

IS&T Changes and Issues

Known Changes This Week - October 05, 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		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 Licensing		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	612	<u>Update the intrushield signature set:</u> Update the intrushield signature set. I plan to deploy the intrushield signature on October 7 at 3pm. Version: 4.1.58.9	Scheduled - No Service Impact, University Wide, Network	Patching and Upgrades	No	October 7, 2009	3:00 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)	610	<u>Please install Reddot 9 sp1 on the production Reddot server:</u> Install redden 9 sp1 on redden-web.gsu.edu	Scheduled - No Service Impact, Department, Server Maintenance	Patching and Upgrades	No	October 6, 2009	
Unix		No issues, No changes					
UIS Internal IS&T System		No issues, No changes					
UIS Student Information Systems	613	<u>Grades should be ordered by the numeric value of the grade (A+, A, A- where A+ = 42 A = 40 A- = 35, etc.):</u> Grade will be order by the numeric value of the grade.	Scheduled - No Service Impact, Faculty, Software	User / Customer Request	Yes	October 6, 2009	9:00 AM
Networking Planning	611	<u>Emergency Reboot of AG000003.gsu.edu (main campus wireless gateway) due to high memory utilization:</u> This box was utilizing (constantly) over 80% of it's memory. Data gathered shows that it has been slowing "holding onto" memory since it's last reboot 90 days ago. The impact of such memory utilization is unclear, but we have seen it effect the users ability to log in, pass data, etc in the past. Therefore this unit was rebooted.	Emergency - Service Impact, University Wide, Network	Incident / Problem	No	September 30, 2009	11:55 PM
	615	<u>Replaced failed VR000005 (Voice Router):</u> I had to replaced a failed Voice Router (VR000005) it was dead. Would not power up. Extreme provided replacement within 4 hours. This was Last Friday. (10/2/2009)	Emergency - No Service Impact, University Wide, Network	Incident / Problem	No	October 2, 2009	1:00 PM
Other		No issues, No changes					