

IS&T Changes and Issues

Known Changes This Week - February 02, 2009

Area	RFC	Description Change Scope/Systems Affected/Effect of Change	Change Impact/Change Category	Reason for Change	Customer Contacted	Implementation Date	Implementation Time
Student Systems, GoSolar, Banner	235	<u>Banner Student Refunds Process</u> : Add a parameter to the Banner student refunds process that will allow the user to exclude students who have study abroad charges for the refund term or any future terms.	Scheduled - No Service Impact, Staff, Software	Business Requirement	YES	February 5, 2009	
	238	<u>Summer Loan Application</u> : Add new message - Will be available by the end of February 2009 under Summer Application menu selection.	Scheduled - No Service Impact, Students, Software	User / Customer Request	YES	February 3, 2009	9:00 AM
	239	<u>Refresh - change process to not refresh b7lab authentication information</u> : Change process to not refresh b7lab authentication information	Scheduled - No Service Impact, System Wide, Software	User / Customer Request	YES	February 5, 2009	
	240	<u>Late Fee - add exception for reinstated students</u> : Add exception for reinstated students	Scheduled - No Service Impact, System Wide, Software	User / Customer Request	YES	February 5, 2009	
	233	<u>Axiom Procedure Correction</u> : The ordering of input variables in the procedure are causing a silent error that is not critical but should be corrected as soon as possible.	Scheduled - No Service Impact, Axiom, Software	Other	YES	February 3, 2009	
Classroom/Lab Support		No issues, No changes					
Desktop Management		No issues, No changes					
E-Mail	231	<u>Emergency increased Netpo3's GroupWise Post Office Quotas</u> : Per File Server manager, increased Netpo3's GroupWise post office quotas from 58GB to 63GB because post office reached their quotas limit. This post office houses Research and SLE (Student Life and Support) GroupWise accounts.	Emergency - No Service Impact, Faculty / Staff, Server Maintenance	Infrastructure Upgrade	NO	January 28, 2009	11:10 AM
	241	<u>emergency outage for Groupwise webaccess gateway</u> : Apply security patches to the groupwise webaccess gateway to correct a cross scripting issue.	Emergency - Service Impact, Faculty / Staff, Software	Patching and Upgrades	YES	February 2, 2009	8:30 PM
GIL/GALILEO		No issues, No changes					
GSU Instructional Support - uLearn		No issues, No changes					
GSU Web		No issues, No changes					

Help Center Numara		No issues, No changes					
PeopleSoft HR, Easyview		No issues, No changes					
Identity Management		No issues, No changes					
Institutional Software Liscensing		No issues, No changes					
Library Support, Electronic Reserves, DSPACE		No issues, No changes					
TOC AND System Hosting	230	Incorporate Infovista in TI-TOC pre-approved list: Infovista servers and application need to be added to the TI-TOC pre-approved changes list. Infovista provides network statistics and reports, the primary impacted users include the TOC, Network Planning, Networks and Performance Metrics. Items to be included in the pre-approved changes are: adding/deleting/modifying devices and enabling SNMP monitoring.	Scheduled - Service Impact, Other, Software	Business Requirement	YES	February 3, 2009	
Network-Voice, Video and Data		No issues, No changes					
Research Computing		No issues, No changes					
Security, Anit-Virus, Desktop Firewall		No issues, No changes					
Financial Systems Spectrum		No issues, No changes					
UIS Database Administration		No issues, No changes					

USG Georgia View		No issues, No changes					
Technology Planning and Futures		No issues, No changes					
Netware Windows System (File Server)	219	<u>Upgrade RedDot SQL Database server:</u> Upgrade the SQL Server for production:red-dot-db from version SQL 2000 to version SQL 2005. The required software lic and calcs have already been purchased and delivered to Netware Windows Systems.	Scheduled - Service Impact, Faculty / Staff, Server Maintenance	User / Customer Request	YES	February 7, 2009	6:00 PM
Unix		No issues, No changes					
Networking Planning	214	<u>Firmware Upgrade of F5 Load Balancers:</u> We will be upgrading the firmware version on our F5 Load balancers to 9.3.1. This is the version of code, recommendation by the vendor, that we should be currently running on our hardware.	Scheduled - Service Impact, University Wide, Hardware	Patching and Upgrades	YES	February 1, 2009	12:00 AM
	236	<u>Emergency IP Address Range Change for GWCC:</u> Emergency IP Address range change to GWCC segment to allow room to increase the segment dedicated for the Spectrum+ devices. The new IP Range for V2-0746-3E-0101 is 131.96.112.96/27.	Emergency - Service Impact, Department, Network	Infrastructure Upgrade	YES	January 30, 2009	
	237	<u>Emergency Expansion of IP Address Range for Spectrum+ Segment:</u> Emergency Expansion of IP address range for Spectrum+ segment due to the number of host required to support the project. The segment VH-0183-Financials 131.96.110.128/27 was increased to 131.96.110.128/26.	Emergency - Service Impact, Spectrum+ Hosts, Networks	Infrastructure Upgrade	YES	January 30, 2009	
Other		No issues, No changes					