

## IS&T Changes and Issues

Known Changes This Week - August 17, 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		No issues, No changes					
Classroom/Lab Support		No issues, No changes					
Desktop Management		No issues, No changes					
E-Mail		No issues, No changes					
GIL/GALILEO		No issues, No changes					
GSU Instructional Support - uLearn		No issues, No changes					
GSU Web	544	<u>Adding watermarks to printable policies:</u> Julia Bannerman and Mary Finn have requested that we add watermarks to the printable versions of the GSU policies. I will make this an emergency ticket in case it doesn't appear in the meeting today because it was entered at 12:15PM.	Emergency - No Service Impact, University Wide, Software	User / Customer Request	Yes	August 17, 2009	3:00 PM
Help Center Numara		No issues, No changes					
PeopleSoft HR, Easyview		No issues, No changes					
Identity Management		No issues, No changes					

<b>Institutional Software Liscensing</b>		No issues, No changes					
<b>Library Support, Electronic Reserves, DSPACE</b>		No issues, No changes					
<b>TOC AND System Hosting</b>	540	<u>Server power supply redistribution:</u> Servers in 3 non-standard cabinets to be moved into 2 new Wrightline cabinets with Wrightline pdu's. All 3 of these cabinets are utilizing legacy APC pdu's/ups's that need to be removed; the APC's are no longer under maintenance, and have experienced repeated issues within the last year, two separate issues in the last week. The 3 cabinets are located at grids: X45, X46 and X47.	Scheduled - Service Impact, University Wide,Infrastructure	Incident / Problem	No	August 22, 2009	4:00 PM
<b>Network-Voice, Video and Data</b>		No issues, No changes					
<b>Research Computing</b>		No issues, No changes					
<b>Security, Anit-Virus, Desktop Firewall</b>		No issues, No changes					
<b>Financial Systems Spectrum</b>		No issues, No changes					
<b>UIS Database Administration</b>	528	<u>Password Activate/Deactivate Script for OID to Production:</u> Migrate script from QA to Production to Deactivate/Activate Customer IDS in OID.	Scheduled - No Service Impact, University Wide, Software	User / Customer Request	Yes	August 11, 2009	6:00 PM

USG Georgia View		No issues, No changes					
Technology Planning and Futures		No issues, No changes					
Netware Windows System (File Server)	523	<u>Deactivate OID users:</u> Provisioning process will change so that a CampusID delete of a staff/faculty affiliation or the removal of a staff/faculty affiliation will no longer immediately delete the user in OID, instead it will deactivate the user and set a 14day timebomb and send email to bantrain. This will allow the user to be properly removed from banner tables. After 14 days the timebomb will automatically remove the account. A flag on a jdbc table will also be sent to Farshard for job deactivation. If the user is reactivated within 14 days this process will reverse.	Scheduled - No Service Impact, Faculty / Staff, Infrastructure	Business Requirement	Yes	August 13, 2009	10:00 AM
	525	<u>Emergency Reboot of Netserv1:</u> Netserv1's console is locked up because Net Backup agent hung during unload. Netserv1 will need to be restarted to correct this issue. I would like to schedule the restart tonight, Thursday 08/06 at 10 PM. Netserv1 hosts department share folders and home directories for F&A, OFP, SLE, DEV, and Research.	Emergency - Service Impact, Faculty / Staff, Software	Server Shutdown	No	August 6, 2009	10:00 PM
	537	<u>Rolling Identity Vault upgrades:</u> A new IDM engine will be installed on one of the backup servers taking it from 3.5.1 to 3.6.1. After this is complete a schedule will be done to move drivers over to the new engine and then upgrade the additional backup servers.	Scheduled - No Service Impact, University Wide, Infrastructure	Business Requirement	Yes	August 20, 2009	10:00 AM
	538	<u>Move ERES1 server to VM:</u> Server ERES1 has bad hard drive in RAID5 volume. This system is old and currently is not under any warranty. To prevent server ERES1 from double failure on RAID5 volume and insure normal work of application we need to convert ERES1 to VM as soon as possible. Customer confirmed that it is fine to convert server on Aug 12, 2009 after 5:00 pm.	Emergency - Service Impact, Department, Server Maintenance	Server Shutdown	Yes	August 12, 2009	5:00 PM
	539	<u>Restart of reddot prod and test servers:</u> the reddot service account password has to be changed. This will require a restart of the reddot servers to confirm.	Emergency - Service Impact, Other, Server Maintenance	Personnel Vacancy	Yes	August 13, 2009	12:30 PM

<b>Unix</b>	491	<u>Arachnid file system cleanup</u> : The file systems on arachnid need to be unmounted and remounted. During which time, the webpages will not be viewable.	Scheduled - Service Impact, System Wide, Software	Infrastructure Upgrade	No	September 20, 2009	5:00 AM
	524	<u>Install Numara Patch for Escalation Email Attachments in Production</u> : Carletta Duncan is requesting that a patch for escalation email attachments be installed on the production Numara server. It has been installed and tested on the development server. There will be no impact on production.	Scheduled - No Service Impact, Faculty / Staff, Software	Patching and Upgrades	Yes	August 11, 2009	10:00 AM
<b>UIS Internal IS&amp;T System</b>		No issues, No changes					
<b>UIS Student Information Systems</b>	541	<u>Nolij Upgrade</u> : This change is to upgrade the CNET, SAT_ACT, and Recruitment Plus Nolij interfaces to the latest version available(3.5.16) which is compatible with IE7.	Scheduled - No Service Impact, Staff, Software	Patching and Upgrades	Yes	August 26, 2009	
	542	<u>Remove built in emails from Luminis Group Studio</u> : This change is to remove built in emails from Group Studio of the Luminis application.	Scheduled - No Service Impact, System Wide, Software	User / Customer Request	Yes	August 21, 2009	
	543	<u>Modification of Nolij Code</u> : A modification to the Nolij Act Test Score Upload in order to pull a score for the Combined ACT writing test and load to Banner table SORTEST.	Scheduled - No Service Impact, Department, Software	User / Customer Request	Yes	August 19, 2009	
<b>Networking Planning</b>		No issues, No changes					
<b>Other</b>		No issues, No changes					