelter in place, etc.).

3. Generally, urgent all hazards (emergency) eMNS notifications will be directed by the on-scene Incident Commander (IC). Designation of the IC varies depending on the type of incident. For example, the MCIEAST-MCB CAMLEJ Fire Department Duty Chief or Captain will likely be the IC for a fire; mass casualty; or chemical, biological, radiological, nuclear, and high yield explosives event. However, personnel designated in paragraph 4a(2)(e) may initiate all hazards (emergency) eMNS notifications if required.

4. The following notifications and corresponding tone will sound on GV:

a. Emergency Announcement. High-low tone for five seconds followed by the specific notification, instructions, and actions required by the targeted base population.

b. All Clear. Steady tone for five seconds followed by a verbal message: "All Clear."

c. Test. Steady tone for five seconds followed by verbal message: "This is a test of the GV eMNS. In an actual emergency you will be instructed what to do and where to go. This concludes the test."

(h) High Impact Announcement Procedures

1. High impact, non-emergent events are those events that could or will impact a large number of personnel on the installation, but are not immediately life threatening. High impact events could be , but are not limited to events such as; unscheduled gate and/or road closures during commute time, boil water advisories, facility incident gas line or water main break, structural issue hazardous to occupation,) unexpected school closures; etc.

2. High impact event notifications could come from various sources such as the MCIEAST-MCB CAMLEJ G-3/5, G-4, G-F, MCAS New River S-3, S-4; or H&S Bn Security and Emergency Operations Center (SEOC). Unlike the pre-crafted eMNS message for urgent all hazard (emergency) notifications, high impact notifications will require crafting specific eMNS messages. MCAS New River Installation & Environment will list air station departments authorized to disseminate high impact notifications.

3. During a high impact event, the department reporting the high impact event will create, vet and release the information via the eMNS. If required, the department will contact the G-6 Marine Air-Ground Task Force Information Technology Support Center to release the eMNS message. The reporting department is still responsible for creating and vetting the message.

4. The department reporting the high impact event will contact COMMSTRAT, G-3/5 and MCAS New River S-3 as needed via phone to ensure they have been notified of the event expeditiously.

5. As required, the reporting department can have the CDO coordinate the passing of information to the appropriate tenant duty officers and staff. Use of the CDO is to reduce reporting department workload and assist them with coordination and communication, especially during after-hours when contacting individuals could prove time consuming.

b. Tasks

(1) AC/S, G-1 shall:

(a) Ensure a copy of this Order is included in the CDO instructions.

(b) Ensure the CDO is briefed on procedures for notifying the 911 ECCC to publish eMNS notifications.

(c) Provide the CDO roster to Duty Officer of SEOC/911 ECCC.

(d) Designate Distribution Lists Managers responsible for creating, populating, and managing G-1 eMNS distribution lists.

(e) Designate an End User Manager responsible for managing the accounts of G-1 End Users who receive targeted alerts.

(f) Provide the AC/S, G-6 with personnel rosters as required to assist with eMNS database and reports management.

(g) Ensure all G-1 designated eMNS Distribution Lists Managers and End User Managers are properly trained.

(2) AC/S, G-3/5 shall:

(a) Serve as the Executive Agent for eMNS policy and procedures aboard MCB CAMLEJ.



(b) Incorporate use of the eMNS into the MCIEAST-MCB CAMLEJ Antiterrorism Plan, Installation Emergency Management Plan, and Destructive Weather Order.

(c) Designate eMNS Operators and Administrators as appropriate to perform respective functions when the EOC is activated. The EOC SWO will ensure that all EOC initiated eMNS notifications are coordinated with the 911 ECCC prior to publication.

(d) Designate one primary and one alternate eMNS Operator to assume those responsibilities when the EOC is not activated.

(e) Designate Distribution Lists Managers responsible for creating, populating, and managing G-3/5 eMNS distribution lists.

(f) Designate an End User Manager responsible for managing the accounts of G-3/5 End Users who receive targeted alerts.

(g) Ensure all G-3/5 designated eMNS Operators, Administrators, Distribution Lists Managers, and End User Managers are properly trained.

(h) Incorporate eMNS testing dates into the MCIEAST- MCB CAMLEJ events schedule.

(i) Update eMNS policy and procedures as required.

(3) AC/S, G-6 shall:

(a) Provide support for non-Navy Marine Corps Intranet End Users with a Common Access Card to register and de-register in the eMNS.

(b) Serve as liaison to the eMNS Help Desk to ensure network reliability.

(c) Designate Distribution Lists Managers responsible for creating, populating, and managing G-6 eMNS distribution lists.

(d) Designate an End User Manager responsible for managing the accounts of G-6 End Users who receive targeted alerts.

(e) Ensure all G-6 designated eMNS Operators, Administrators, Distribution Lists Managers, and End User Managers are properly trained.

(4) CO, H&S Bn shall:

(a) Provide eMNS execution oversight as the staff department responsible for a 24/7 eMNS capability for urgent all hazards (emergency) alerts.

(b) Provide a 24/7 eMNS capability for executing all hazards (emergency) notifications at the 911 ECCC aboard MCB CAMLEJ. Designate sufficient administrators and operators to support the capability.

(c) Develop and execute Standing Operating Procedures (SOP) for posting appropriate eMNS alerts on marquee signs to include Marine Corps Community Services and COMMSTRAT operated marquee signs.

(d) Ensure urgent all hazards (emergency) alert AtHoc notification requests originate from on scene witnesses or personnel listed in 4a(2)(e).

(e) Ensure the installation of all GV eMNS is performed, per reference (d).

(f) Serve as the point of contact for all GV eMNS hardware maintenance issues.

(g) Designate Distribution Lists Managers responsible for creating, populating, and managing H&S Bn AtHoc distribution lists.

(h) Designate an End User Manager responsible for managing the accounts of H&S Bn End Users who receive targeted alerts.

(i) Ensure all H&S Bn designated eMNS Operators, Administrators, Distribution Lists Managers, and End User Managers are properly trained.

(j) Ensure H&S Bn first responders are trained on the capabilities of the eMNS and are familiar with its use as an emergency management tool.

(k) Add to or update the baseline notification scenarios emergency announcements that can be used to assist the IC when providing emergency direction to the Installation population during an incident response.

(5) COMMSTRAT shall:

(a) Prepare articles explaining the eMNS to include the meaning of each signal/tone, as well as define the difference between Emergency Announcements and High Impact Event announcements and publish them at least semi-annually in the "Globe" and the MCB CAMLEJ and MCAS New River websites.

(b) Publish announcements of eMNS tests in the "Globe" and on the MCB CAMLEJ and MCAS New River websites.

(c) Develop and execute SOPs for distribution of appropriate eMNS alerts via social media.

(6) All other MCIEAST-MCB CAMLEJ General and Special Staff Department Heads shall:

(a) Designate primary and alternate operators.

(b) Designate Distribution Lists Managers responsible for creating, populating, and managing respective AtHoc distribution lists.

(c) Designate an End User Manager responsible for managing the accounts of department End Users who receive targeted alerts.

(d) Designated operators may also function as Distribution Lists and End User Managers.

(7) Staff departments are responsible for the accuracy of their respective End User registration information. Enclosure (1) provides instructions for eMNS End User Self Service Registration. Users that experience difficulties should contact their designated AtHoc administrator.

(8) All staff departments are responsible for ensuring their designated eMNS Operators, Distribution Lists Managers, and End User Managers are properly trained.

## 5. Administration and Logistics

a. Units should incorporate eMNS registration/de-registration into their check-in/check-out process.

b. Marine Corps Enterprise Network users can register in AtHoc using the following self-service website and by following the directions given in the United States Marine Corps self-service registration instructions provided as enclosure (1):  
<https://alerts1.mcidsus.mcids.usmc.mil/SelfService/ActivityFeed>

c. Users that experience difficulties or are not able to access the self-service website should contact their designated AtHoc administrator.

d. Units/agencies may call the MCIEAST-MCB CAMLEJ G-3/5 Regional Emergency Manager or Information Technology Specialist to request a formatted spreadsheet for eMNS End User data entry. The G-3/5 will send a formatted spreadsheet in Microsoft Excel (.csv) format. The

requesting unit/agency will fill in the form with the user data and return it to the G-3/5 via email. It is the unit's/agency's responsibility to verify the accuracy of their user's data before submitting files to the G-3/5 for import into the eMNS. Units/agencies should submit updated .csv files at regular intervals to keep their information updated.

(1) Net-centric eMNS trouble ticket procedures are defined in enclosures (2) and (3).

(2) GV trouble ticket procedures are defined in enclosure (4).

(3) In the event procedures described in the appendices do not resolve the issue, contact the G-6 help desk at (910) 451-1019.

6. Command and Signal

a. Command

(1) This Order is applicable to MCB CAMLEJ, its subordinate, and all tenant commands.

(2) MCAS New River is referenced in this Order due to MCB CAMLEJ 911 ECCC also serving as FESD and H&S Bn dispatch for MCAS New River. The MCB CAMLEJ 911 ECCC will also publish urgent all hazards alerts for MCAS New River. MCAS New River specific eMNS management procedures will be defined in a separate Air Station Order.

b. Signal. This Order is effective the date signed.



N. E. DAVIS  
Chief of Staff

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Copy to: CDO

Mass Notification Warning System (NMWS) Procedures

**WHY IS NOTIFICATION IMPORTANT?**

During an emergency, it is critical that personnel, military family members, and others aboard MCB Camp Lejeune receive immediate notifications in order to take appropriate action. Whether it is an active shooter, tornado, or other threat/hazard, it is crucial that personnel and military family members are notified of the threat/hazard and know what actions to take.

**HOW WILL I BE NOTIFIED?**

The primary means to disseminate emergency information at MCB Camp Lejeune is by means of the following:

- Giant Voice System (GVS)
- Electronic Mass Notification System (eMNS)/AtHoc
- Public Affairs
- Tenant Command eMNS
- MCPD Patrol Car PA System

**PUBLIC AFFAIRS**

During an emergency, The Public Affairs Office (PAO) will utilize all-hands emails and social media to supplement mass notification systems.

**GIANT VOICE SYSTEM (GVS)**

The GVS consists of speaker towers strategically placed outdoors and within select buildings on MCB Camp Lejeune. During an emergency, the voice of an operator will be heard providing notification and instructions.

**ELECTRONIC MASS NOTIFICATION (eMNS)/ATHOC**

All personnel with a "usmc.mil" email account must register within the eMNS in order to receive desktop pop-up messages and alerts through work telephone and email. However, it is highly recommended that personnel provide additional contact information in order to ensure notification wherever they may be.

**How do I add or verify my contact information within the eMNS/AtHoc system?**

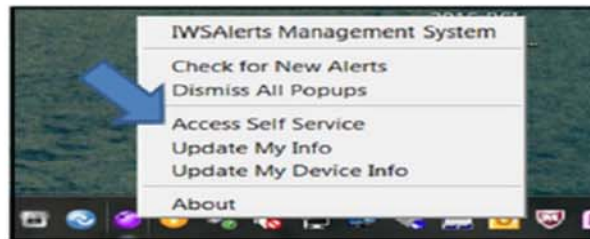
If you have the eMNS software on your computer (must have usmc.mil account), follow these instructions:

1. On your desktop, locate the "Purple Globe" within your Item Tray.



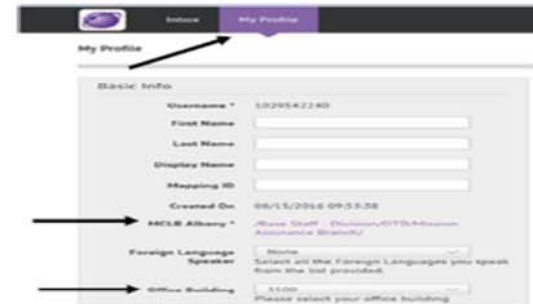
2. Left click and select "Access Self Service".

**\*\*\* Pick your email certificate when the**

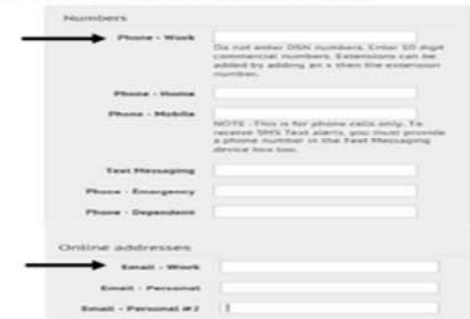


**certificates pop up.**

3. Within "My Profile", verify Organizational Information and building you work in. If it is incorrect /incomplete, click on the hyperlink and chose the correct organization.



4. Numbers. Work Phone/Email required. Mobile and Text recommended.



5. Press save when complete. **ATHOC MOBILE NOTIFIER (OPTIONAL)**

1. Download the AtHoc Notifier for your iPhone or Android device.
2. Register and verify your personal "usmc.mil" email.
3. Enter org code: Lejeune.mil

#### TENANT COMMAND eMNS

Personnel within tenant commands, such as MARSOC, SOI, MCCSSS, will receive MCB Camp Lejeune AtHoc eMNS notifications as long as they have a "usmc.mil" account and have updated their contact information. However, tenant commands, such as the Naval Hospital must have personnel and their contact information inputted into the MCB Camp Lejeune eMNS through the base eMNS POC.

For specific information about your command/activity, please contact your designated Security, Emergency Management, Mission Assurance POC or the Installation Emergency Manager/base eMNS POC.

#### ACTIONS UPON RECEIVING AN EMERGENCY NOTIFICATION

##### EMERGENCY LOCKDOWN

An emergency lockdown is primarily affiliated with a potential hostile threat aboard MCB Camp Lejeune, such as an active shooter. Upon notification to "lockdown", personnel and residents should:

- Move Indoors (If unable, find cover)
- Lock Exterior Doors and Windows
- Close Blinds
- Move away from Doors and Windows
- Wait for the "All Clear" or additional instructions.

If an active shooter is within your building, be prepared to "run, hide, or fight".

#### ACTIONS UPON RECEIVING AN EMERGENCY NOTIFICATION CONT

##### SHELTER-IN-PLACE (SIP)

A SIP alert will be issued via MNWS if there is a threat to personnel aboard the Installation from Hazardous Material (HAZMAT). Personnel should turn off the HVAC if possible, move to a room with limited ventilation and cover windows/door frames/ventilation ducts with plastic if possible and await further instructions.

##### SEEK SHELTER IMMEDIATELY (SSI)

A SSI alert is disseminated through the MNWS if MCB Camp Lejeune is threatened by a destructive weather event, such as a hurricane, tornado or severe thunder storm/lightning, with real-time information in order to ensure life safety.

- Lightning 10: Lightning is within 10 miles of MCB Camp Lejeune. Personnel should move indoors and wait for the "all clear".
- Tornado Warning: The siren (steady tone) will sound off through the GVS. An alert will be sent through eMNS. Seek shelter in an interior room away from windows until the "all clear" is given.

##### BASE eMNS POINT OF CONTACT

If you have questions or issues associated with eMNS please contact 451-6968 or 450-7935.



MCB

CAMP

LEJEUNE

#### MASS NOTIFICATION WARNING SYSTEM (MNWS) PROCEDURES



***EMERGENCY NOTIFICATIONS  
CAN SAVE YOUR LIFE. ENSURE  
THAT YOU CAN RECEIVE THEM.***

*Ver 3 Dated 3/1/2017*

System Problem and Initiation of Failover Process

The following process explains actions that must be taken to initiate a failover to the alternate Net-Centric Server Site. These actions must be taken in sequence in order to determine; 1) that failover is necessary, and 2) that all affected installations are aware the failover has occurred.

1. eMNS Administrators determine the primary Net-Centric Server Site cannot be reached from multiple workstations. eMNS Administrators contact the MCIEAST-MCB CAMLEJ G-3/5 eMNS Administrator at (910) 451-6968 or (910) 450-7935 for verification that the primary site is down. After working hours, contact the Marine Corps Installation Command (MCICOM) Watch Officer at (571) 256-8194 or (910) 391-4419.
2. If MCICOM confirms the site is down, MCICOM shall initiate a system failover. If confirmation is not made, the issue is at the installation level and procedures in enclosure (3) will be followed.
3. MCICOM contacts the Quantico/Pendleton/Foster/Kaneohe Bay Network Operations Center and initiates failover procedures to alternate server locations.
4. MCICOM verifies alternate site is up and running.
5. MCICOM sends Alert to all CONUS/OCONUS locations indicating the switch to the alternate site has been successful.

Reporting System Problem to AtHoc Support

1. Contact AtHoc Support.
  - a. Where: AtHoc Support.
  - b. Phone: 1-888-GO-ATHOC (1-888-462-8462).
  - c. Portal: [www.athoc.com/support](http://www.athoc.com/support).
  - d. Email: [support@athoc.com](mailto:support@athoc.com).
2. Provide the following information:
  - a. Your identity: Rank/Title, First Name, Last Name, Commercial Phone Number where you can be reached, and e-mail address (if applicable).
  - b. Location: Your site, e.g. MCB CAMLEJ.
  - c. System: USMC Net-centric.
  - d. Description of Problem: Give a descriptive narrative of the issue.
3. Additional Information. Provide the following information to submit along with the request for support:
  - a. AtHoc Event Viewer Logs (can be gathered and exported via Net-centric web interface under Administration-> Event Log).
  - b. A screenshot of the issue (if applicable).

Note: AtHoc Desktop Client Logs (if issue is client related) can be gathered by right-clicking on the client (purple globe in lower-right of screen), choosing "About", and clicking "Open Log File".



Guide to Reporting Problems with the Giant Voice (GV) System

1. All problems encountered with the GV system will be reported to MCIEAST-MCB CAMLEJ Physical Security at (910) 451-5810.

a. MCIEAST-MCB CAMLEJ Physical Security will initiate the following procedures. Call the Integrated Support Center (ISC) by telephoning 1-877-4-SPAWAR (1-877-477 2927) or Defense Switched Network (DSN) 588-5550 and specify that you are calling about a USMC Electronic Security System (ESS) problem. This will prevent your ticket from going to another program such as fuel handling. When reporting a problem to the ISC, you will have to give the operator the following information:

(1) Ship/Activity: There may be more than one entry for your base. To ensure your problem gets to your Response Service Technician (RST) for resolution, be sure to use the ship/activity that was specified by your RST.

(2) System: The System must be reported as USMC ESS. If this is not reported correctly, your trouble ticket may be forwarded to the wrong group for resolution. This will delay action on your problem. The operator will ask for your Last and First Name, Rank, Commercial and DSN telephone numbers, and e-mail address.

(3) Categorization: This is a pick list. The choices are Hardware or Software.

(4) Priority: The ticket must be prioritized 1 through 5 with 1 being the highest priority. The following is a list of definitions for the different priorities.

Priority	Definition
1	Prevent the accomplishment of an essential capability. Jeopardize safety, security, or other requirement designated "CRITICAL." Requires posting of guard force immediately upon event or failure.
2	Adversely affects the accomplishment of an essential capability and no work around solution is known. Requires posting of guard force upon the end of the normal work day.
3	Adversely affects the accomplishment of an essential capability, but a work around solution is known
4	Results in user/operator inconvenience or annoyance but does not affect a required operational or mission-essential capability. Results in inconvenience or annoyance for development or maintenance personnel but does not prevent the accomplishment of the responsibilities of the personnel.

Priority	Definition
5	Any other effect (e.g. something minor, but you want to document it).

(5) Short Description of Problem: Be precise. Do not report "All hosed up" or "System going crazy". For example, report "Building 1452 All Communication Loss" or "Camera 31 No Video". You will note that, in these examples, the problem description is straightforward and the exact location on the site is given. Be sure to provide the Building number and Building name. If it is a Medium Dependent Interface "issue", also provide the account, line, Remote Terminal Unit, and zone information.

b. A RST will be paged immediately (24 hours a day, seven days a week), for all Priority 1 and 2 tickets. RSTs will only be paged during normal working hours for priority 3 through 5 tickets.

c. Please do not wait until a problem becomes "high profile" before reporting it to the call center and then report it as a Priority 1 or 2. Problems should be reported as soon as they are identified for resolution. Priorities 1 and 2 are critical and it is likely guards will be posted. Priorities 3 through 5 are less critical and can wait for the next workday. Keep in mind, a priority 3 through 5, called in on Friday may not be addressed until Monday.

d. Even problems you discover and resolve should be reported to the ISC. This allows the RST to recognize trends that may be occurring at your site.