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**Fwd: Arise Technical Support has opened Incident INC3303826**

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**Patrick Davis** <patrick@acid.email>  
To: Mike Solstice <solstice@acid.email>

Fri, Oct 25, 2019 at 8:45 PM

## Chat Log:

7:03 PM Connecting...

7:03 PM Connected. A support representative will be with you shortly.

7:03 PM Support session established with Rael.

7:03 PM Rael: Thank you for contacting Live Support. In order for us to validate your account, please provide the following information:

1. Full Name and CSPID
2. Home or Mobile Phone Number
3. Home address including zip code
4. Email address on your profile

7:05 PM Patrick Davis: Patrick Davis. CSPID: 2654905.

915-255-8242

[215 Highway 290 #30](#)[Lake Hamilton, AR 71913](#)

patrick@acid.email

7:05 PM Rael: Thank you for providing this information. Please reconfirm your issues details so we can begin troubleshooting.

7:06 PM Patrick Davis: Pulse Secure failing to connect while doing pre-work. Unable to communicate with the server.

7:07 PM Rael: Thank you for providing the information. Let me assist you to resolve the issue.

7:07 PM Rael: In order to properly assist you and troubleshoot the issue, may I please have access to your computer?

7:12 PM Patrick Davis: This is Michael Noga, Chief Executive Officer of Fedora Prime LLC known to Arise as IBO #232-564, my CSP ID is 2653713. As what you've requested is a violation of internal security policies I have to step in here &amp; am issuing an emergency override authorizing your request. Yes, you may access his workstation. I'll turn you back over to Patrick Davis now.

7:14 PM Rael: Have you received any email from Arise?

7:15 PM Patrick Davis: Besides marketing emails, no.

7:16 PM Rael: Can you please let me know the exact issue which you are facing?

7:17 PM Patrick Davis: 7:06 PM Patrick Davis: Pulse Secure failing to connect while doing pre-work. Unable to communicate with the server.

7:18 PM Rael: In order to properly assist you and troubleshoot the issue, may I please have access to your computer?

7:18 PM Rael: Thank let me have the access

7:19 PM You have granted full permission to Rael. To revoke, click the red X on the toolbar or press Pause/Break on the keyboard.

7:19 PM Remote Control started by Rael.

7:19 PM Rael: I can see your screen now

7:20 PM Rael: Please allow me to control the mouse and keyboard for a moment for further troubleshooting. May I continue?

7:20 PM Patrick Davis: Yes.

7:20 PM Rael: Thank you

7:22 PM Rael: Can you please open Pulse Secure

7:24 PM Patrick Davis: It is open but this is a dual monitor system so you may be viewing the wrong screen?

7:24 PM Remote Control by Rael stopped.

7:24 PM Remote Control started by Rael.

7:24 PM Rael: I am unable to click on it. Can you please click on the option next to +

7:25 PM Rael: Please enter the URL as <https://cclvpn.arisevendor.net/pcl>

7:27 PM Rael: Click on Save

7:27 PM Rael: Click on Connect

7:27 PM Rael: Click on proceed

7:30 PM Rael: Can you please activate screen saver

7:30 PM Rael: I am unable to control mouse

7:31 PM Patrick Davis: This is Michael Noga again, I'm taking over for Patrick here because your systems are not working as they should &amp; I hold a Masters Degree in Computer Engineering. Clicking the link for your automated tool does not do anything. How do we proceed?

7:31 PM Rael: Unfortunately I will need to transfer this issue to another technician. Please hold while your session is transferred, this may take a few moments depending on the current call volume. Thank you for your patience!

7:31 PM Rael: I have documented your issue and session details in an incident. Please reference this number if you need to follow-up on this incident or need additional troubleshooting assistance. -INC3303826

7:32 PM Transferring session to another technician...

7:32 PM Support session established with Syd M..

7:32 PM Remote Control by Rael stopped.

7:33 PM Syd M.: Hello Patrick

7:33 PM Syd M.: How are you today?

7:34 PM Patrick Davis: Frustrated honestly, really wish Arise would use secure service providers that actually work as they should. Yourself?

7:34 PM Syd M.: I am good, thank you for asking

7:34 PM Syd M.: Let me help you

7:35 PM Patrick Davis: For the record this Michael Noga, Chief Executive Officer of Fedora Prime LLC. As you accessing our workstations is a violation of our internal security policies and require an override from me & I hold a Master's Degree in Computer Engineering I'm stepping in.

7:36 PM Syd M.: I did not get your concern

7:37 PM Patrick Davis: My concer is LogMeIn is a system known to have severe security issues and allowing it to access our network compromises network security; I am allowing this via C.E.O. Override per our internal security policies under my direct supervision.

7:39 PM Syd M.: Alright, in that case let me transfer you to a higher level tech

7:39 PM Memory information requested by and sent to Syd M..

7:39 PM Disk drive information requested by and sent to Syd M..

7:39 PM Operating System information requested by and sent to Syd M..

7:39 PM Scheduled tasks information requested by and sent to Syd M..

7:39 PM Recent events requested by and sent to Syd M..

7:39 PM CPU information requested by and sent to Syd M..

7:39 PM Process list requested by and sent to Syd M..

7:40 PM Syd M.: Unfortunately I will need to Transfer this issue to another technician. Please hold while your session is transferred, this may take a few moments depending on the current call volume. Thank you for your patience!

7:40 PM Syd M.: I have documented your issue and session details in an incident. Please reference this number if you need to follow-up on this incident or need additional troubleshooting assistance. -INC3303826

7:40 PM Syd M.: PLease stay online while I transfer you

7:40 PM Patrick Davis: Thank you.

7:43 PM Transferring session to another technician...

7:43 PM Support session established with Adrian.

7:43 PM Adrian: Welcome to Arise Live Support. Please hold for a moment while I review your issue details. During this time is there anything you would like to add regarding the issue you are experiencing?

7:44 PM Patrick Davis: Nothing other than Arise needs to upgrade to using a secure system, no. LogMeIn is so notoriously hackable it's nickname is "LogAnyoneln". I am VERY uncomfortable allowing this software to access our systems.

7:47 PM Adrian: I apologize, and will note this to your Ticket.

7:47 PM Adrian: In order to properly assist you and troubleshoot the issue, may I please have access to your computer?

7:48 PM Patrick Davis: Yes, I am granting you limited access to this workstation only overriding our internal security policies as Chief Executive Officer of Fedora Prime LLC known to Arise as IBO #232-564, my CSP ID is 2653713.

7:48 PM Remote Control started by Adrian.

7:49 PM Adrian: Thank you for granting me access.

7:52 PM Adrian: Unfortunately I will need to escalate this issue to another technician. Please hold while your session is transferred, this may take a few moments depending on the current call volume. Thank you for your patience!

7:52 PM Transferring session to another technician...

7:52 PM Support session established with Ricky R..

7:52 PM Remote Control by Adrian stopped.

7:52 PM Ricky R.: Welcome to Arise Live Support. Please hold for a moment while I review your issue details. During this time is there anything you would like to add regarding the issue you are experiencing?

7:53 PM Patrick Davis: Nothing I haven't already said other than now I feel like I'm playing musical chairs.

7:53 PM Ricky R.: I do apologize.

7:54 PM Ricky R.: In order to properly assist you and troubleshoot the issue, may I please have access to your computer?

7:54 PM Patrick Davis: I appreciate the apology. I have a Master's Degree in Computer Engineering & even I can't get these systems to work.

7:54 PM Patrick Davis: I've already granted Arise an Emergency Override of our Internal Security Policies two or three times now, it should be in the chat logs.

7:55 PM Ricky R.: Are you logged into a guest account or admin account on the PC?

7:56 PM Patrick Davis: Our agents are not allowed admin access to the workstations however I can put in my passwords should Windows require Administrative access. It will prompt me to do so if needed.

7:56 PM Ricky R.: So this isn't a personal PC correct?

7:58 PM Patrick Davis: Patrick is the Chief of Operations so he is sitting next to me at our home office. This system is configured as a

personal PC but is the property of Fedora Prime. I'm not sure if that answers your question or not?

7:58 PM Remote Control started by Ricky R..

7:59 PM Ricky R.: There is a small popup behind the Pulse window.

8:00 PM Ricky R.: Click ok.

8:00 PM Ricky R.: Click Run again.

8:00 PM Ricky R.: Click cancel

8:02 PM Ricky R.: Click retry

8:03 PM Patrick Davis: Arise needs to upgrade. Microsoft is depreciating the screensaver you just enabled as it is not secure. My systems exceed Department of Defense standards, with that turned on they now having a gaping security hole.

8:04 PM Ricky R.: This is the Arise policy. Pulse will not connect without it.

8:05 PM Patrick Davis: Yes, and Arise needs to update those policies. They are several years out of date & this is not secure at all.

8:06 PM Patrick Davis: I am isolating this workstation from the rest of our network before you compromise our Department of Defense contracts. Please hold.

8:07 PM Ricky R.: Is this PC also connected to a DOD network?

8:07 PM Patrick Davis: This workstation is now isolated from the rest of our networks, you may proceed with your security breach.

8:08 PM Patrick Davis: Fedora Prime holds contracts with many Fortune 500 Companies & several Government Agencies. These security policies you are enforcing are making our systems less secure.

8:09 PM Ricky R.: If you have a concern about security breaches on a DOD PC or network. I would suggest you use a personal PC. If you have further concerns you can address them with our Partner Support department as well.

8:09 PM Patrick Davis: I will be taking this up with Partner Support. For the time being I have isolated this system from the rest of our network so you can proceed as Patrick can not proceed with the Pre-Work until you fix this.

8:10 PM Ricky R.: Click proceed.

8:11 PM Ricky R.: Scroll down

8:13 PM Ricky R.: Click the configure link.

8:13 PM Ricky R.: Run

8:13 PM Ricky R.: Run

8:13 PM Ricky R.: Press any key

8:13 PM Ricky R.: Click in the cmd window and press any key

8:14 PM Ricky R.: prodeed

8:14 PM Patrick Davis: 5th time's the charm I guess, just for the record that also didn't work the first 4 times I tried it.

8:15 PM Ricky R.: You can log in now.

8:16 PM Patrick Davis: Where does he get the Username & Password? It didn't give him one previously. Do we use his CSPID and password or?

8:17 PM Ricky R.: Arise Portal login.

8:18 PM Patrick Davis: One second, he's verifying his password for me.

8:19 PM Ricky R.: Type the word push

8:20 PM Ricky R.: Approve the notice on the DUO app.

8:20 PM Ricky R.: <https://bookmarks.arisevendor.net>

8:21 PM Ricky R.: Click to upgrade. You may need to log back in again afterwards.

8:23 PM Ricky R.: Reconnect to Pulse before you try to access the link.

8:24 PM Ricky R.: reconnect\*

8:26 PM Ricky R.: Click Carnival Agent.

8:27 PM Patrick Davis: he's servicing Princess Cruise Lines

8:27 PM Ricky R.: What VPN link is entered into Pulse?

8:28 PM Ricky R.: Click the arrow beside Princess.

8:28 PM Patrick Davis: It's somewhere in the chat logs, one of the other 4 or 5 techs we were transferred to had him change it from what the pre-work said to use

8:28 PM Ricky R.: oK.

8:29 PM Ricky R.: You can refresh the bookmark page and click the other link.

8:30 PM Patrick Davis: so PCL - Agent this time?

8:30 PM Ricky R.: Yes

8:30 PM Patrick Davis: not sure if you can see both monitors or not?

8:30 PM Ricky R.: I have to switch between them.

8:30 PM Ricky R.: Citrix access.

8:31 PM Ricky R.: This is a different username and password. You should have received it via email.

8:33 PM Patrick Davis: I don't see any email in his account other than the marketing emails Arise sends constantly.

8:34 PM Ricky R.: When does your class start?

8:34 PM Patrick Davis: October 28th

8:36 PM Ricky R.: You will need to wait until you get the email from your instructor with your client login credentials to access Citrix.

8:36 PM Ricky R.: I have documented your issue and session details in an incident. Please reference this number if you need to follow-up on this incident or need additional troubleshooting assistance. - INC3303826

8:37 PM Ricky R.: Is there anything further we can assist you with today?

8:37 PM Patrick Davis: Yes

8:37 PM Patrick Davis: My understanding is the pre-work has to be completed before the start of class. If he has not been sent the required logins prior to class starting and is thus unable to complete that pre-work what is Arise's policy then?

8:38 PM Ricky R.: You will need to speak to Enrollment via AVA.

8:39 PM Patrick Davis: Round and round we go. I'll just ahold of Nicole in Partner Support tomorrow. Nothing but issues Arise, every single time.

8:39 PM Patrick Davis: I can disconnect this insecure VPN now correct?

8:40 PM Ricky R.: Yes you can.

8:40 PM Ricky R.: Is there anything further we can assist you with today?

8:41 PM Patrick Davis: No I don't think so. I appreciate your time Ricky & for trying to help us. Please do enjoy the rest of your day/night.

8:41 PM Ricky R.: Thank you for reporting your issue. It's been a pleasure assisting you today. You may now close our chat window to end the session. Have a great day!

----- Forwarded message -----

From: **Arise Support** <[arise@service-now.com](mailto:arise@service-now.com)>

Date: Fri, Oct 25, 2019 at 7:33 PM

Subject: Arise Technical Support has opened Incident INC3303826

To: <[patrick@acid.email](mailto:patrick@acid.email)>

## INC3303826

An incident has been opened with Arise to track the status of your issue. If you or your agent is scheduled to service and is unable to service because of this issue, a waiver will automatically be applied to the impacted interval(s) within 2 business days of the technical support visit. The details of your issue are listed below:

Description: Unable to log into VPN

There is no action required by your company at this time. We will be sure to provide follow-up as soon as possible.

You can view all the details of the incident by following the link below:

[Take me to the Incident](#)

Thank you for using the Arise platform,

Arise Virtual Solutions Inc.