Technology Alerts

Overview

- Overview
- Posted Alerts
  - Current IT Alerts as of 12/02/2018 03:00 PM
  - Additional Notes and Workarounds
- Alert Handling
  - How do we define an alert
  - What to expect from an alert
- ITS Maintenance Window
- ITS Help Desk

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 03:00 PM

--- Beginning of automated output ---
### 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><strong>Google Calendar</strong></td>
<td>SMS Alerts</td>
<td>Google Calendar SMS notifications will be removed on January 7, 2019. See G Suite Updates for more details.</td>
</tr>
<tr>
<td><strong>Google sign-in screen</strong></td>
<td></td>
<td>Starting November 27th, 2018, Google will make some small changes to the appearance of the Google sign-in page. Please see the Changes to the Google sign-in interface coming soon webpage for additional details.</td>
</tr>
<tr>
<td><strong>Hipchat to Slack</strong></td>
<td></td>
<td>UWF migrated from Hipchat to Slack on Friday, November 2nd. See Getting Started with Slack for useful tips.</td>
</tr>
<tr>
<td><strong>Banner Document Management (BDM)</strong></td>
<td></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?ss=true">https://bdmsprod.argo.uwf.edu/AppXtender/Login.aspx?ss=true</a></td>
</tr>
<tr>
<td><strong>Password change alerts</strong></td>
<td></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>
</tr>
</tbody>
</table>
### eLearning Known Issues & System Status

<table>
<thead>
<tr>
<th>eLearning Decision Register – This Confluence page aims to track the Canvas-related requests ITS has received as we’ve released Canvas to UWF.</th>
<th>2018-08-29</th>
</tr>
</thead>
<tbody>
<tr>
<td>eLearning System Status - This website is maintained by the eLearning vendor and offers information on eLearning system performance and accessibility.</td>
<td>2018-08-20</td>
</tr>
</tbody>
</table>

### Video Conferencing and Google Calendar (Webex & Meet)

| Google Meet will no longer be automatically added to new Google Calendar Events. You will now see multiple Web Conferencing options when clicking "Add Conferencing". These options include Hangouts Meet, Webex Meeting, and Webex Personal Room meeting. This change was made to facilitate new Google Calendar Webex options. Visit Adding Webex Meetings to Google Calendar for more information. | 2018-09-09 |

### Banner

- See Issues List on Banner 8 Shutdown Project Plan for active Ellucian Cases and JIRA tickets related to the Banner 9 transition.

### Blackboard Collaborate

- **Blackboard Collaborate End of Life**
  - Due to changes made by Blackboard, UWF had to discontinue using the Collaborate Ultra and Collaborate Classic web conferencing services after the Summer 2018 semester. Replacements for web conferencing include the following:
    - Cisco Webex
    - Panopto
    - Google Meet
  - **Accessing utilities in Blackboard Collaborate Classic**
    - Update 12/01/17, 8:25 AM CST – Instructors can access Utilities if they use the Internet Explorer web browser.
    - Users unable to launch Collaborate Original Sessions

### ArgoApps 'New Folder' bug

When opening/saving a file within some apps in ArgoApps and wishing to create a new folder or delete an existing file, you may encounter a ‘bug’. See ArgoApps Help: Fall 2018 ‘New Folder’ bug for more information and workarounds.

### "Inbox by Gmail" End of Life

- Due to recent updates to Gmail, Google has decided to discontinue support of "Inbox by Gmail" in March of 2019. Users who currently use the app are recommended to switch to the Gmail App.

### 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 e sday</th>
<th>Th ur sday</th>
<th>Fr id ay</th>
<th>Satur day</th>
<th>Legend</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00 am - 1:00 am</td>
<td>CM</td>
<td>eL-M</td>
<td></td>
<td></td>
<td>RJ</td>
<td>RJ</td>
<td>RJ</td>
<td>* Any system (except Banner Core Systems: Banner Student, HR, Finance)</td>
</tr>
<tr>
<td>1:00 am - 2:00 am</td>
<td>eL-M</td>
<td>JR</td>
<td>JR</td>
<td></td>
<td>RJ</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>
</tr>
<tr>
<td>2:00 am - 3:00 am</td>
<td>eL-M</td>
<td></td>
<td></td>
<td></td>
<td>RJ</td>
<td></td>
<td></td>
<td>B Banner ERP systems and associated systems</td>
</tr>
<tr>
<td>3:00 am - 4:00 am</td>
<td>eL-M</td>
<td></td>
<td></td>
<td></td>
<td>B</td>
<td></td>
<td></td>
<td>B Banner ERP systems and associated systems (reserved for anticipated longer outages which can’t fit into the regular Wednesday window)</td>
</tr>
<tr>
<td>4:00 am - 5:30 am</td>
<td>eL-M</td>
<td></td>
<td></td>
<td></td>
<td>P N $</td>
<td></td>
<td></td>
<td>N Network</td>
</tr>
<tr>
<td>5:00 am - 6:00 am</td>
<td>eL-M</td>
<td></td>
<td></td>
<td></td>
<td>P N $</td>
<td>P</td>
<td></td>
<td>P Server and Workstation Patching</td>
</tr>
<tr>
<td>6:00 am - 7:00 am</td>
<td>eL-M</td>
<td>B</td>
<td>P N $</td>
<td></td>
<td></td>
<td>e</td>
<td>L-M</td>
<td>eL-M eLearning maintenance (only 4th sunday of the month)</td>
</tr>
<tr>
<td>7:00 am - 8:30 am</td>
<td>B</td>
<td></td>
<td></td>
<td></td>
<td>B</td>
<td></td>
<td></td>
<td>Bopf</td>
</tr>
<tr>
<td>8:00 am - 9:00 am</td>
<td>B</td>
<td></td>
<td></td>
<td></td>
<td>Bopf (8-10am)</td>
<td></td>
<td></td>
<td>Bopf</td>
</tr>
<tr>
<td>9:00 pm - 12:00 am</td>
<td>CM</td>
<td></td>
<td></td>
<td></td>
<td>Bopf</td>
<td></td>
<td></td>
<td>Bopf</td>
</tr>
</tbody>
</table>

**ITS Help Desk**

(850) 474-2075  
helpdesk@uwf.edu