

## IS&T Changes and Issues

Known Changes This Week - November 9, 2009

Area	RFC	Description Change Scope/Systems Affected/Effect of Change	Change Impact/Change Category	Reason for Change	Customer Contacted	Implementation Date	Implementation Time
<b>Student Systems, GoSolar, Banner</b>	658	<u>Continuing JE students are not receiving time tickets:</u> Continuing joint enrollment students are not receiving time-tickets.	Emergency - No Service Impact, Students, Software	Incident / Problem	Yes	November 5, 2009	
	659	<u>Fall Upgrades to Banner Production:</u> Apply the Fall upgrades and patches to the Banner Production system. This list of upgrades and patches has been approved by the Banner Office. All have been reviewed by the Application Engineering Student Applications group, and local modifications have been created where appropriate. All upgrades and local changes have been applied to the B7QA instance, and tested and approved by the Banner Office and KD members. Two days of downtime will be required for the application of these upgrades and related local modifications. They will be applied to BPROD beginning on 11/14 at 12:01 am., and will be available for testing by the Banner Office at noon on Sunday. A final go/no go decision is to be made by 6:00 pm on Sunday. The system will be returned to general usage by 12 midnight on Sunday.	Scheduled - Service Impact, University Wide, Software	User / Customer Request	Yes	November 14, 2009	12:00 AM
<b>Classroom/Lab Support</b>		No issues, No changes					
<b>Desktop Management</b>	664	<u>Install service pack 3 for Deployment solution servers in altris:</u> Service pack 3 install instead of previously proposed sp2. Sp3 address potential security exploits and some service stability issues. This is believed to be the last service pack. Major version change has been released.	Scheduled - Service Impact, College, Software	Patching and Upgrades	No	November 11, 2009	

<b>E-Mail</b>		No issues, No changes					
<b>GIL/GALILEO</b>		No issues, No changes					
<b>GSU Instructional Support - uLearn</b>		No issues, No changes					
<b>GSU Web</b>		No issues, No changes					
<b>Help Center Numara</b>		No issues, No changes					
<b>PeopleSoft HR, Easyview</b>		No issues, No changes					
<b>Identity Management</b>		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>		No issues, No changes					
<b>Network-Voice, Video and Data</b>	656	<u>Reboot of AES Server to correct recording error for ADP ACD</u> : Reboot of AES Server to correct recording error for ADP ACD Refer to incident #87597	Scheduled - Service Impact, Faculty / Staff, Server Maintenance	Incident / Problem	Yes	November 10, 2009	10:00 PM

<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>		No issues, No changes					
<b>USG Georgia View</b>		No issues, No changes					
<b>Technology Planning and Futures</b>		No issues, No changes					
<b>Netware Windows System (File Server)</b>	662	<u>Upgrade Helix media server on <a href="http://broadway.gsu.edu">broadway.gsu.edu</a>:</u> Helix media server has to be upgraded to fix several security vulnerabilities.	Scheduled - Service Impact, Department, Software	Patching and Upgrades	Yes	November 14, 2009	11:00 PM
	663	<u>Active Data upgrade to v3.9.0:</u> upgrade active data to 3.9. this will allow more simultaneous access to calendars.	Scheduled - Service Impact, University Wide, Software	Patching and Upgrades	Yes	November 17, 2009	11:00 PM
<b>Unix</b>	661	<u>9985 disk and memory install:</u> Sun will send an engineer onsite to install new disks in our 9985. This can be done live without a service impact.	Hardware	Infrastructure Upgrade	Yes	November 15, 2009	12:00 PM

<b>UIS Internal IS&amp;T System</b>		No issues, No changes					
<b>UIS Student Information Systems</b>	657	<u>GOML Popsel Aborting</u> : The GOML popsel nightly process was aborting. The code had to be changed.	Emergency - No Service Impact, Students, Software	Incident / Problem	Yes	November 4, 2009	
	660	<u>fsaAtlas VeriSign Personal Email Certificate</u> : This ticket is to install VeriSign Personal Email Certificate which replaces the Thawte Free Personal Email Certificate which is no longer offered.	Scheduled - Service Impact, System Wide, Software	Patching and Upgrades	Yes	November 10, 2009	10:30 AM
<b>Networking Planning</b>		No issues, No changes					
<b>Other</b>		No issues, No changes					