Technology Alerts

Overview

- Overview
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  - Current IT Alerts as of 12/02/2018 09:00 AM
  - Additional Notes and Workarounds
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  - What to expect from an alert
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All active and recently closed technology alerts, outages, and announcements will be listed below.

This page is maintained by ITS, and it only lists alerts, outages, and announcements that ITS manages.

<table>
<thead>
<tr>
<th>Alert Legend</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1</td>
<td>The system is completely down. No one can use it at this time.</td>
</tr>
<tr>
<td>Priority 2 or Priority 3</td>
<td>The system has bugs that may affect some users. The system may be down for some users, but not all.</td>
</tr>
<tr>
<td>Notice</td>
<td>The system has upcoming maintenance or upgrades scheduled.</td>
</tr>
</tbody>
</table>

End of Life -- Various Services

The following services will not be available after Wednesday, December 19, 2018:

- eDesktop (replaced by ArgoApps)
- Legacy eLearning (D2L) (replaced by Canvas)
- Blackboard Collaborate/Collaborate Ultra (replaced by Cisco Webex, Panopto, and Google Meet)

The following applications will also be removed from ArgoApps at the end of the Fall 2018 semester:

- AutoCAD 2017 (Already replaced with AutoCAD 2019)
- IBM SPSS Statistics 24 (Already replaced with IBM SPSS Statistics 25)
- MATLAB 2017a (To be replaced by MATLAB 2018a following removal of previous versions at the end of the semester)
- MATLAB 2017b (To be replaced by MATLAB 2018a following removal of previous versions at the end of the semester)
- SOLIDWORKS 2017 (Already replaced with SOLIDWORKS 2018)

Posted Alerts

Current IT Alerts as of 12/02/2018 09:00 AM

--- Beginning of automated output ---
### Notice

**Banner**
**Dec 8 6:00 AM**
**4 hrs**

**Banner - Planned System Outage** MyUWF and Banner applications will be unavailable Saturday, December 8th from 6am to 10am CT due to planned system maintenance. eLearning will remain online and can be accessed from the eLearning app in MyUWF.

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**Panopto**
**Dec 15 6:00 PM**
**4 hrs**

**12/15 6pm - 10pm: Panopto Outage** Panopto Cloud will be upgraded to Panopto 6.0. This upgrade will require downtime. During the time the site is offline, users will not be able to access recordings on the server, and any attempts to upload from will result in a "Server unable to connect" message.

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### Additional Notes and Workarounds

<table>
<thead>
<tr>
<th>Product /Service</th>
<th>Notes and Workarounds</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Google Calendar SMS Alerts</td>
<td>Google Calendar SMS notifications will be removed on January 7, 2019. See <a href="https://edu.google.com/system/status">G Suite Updates</a> for more details.</td>
<td>2018-12-15</td>
</tr>
<tr>
<td>Hipchat to Slack</td>
<td>UWF migrated from Hipchat to Slack on Friday, November 2nd. See <a href="https://support.slack.com">Getting Started with Slack</a> for useful tips.</td>
<td>2018-12-15</td>
</tr>
<tr>
<td>Banner Document Management (BDM)</td>
<td>BDM was recently upgraded to include a single sign-on (SSO) feature. This feature allows users to sign-in with ArgoNet credentials so there’s no need to maintain a separate BDM password. The BDMS MyUWF app and Banner Link Hub have been updated. Please update any web browser favorites or bookmarks to use the new link: <a href="https://bdmsprod.argo.uwf.edu/AppXtender/Login.aspx?ssos=true">https://bdmsprod.argo.uwf.edu/AppXtender/Login.aspx?ssos=true</a></td>
<td>2018-12-15</td>
</tr>
<tr>
<td>Password change alerts</td>
<td>ITS is changing the process by which it handles alerting and managing ArgoNet accounts with overdue password changes. Some employees and student employees may receive more than one message regarding password changes (one from the previous method and a new one from the latest method). The latest email received will be the one with the most accurate information.</td>
<td>2018-12-15</td>
</tr>
</tbody>
</table>
### Alert Handling

**How do we define an alert**

All of the following must apply:

- We can consistently reproduce an unexpected behavior.
- An issue is generating a number of responses from the UWF community.
- An alert is posted on this page.
- Either ITS or the third-party vendors are aware of the issue.
- Either ITS or the third-party vendors are actively working to resolve the issue.

**What to expect from an alert**

ITS will make best efforts to provide the following for each alert:

- What is expected to occur
- What actually occurs
- What are the workarounds for the issue
- Which departments and third-party vendors are working to resolve the issue
- When was the alert posted
- When was the alert closed

### ITS Maintenance Window
System Maintenance Time is a block of time endorsed by InfoSys when online systems are "not expected" to be operational. This does not mean that systems will always be down; there is a possibility online systems will be inoperable during that time due to planned maintenance. It is our standard practice to avoid maintenance whenever possible in these cases:

- weekends and Mondays associated with the bi-weekly payroll cycle
- end-of-term processing
- first week of classes
- BOT meeting days
- recent instability of critical ITS services
- other conflicting scheduled upgrades/fixes

Standard Working Hours are M-F 8am - 5PM, during which time no routine maintenance will be planned if at all possible.

<table>
<thead>
<tr>
<th>CST</th>
<th>Daily</th>
<th>Su nday</th>
<th>Mo nday</th>
<th>Tu esday</th>
<th>Wes day</th>
<th>Th u rsday</th>
<th>Fr id ay</th>
<th>Satur day</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00 am - 1:00 am</td>
<td>CM L M</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$ Any system - however coordination and awareness is imperative because server or network changes may affect your work (at your own risk)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1:00 am - 2:00 am</td>
<td>L M J R</td>
<td>J R J R</td>
<td>J R</td>
<td></td>
<td></td>
<td>B Banner ERP systems and associated systems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2:00 am - 3:00 am</td>
<td>L M</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B (optional) Banner ERP systems and associated systems (reserved for anticipated longer outages which can't fit into the regular Wednesday window)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3:00 am - 4:00 am</td>
<td>L M</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>P N $ Network</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4:00 am - 5:00 am</td>
<td>L M</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>P N $ Server and Workstation Patching</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4:30 am - 5:00 am</td>
<td>L M</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>P N $ eLearning maintenance (only 4th Sunday of the month)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5:00 am - 6:00 am</td>
<td>L M</td>
<td>B</td>
<td>P N $</td>
<td></td>
<td></td>
<td>eL-M eLearning re-indexing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5:30 am - 6:30 am</td>
<td>L M</td>
<td>B</td>
<td>P N $</td>
<td></td>
<td></td>
<td>eL-M eLearning re-indexing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6:00 am - 7:00 am</td>
<td>B</td>
<td>P N $</td>
<td></td>
<td></td>
<td></td>
<td>B (optional) Collaborate (Blackboard) Maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7:00 am - 7:30 am</td>
<td>B</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B (optional) Collaborate (Blackboard) Maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard working hours</td>
<td>B (optional) (8-10am)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B (optional) Collaborate (Blackboard) Maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5:00 pm - 9:00 pm</td>
<td>B</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B (optional) Collaborate (Blackboard) Maintenance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9:00 pm - 12:00 am</td>
<td>CM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>B (optional) Collaborate (Blackboard) Maintenance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ITS Help Desk

(850) 474-2075
helpdesk@uwf.edu