

IS&T Changes and Issues

Known Changes This Week - June 8, 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	419	<u>WHRASTDX - one time academic standing process:</u> WHRASTD has been migrated to BPROD. However, it will only pick up grades changes that were done the previous day. WHRASTDX is a copy of WHRASTD except that it will pick up all 800+ grade changes that have been processed since May 9.	Emergency - No Service Impact, Staff, User / Customer Request	User / Customer Request	Yes	May 20, 2009	
	434	<u>Financial Aid 7.14 upgrade to BPROD:</u> Shelly MacDonald is requesting that the Financial Aid 7.14 and FinAid Self Service 7.14 releases, currently being tested in B7QA, be applied the Banner production instance. This upgrade is to be applied on Monday evening, 06/08/09, as requested by Shelly, pending successful test results. Three patches are also to be included, as requested by the Banner Office. This upgrade will not require downtime for BPROD, however, Shelly will coordinate with Financial Aid staffers to stay off the system until the upgrade is completed. Cindy Edwards will provide an accompanying release of any local changes. This will also include code to disable the Financial Aid menu during the upgrade.	Emergency - Service Impact, University Wide, Software	Patching and Upgrades	Yes	June 8, 2009	6:00 PM
	437	<u>Apply Academic Data Mart Version 3.6 to BPROD:</u> Danelle Crowe is requesting that the Academic Data Mart release 3.6 be applied to the Banner production instance. This upgrade is needed before Thursday, 6/11, to meet data submission deadlines required by OIIT. This upgrade will not require downtime for BPROD.	Scheduled - No Service Impact, Staff, Software	User / Customer Request	Yes	June 9, 2009	6:00 PM
Classroom/Lab Support		No issues, No Changes					
Desktop Management		No issues, No Changes					

E-Mail	436	<p>Move GroupWise WebAccess from mailsrv10 load balanced cluster: Move GroupWise WebAccess from mailsrv10 load balanced cluster. The cluster will consist of three servers: mailsrv3, mailsrv13 and mailsrv16.</p> <p>To make this transition we move the cname (webaccess.gsu.edu) to the load balancer IP address. Customers should not be aware of the change or affected. Customers who are using WebAccess at the time will continue to connect to mailsrv10 until their DNS cache is updated and the browser is closed. The old server, mailsrv10, will remain up for some time to handle residual traffic.</p>	Scheduled - No Service Impact, Faculty / Staff, Server Maintenance	Patching and Upgrades	No	June 10, 2009	10:00 AM
GIL/GALILEO		No issues, No Changes					
GSU Instructional Support - uLearn		No issues, No Changes					
GSU Web	408	<p><u>Move the campusid application updates to production:</u> Update some of the user interface and functionality of the campusid password reset application.</p>	Scheduled - Service Impact, University Wide, Software	User / Customer Request	No	May 19, 2009	7:00 AM
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		No issues, No Changes					
Network-Voice, Video and Data		No issues, No Changes					
Research Computing		No issues, No Changes					
Security, Anit- Virus, Desktop Firewall	435	Intrushield ACL change - SSH access from any IP address to 168.28.81.245: Intrushield ACL change summary: Allow any IP access to SSH TCP Port 22 at hydrus.gsu.edu Name: hydrus.gsu.edu Address: 168.28.81.245	Emergency - No Service Impact, System Wide, Network	User / Customer Request	Yes	June 4, 2009	5:00 PM
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)	427	<u>Rialto Patron's Edge Upgrade</u> : SQL 2005 upgrade and possibly Patron's Edge application upgrade thereafter. Customer requests this be done during normal working hours so that she may be able to test upgrades with staff and contact vendor if any issue occurs.	Scheduled - Service Impact, Department, Software	User / Customer Request	Yes	6/2/2009	10:00 AM
	432	<u>Reddot-web File system repair</u> : The server redden-web which houses the editors changes reports a ntfs problem. On further investigation the system was reporting corrupt orphan files. The system was running at 100% utilization and the backup client would not release.	Emergency - Service Impact, University Wide, Software	Incident / Problem	Yes	6/2/2009	9:00 AM
	433	<u>Redsky 911 server(frogger) restart</u> : The redsky e911 server console was not available. Since the system owner was requiring account maintenance to be completed he deemed it critical.	Emergency - Service Impact, Other, Software	Incident / Problem	Yes	6/2/2009	5:10 PM
Unix		No issues, No Changes					
UIS Internal IS&T System		No issues, No Changes					
Networking Planning	431	<u>Update SNMP Setting on RT000017 to Set interface parameter persistence</u> : Add the statement "snmp-server ifindex persist" to RT000017 in order to keep the interface settings to be persistent between reboots.	Scheduled - No Service Impact, University Wide, Software	Patching and Upgrades	Yes	June 2, 2009	11:00 PM
Other		No issues, No Changes					