edental services support request form

Please provide location ID number and/or example dentist list number	
LAN cable connections have been checked, PCs have been rebooted and static route files are in place.	
CAT20 has been rebooted and appears as described above in the [Managing your connection to NHS](#) document.	
Internet router has been rebooted and you can access internet.	
Which if any of the 3 SWAN only services are working? Can you access Business objects or SCI gateway; is your PMS working and sending claims?	

Incident impact and contact details

When did the issue start?	
What is the impact on your business? Which services are not working?	
How many dentists are impacted?	
Have any changes been made prior or since the issue occurred?	
Provide a description of any incident and detail any investigation completed.	
Contact name and telephone. How many PCs	

When did the issue start?	
are there at the practice? Are they all affected.	
Practice opening hours, in case an engineer has to attend.	
Additional information.	

Please email the completed request to: **nss.psddental@nhs.scot**

For PSD customer service reply

Confirm location ID number	PSD comment/advice

Adding Static Routes instruction

Click Windows Start

Type cmd, **Right Click** on Command Prompt Icon, **Click** Run as Administrator, **Click** YES (if requested)

From Command window, **Type** route print, scroll up to IPv4 Route Table Persistent Routes, Confirm that Persistent Routes = None. **Click** enter and add the static routes (2 only)

Type route –p add 10.240.0.0 mask 255.240.0.0 [PSD to enter details]

Type route –p add 164.134.0.0 mask 255.255.0.0 192.168.0.253 [PSD to enter details]

Confirm that routes are there, **Type** route print, Scroll up to IPv4 Route Table Persistent Routes

Close Command prompt

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