

# IT-Alerts History



## Network Maintenance in Pod A (Complete)

Jacob, Dylan Tremayne posted on Sep 23, 2017

OIT Networking has completed maintenance on the network switches in Pod A of the primary data center. Please report any issues to the Help Desk (x4357).

[alerts](#) [network](#)

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## Network Maintenance in Pod A

Jacob, Dylan Tremayne posted on Sep 23, 2017

OIT Networking will be performing maintenance on the network switches in Pod A. During this time network connectivity may be intermittent. Notification will be sent at completion.

[alerts](#) [network](#)

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## Campus Internet Disruption at around 8:45 this morning.

Deigaard, William S posted on Sep 22, 2017

This morning, one of the pathways that Rice uses to connect to the Internet failed to operate properly. Because it did not completely fail, the automatic switching of traffic flows to our other links did not occur. Networking manually bypassed the affected equipment and Internet services are now working properly again. If, however, you find something is not working as expected, please contact the OIT Helpdesk at 713-348-HELP or email [help@rice.edu](mailto:help@rice.edu).

[alerts](#) [networking](#)

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## Mudd Data Center Maintenance (Complete)

Jacob, Dylan Tremayne posted on Sep 22, 2017

OIT Networking has completed maintenance on the network switches in the Mudd data center. Please report any connectivity issues to the Help Desk (x4357).

[alerts](#) [network](#)

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## Mudd Data Center Maintenance



Jacob, Dylan Tremayne posted on Sep 22, 2017

OIT Networking will be performing maintenance on the network switches in the Mudd data center. During this time, network connectivity may be intermittent. Notification will be sent a completion.

[network](#) [alerts](#)

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## Planned Network Maintenance - FEP, South Plant and Central Plant (Complete)

Ordiales, Rick posted on Sep 21, 2017

IT Networking has completed the maintenance in FEP, South Plant and Central Plant. Users may need to reboot their machines. Please report any issues to the Help Desk (x4357).

[alerts](#)

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## Planned Network Maintenance - FEP, South Plant and Central Plant

Ordiales, Rick posted on Sep 21, 2017

OIT Networking will be performing a planned maintenance on the DHCP service for FEP, South Plant and Central Plant. Notification will be sent at completion.

[alerts](#)

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## Planned OnBase Maintenance (Cancelled)

Fan, Zheng posted on Sep 17, 2017

The planned OnBase Maintenance has been cancelled due to an unexpected technical difficulty. All OnBase services are up and running normally.

[alerts](#) [onbase](#)

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## Planned Network Maintenance - Mudd Data Center (Complete)

Ordiales, Rick posted on Sep 16, 2017

OIT Networking has completed the maintenance on the network switches in Mudd data center. Please report any issues to the Help Desk (x4357).

alerts

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## Planned Network Maintenance - Mudd Data Center

Ordiales, Rick posted on Sep 16, 2017

OIT Networking will be performing maintenance on the network switches in Mudd data center. Notification will be sent at completion.

alerts

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## Planned OnBase Maintenance Started at 8 pm on 9/15/2017

Fan, Zheng posted on Sep 15, 2017

Planned Major OnBase Maintenance started at 8 pm on 9/15/2017. All OnBase services are currently unavailable. The maintenance is expected to complete at 8 pm on 9/17/2017.

alerts onbase

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## Planned Network Maintenance - Internal Firewalls (complete)

Jacob, Dylan Tremayne posted on Sep 15, 2017

OIT Networking has completed maintenance on the internal firewalls. Please report any issues to the Help Desk (x4357).

alerts network

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## Planned Network Maintenance - Internal Firewalls

Jacob, Dylan Tremayne posted on Sep 15, 2017

OIT Networking will be performing maintenance on the internal firewalls. During this time, connectivity may be intermittent. Notification will be sent at completion.

alerts network



## Planned Network Maintenance: BRC Core Link - Complete

Ordiales, Rick posted on Sep 14, 2017

OIT Networking has completed the maintenance on the Core link located in the BRC. Please report any issues to the Help Desk (x4357).

alerts

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## Planned Network Maintenance - BRC Core Link

Ordiales, Rick posted on Sep 14, 2017

OIT Networking will be performing maintenance on the Core link located in the BRC. Notification will be sent at completion.

alerts

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## Update - Issue connecting to some of Google G- Suite Apps (Docs, Drive, Sheets, Slides, etc.) has been resolved

Dewey, Michael Laurance posted on Sep 07, 2017

The issue that caused sporadic access to Google's G-Suite set of applications (Drive, Sheets, Focs, etc.) has been resolved. If you are still experiencing issues connecting to the G-Suite apps, please contact the Help Desk at helpdesk@rice.edu or at #4357.

alerts google

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## Issues connecting to some of Google G- Suite Apps (Docs, Drive, Sheets, Slides, etc.)

Dewey, Michael Laurance posted on Sep 07, 2017

We are experiencing sporadic issues accessing Google's G-Suite set of applications...especially Google Drive, Sheets, Slides and Docs. We are currently working with Google to rectify the problem. If you are experiencing issues connecting to the G-Suite apps, please contact the Help Desk at helpdesk@rice.edu or at #4357.

alerts google



## Connectivity to Rice Owls

Yee, Diane Lee posted on Aug 25, 2017

This morning our campus users reported connectivity issues to the Rice Owls wireless network. OIT has resolved this issue with a certificate update to the server. When you connect to Rice Owls, you will be prompted to accept the radius.rice.edu certificate. If you need further assistance, please contact the Help Desk at 713-348-4357 or email: helpdesk@rice.edu

[it](#) [alert](#) [alerts](#) [wireless](#)

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## Planned Network Maintenance: Tudor Fieldhouse, Reckling Park, Soccer Stadium, GRB Tennis & Rice Stadium - Complete

Ordiales, Rick posted on Aug 24, 2017

IT Networking has completed the maintenance in Tudor Fieldhouse, Reckling Park, Soccer Stadium, GRB Tennis & Rice Stadium. Users may need to reboot their machines. Please report any issues to the Help Desk (x4357).

[alerts](#) [wired](#)

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## Planned Network Maintenance - Tudor Fieldhouse, Reckling Park, Soccer Stadium, GRB Tennis & Rice Stadium

Ordiales, Rick posted on Aug 24, 2017

OIT Networking will be performing a planned maintenance on the DHCP service for Tudor Fieldhouse, Reckling Park, Soccer Stadium, GRB Tennis & Rice Stadium. Notification will be sent at completion.

[alerts](#) [wired](#)

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## Update - Blogs and Rice News are now back online.

Dewey, Michael Laurance posted on Aug 21, 2017

Blogs and Rice News should be fully functional now.

[alerts](#) [blogs](#) [rice](#) [news](#)



## Blogs and Rice News are currently down.

Dewey, Michael Laurance posted on Aug 21, 2017

OIT is currently looking into the issue and hope to have a resolution soon.

[alerts](#) [blogs](#) [rice](#) [news](#) [down](#)

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## Network Outage in Huff House - Resolved

Ordiales, Rick posted on Aug 14, 2017

Both wired and wireless services have been restored. Please report any issues to the Help Desk (x4357).

[alerts](#) [wired](#) [wireless](#)

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## Network Outage in Huff House

Ordiales, Rick posted on Aug 14, 2017

Network Management is investigating.

[alerts](#) [wired](#) [wireless](#)

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## Update - Sporadic issues connecting to Google G- Suite (Docs, Calendar, etc.) is resolved

Dewey, Michael Laurance posted on Aug 14, 2017

The issue that caused sporadic access to Google's G-Suite set of applications has been resolved. If you are still experiencing issues connecting to the G-Suite apps (see KB article <https://kb.rice.edu/page.php?id=65780> for the apps supported), please contact the Help Desk at [helpdesk@rice.edu](mailto:helpdesk@rice.edu) or at #4357.

[alerts](#) [google](#)

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## Sporadic issues connecting to Google G- Suite (Docs, Calendar, etc.)

Dewey, Michael Laurance posted on Aug 14, 2017

We are experiencing sporadic issues accessing Google's G-Suite set of applications. We are currently working with Google to rectify the problem. If you are experiencing issues connecting to the G-Suite apps (see KB article <https://kb.rice.edu/page.php?id=65780> for the apps supported), please contact the Help Desk at [helpdesk@rice.edu](mailto:helpdesk@rice.edu) or at #4357.

alerts google

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## Filearchive move to Isilon (complete)

Truscott, Robert S posted on Aug 13, 2017

The move of filearchive data to the Isilon has been completed. The source data has been preserved in read-only mode at [filearchive-old.rice.edu](http://filearchive-old.rice.edu)

alerts

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## Planned Network Maintenance - Primary Data Center (complete)

Jacob, Dylan Tremayne posted on Aug 08, 2017

OIT Networking has completed the maintenance on the network switches in pod B of the primary data center. Please report any issues to the Help Desk (x4357).

alerts network

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## Planned Network Maintenance - Primary Data Center

Jacob, Dylan Tremayne posted on Aug 08, 2017

OIT Networking will be performing maintenance on the network switches in Pod B of the primary data center. Notification will be sent at completion.

alerts network

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## Campus Power Outage - Additional Buildings

Graham, Terry posted on Aug 05, 2017

Wiess and Hanszen Colleges are also without power.

alerts power



## Campus power outage affecting network services on parts of campus

Deigaard, William S posted on Aug 05, 2017

The electrical utility outage earlier today on the west side of campus has caused some extended outages for the networking equipment that serves those buildings. We are dispatching networking team members to restore services as soon as possible, but at this point,...

alerts



## Planned Network Maintenance - Primary Data Center (complete)

Jacob, Dylan Tremayne posted on Aug 05, 2017

OIT Networking has completed maintenance on the network switches in the primary data center. Please report any issues to the Help Desk (x4357).

alerts network



## Planned Network Maintenance - Primary Data Center

Jacob, Dylan Tremayne posted on Aug 05, 2017

OIT Networking will be performing maintenance on the network switches in the primary data center. During this time, network connectivity may be intermittent. Notification will be sent at completion.

alerts network



## Campus Wireless Network Maintenance: Complete

Reichert, Jeremy P posted on Aug 01, 2017

The planned wireless maintenance is complete. Users may need to reboot their workstations. If you experience connectivity issues, please contact the OIT Help Desk at 713-348-HELP (4357). Thank you.

alerts wireless

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## Campus Wireless Network Maintenance will begin at 1:00 am tomorrow morning

Reichert, Jeremy P posted on Jul 31, 2017

The planned wireless network maintenance will begin at 1:00 am tomorrow morning. During this period, users will experience intermittent connectivity as we perform this work. An update will be sent when complete.

alerts wireless

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## Rolling reboots for Storage, Crate, RNAS - Maintenance completed

Daugherty, Hubert C posted on Jul 30, 2017

The maintenance on Storage, Crate and RNAS is complete. Please contact the Help Desk (x4357) if any issues need to be addressed.

alerts storage

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## Rolling reboots for Storage, Crate, RNAS - Maintenance begins at 8pm

Daugherty, Hubert C posted on Jul 30, 2017

Starting at 8pm, OIT will perform a series of rolling reboots across three storage solutions: Storage.rice.edu (individual and department shared storage) Crate (scratch storage space for researchers) RNAS (storage solution purchased by departments for archival storage, not research related) These services will remain online for most of the rolling reboot. Expect intermittent connection interruptions. A follow-up message will be sent at the completion of the work. Hubert Daugherty

alerts storage

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## Planned Network Maintenance: Primary Data Center - Complete

Ordiales, Rick posted on Jul 29, 2017

OIT Networking has completed the maintenance in Primary Data Center. Please report any issues to the Help Desk (x4357).

alerts

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## Planned Network Maintenance: Primary Data Center

Ordiales, Rick posted on Jul 29, 2017

OIT Networking will be performing a planned maintenance on the network switch in the Primary Data Center starting at 4 am. Notification will be sent at completion.

alerts

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## Planned Network Maintenance - Mudd Building (complete)

Jacob, Dylan Tremayne posted on Jul 28, 2017

OIT Networking has completed maintenance on the network switches in the Mudd building. Users may need to reboot their workstations. Please report any issues to the Help Desk.

alerts network

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## Planned Network Maintenance - Mudd Building

Jacob, Dylan Tremayne posted on Jul 28, 2017

OIT Networking will be performing maintenance on the network switches in Mudd. Notification will be send at completion.

alerts network

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## Planned Network Maintenance: LEARN/I2 Connection - Complete

Ordiales, Rick posted on Jul 27, 2017

OIT Networking has completed the maintenance. Please report any issues to the Help Desk (x4357).

alerts

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## Planned Network Maintenance: LEARN/I2 Connection

Ordiales, Rick posted on Jul 27, 2017

OIT Networking will be performing a planned maintenance on the commodity link to LEARN/I2 via SETG. Notification will be sent at completion.

alerts

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## CANCELED: Planned Network Maintenance: Primary Data Center

Deigaard, William S posted on Jul 22, 2017

Due to an unrelated issue with a redundant component elsewhere in the Rice Primary Data Center, the network maintenance that was scheduled for today from 5:00 am until 7:00 am is being canceled. We will be rescheduling the originally planned work for a future date. This weekend, if you notice anything not performing as expected, please contact OIT's Operations team at (713) 348-4989 or (713) 322-3884. If, during normal business hours, please contact the OIT Helpdesk at 713-348-HELP. Thank you.

alerts

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## Planned Network Maintenance: Primary Data Center

Ordiales, Rick posted on Jul 22, 2017

OIT Networking will be performing a planned maintenance on the network switch in the Primary Data Center starting at 5 am. Notification will be sent at completion.

alerts

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## Resolved- Campus voice mail system issue

Kostelecky, Keith F posted on Jul 21, 2017

Issue resolved. Voice mail connectivity to the campus telephone system re-established. Voice mail tested with no issues. All other related telephony applications are being tested. Please contact the Help Desk x4357 if you experience any issues.

alerts

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## Issue- Campus voicemail system

Kostelecky, Keith F posted on Jul 21, 2017

The campus voice mail system link (connectivity) to the campus telephone system is down. Technicians are troubleshooting the issue. In the interim, calls routed to voicemail are being rerouted to the campus automated attendant (with option to zero out to operators). Updates to follow, until resolution.

alerts

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## Planned Network Maintenance: Graduate Apt. and Rice Village Apt. - Complete

Ordiales, Rick posted on Jul 21, 2017

IT Networking has completed the maintenance in Graduate Apt. and Rice Village Apt. Users may need to reboot their machines. Please report any issues to the Help Desk (x4357).

alerts

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## Planned Network Maintenance - Graduate Apt. and Rice Village Apt.

Ordiales, Rick posted on Jul 21, 2017

OIT Networking will be performing a planned maintenance on the DHCP service for Graduate Apt. and Rice Village Apt.. Notification will be sent at completion.

alerts

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## Planned Network Maintenance: Mudd Infrastructure - Complete

Ordiales, Rick posted on Jul 20, 2017

OIT Networking has completed the maintenance in Mudd. Please report any issues to the Help Desk (x4357).

alerts

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## Planned Network Maintenance: Mudd Infrastructure

Ordiales, Rick posted on Jul 20, 2017

OIT Networking will be performing a planned maintenance on the core network infrastructure in Mudd. Notification will be sent at completion.

alerts

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## Planned Network Maintenance: Hanszen College, Weiss College and South Servery - Complete

Ordiales, Rick posted on Jul 20, 2017

IT Networking has completed the maintenance in Hanszen College, Weiss College and South Servery. Users may need to reboot their machines. Please report any issues to the Help Desk (x4357).

alerts

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## Planned Network Maintenance - Hanszen College, Weiss College and South Servery

Ordiales, Rick posted on Jul 20, 2017

OIT Networking will be performing a planned maintenance on the DHCP service for Hanszen College, Weiss College and South Servery. Notification will be sent at completion.

alerts wired

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## Planned Network Maintenance: Primary Data Center - Complete

Ordiales, Rick posted on Jul 20, 2017

OIT Networking has completed the maintenance in Primary Data Center. Please report any issues to the Help Desk (x4357).

alerts

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## Planned Network Maintenance: Primary Data Center

Ordiales, Rick posted on Jul 20, 2017

OIT Networking will be performing a planned maintenance on the network switch in the Primary Data Center. Notification will be sent at completion.

alerts

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## Resolved- Telephone system issues at IBC Building

Kostelecky, Keith F posted on Jul 19, 2017

Call processor card, flash card and hard drive replaced. Operating system software installed. All software patches installed. Database installed. System tested. All system issues resolved. Please contact the Help Desk at x4357 if any issues are experienced. Thank you for your patience during the resolution process.

alerts

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## Update- telephone system outage at IBC building

Kostelecky, Keith F posted on Jul 19, 2017

The issue appears to be corrupted system software. The call processing card, hard drive and flash drive are being replaced. System reprogramming will also occur. It is anticipated installation of new hardware and software will begin early this evening. An update will follow this evening after this work is completed, likely before 10pm. Thank you for your patience.

alerts

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## Issue- Telephone system at IBC building down

Kostelecky, Keith F posted on Jul 19, 2017

The Telecom Department is investigating a telephone system outage at the IBC Building. Technicians are in route. Updated status to follow shortly.

alerts

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## Planned Network Maintenance - Fondren (complete)

Jacob, Dylan Tremayne posted on Jul 19, 2017

OIT Networking has completed maintenance on the network switches in Fondren. Please report any issues to the Help Desk (x4357).

alerts network

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## Planned Network Maintenance: Lovett College and Sid Rich College - Complete

Ordiales, Rick posted on Jul 19, 2017

IT Networking has completed the maintenance in Lovett College and Sid Rich College. Users may need to reboot their machines. Please report any issues to the Help Desk (x4357).

alerts

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## Planned Network Maintenance - Fondren

Jacob, Dylan Tremayne posted on Jul 19, 2017

OIT Networking will be performing maintenance on the network switches in Fondren. During this time, network connectivity will be unavailable. Notification will be sent at completion.

alerts network

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## Planned Network Maintenance: Lovett College and Sid Rich College

Ordiales, Rick posted on Jul 19, 2017

OIT Networking will be performing a planned maintenance on the DHCP service for Lovett College and Sid Rich College. Notification will be sent at completion.

alerts

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## Planned Network Maintenance - Allen Center (complete)

Jacob, Dylan Tremayne posted on Jul 18, 2017

OIT Networking has completed maintenance on the network switches in Allen Center. Please report any issues to the Help Desk (x4357).

alerts network

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## Planned Network Maintenance: Baker College and Will Rice College - Complete

Ordiales, Rick posted on Jul 18, 2017

IT Networking has completed the maintenance in Baker College and Will Rice College. Users may need to reboot their machines. Please report any issues to the Help Desk (x4357).

alerts

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## Planned Network Maintenance - Allen Center

Jacob, Dylan Tremayne posted on Jul 18, 2017

OIT Networking will be performing maintenance on the network switches in the Allen Center. During this time, network connectivity will be unavailable. Notification will be sent at completion.

alerts

network

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## Planned Network Maintenance: Baker College and Will Rice College

Ordiales, Rick posted on Jul 18, 2017

OIT Networking will be performing a planned maintenance on the DHCP service for Baker College and Will Rice College. Notification will be sent at completion.

alerts

wired

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## Emergency Maintenance for vpn.rice.edu (complete)

Jacob, Dylan Tremayne posted on Jul 18, 2017

OIT Networking has completed maintenance on the vpn.rice.edu service. VPN service has been restored. Please report any issues to the Help Desk (x4357).

alerts

network

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## Emergency Maintenance for vpn.rice.edu

Jacob, Dylan Tremayne posted on Jul 17, 2017

OIT Networking will power cycle the vpn.rice.edu service at 12 a.m. Service should be restored within 30 minutes. Notification will be sent at completion.

alerts

network

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## Resolved- Telephone system issues at IBC building

Kostelecky, Keith F posted on Jul 16, 2017

Call processing issues have been resolved with the telephone system at the IBC building. Please contact the Help Desk (x4357) if any issues are experienced with the telephone system. Thank you for your patience during this troubleshooting/resolution process.

alerts

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## Rolling reboots for Storage, Crate, RNAS - Maintenance completed

Marshall, Dr Kenneth T posted on Jul 15, 2017

OIT's maintenance on Storage, Crate and RNAS is complete. Please contact the Help Desk (x4357) if any issues need to be addressed. Regards, Kenneth Marshall, PhD – Mgr./Middleware, Development and Integration Rice University Office of Information Technology ktm@rice.edu / 713-348-5294

alerts storage info

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## Rolling reboots for Storage, Crate, RNAS - Maintenance begins at 8am

Marshall, Dr Kenneth T posted on Jul 15, 2017

Starting at 8am, OIT will perform a series of rolling reboots across three storage solutions: Storage.rice.edu (individual and department shared storage) Crate (scratch storage space for researchers) RNAS (storage solution purchased by departments for archival storage, not research related) These services will remain online for most of the rolling reboot. Expect intermittent connection interruptions. A follow-up message will be sent at the completion of the work. Regards, Kenneth Marshall,...

alerts storage info

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## Updated status- Telephone system at IBC building

Kostelecky, Keith F posted on Jul 14, 2017

Issues still exist with the IBC building telephone system. Call processing is extremely inconsistent. Additional replacement parts are in route and will arrive around noon tomorrow (Saturday). Engineers will then return on site to work on resolving the issue. An update will follow tomorrow. We apologize for the inconvenience and thank you for your patience.

alerts

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## Planned Network Maintenance: Jones College, Brown College and Martel College - Complete

Ordiales, Rick posted on Jul 14, 2017

IT Networking has completed the maintenance in Jones College, Brown College and Martel College. Users may need to reboot their machines. Please report any issues to the Help Desk (x4357).

alerts

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## Planned Network Maintenance: Jones College, Brown College and Martel College

Ordiales, Rick posted on Jul 14, 2017

OIT Networking will be performing a planned maintenance on the DHCP service for Jones College, Brown College and Martel College. Notification will be sent at completion.

alerts

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## Telecom down- IBC Building

Kostelecky, Keith F posted on Jul 13, 2017

The telephone system at IBC building is down. Technicians are on site investigating. Thank you for your patience as we troubleshoot the issue.

alerts

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## Planned Network Maintenance - Duncan Hall (complete)

Jacob, Dylan Tremayne posted on Jul 13, 2017

OIT Networking has completed maintenance on the network switches in Duncan Hall. Please report any issues to the Help Desk (x4357).

alerts network

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## Planned Network Maintenance - Duncan Hall



Jacob, Dylan Tremayne posted on Jul 13, 2017

OIT Networking will be performing maintenance on the network switches in Duncan Hall. During this time, network connectivity will be unavailable in sections of the building. Notification will be sent at completion.

alerts network

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## Planned Network Maintenance: Primary Data Center - Complete

Ordiales, Rick posted on Jul 13, 2017

OIT Networking has completed the maintenance in Primary Data Center. Please report any issues to the Help Desk (x4357).

alerts wired

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## Planned Network Maintenance: Primary Data Center

Ordiales, Rick posted on Jul 13, 2017

OIT Networking will be performing a planned maintenance on the network switch in the Primary Data Center. Notification will be sent at completion.

alerts wired

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## Office Scan - Update (Finished)

Ball, Albert Levi posted on Jul 12, 2017

OIT finished a patch update. Please report any issues to the Help Desk (x4357).

alerts antivirus

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## Office Scan - Update (Starting)

Ball, Albert Levi posted on Jul 12, 2017

OIT is starting a patch update. During this time, all hosts will not be affected. Notification will be sent at completion.

alerts antivirus

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## Planned Network Maintenance - BioScience Research Collaborative Basement through 3rd Floor (Complete)

Jacob, Dylan Tremayne posted on Jul 12, 2017

OIT Networking has completed maintenance on the network switches serving the basement through third floor of the BRC. Please report any issues to the Help Desk (x4357).

[alerts](#) [network](#)

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## Planned Network Maintenance: McMurtry College and Duncan College - Complete

Ordiales, Rick posted on Jul 12, 2017

IT Networking has completed the maintenance in McMurtry College and Duncan College. Users may need to reboot their machines. Please report any issues to the Help Desk (x4357).

[alerts](#)

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## Planned Network Maintenance - BioScience Research Collaborative (basement - 3rd floors)

Jacob, Dylan Tremayne posted on Jul 12, 2017

OIT Networking will be performing maintenance on the network switches serving the basement through the third floor. During this time, network connectivity will be unavailable. Notification will be sent at completion.

[alerts](#) [antivirus](#)

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## Planned Network Maintenance - McMurtry College and Duncan College

Ordiales, Rick posted on Jul 12, 2017

OIT Networking will be performing a planned maintenance on the DHCP service for Duncan College and McMurtry College. Notification will be sent at completion.

[alerts](#)

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## Planned Network Maintenance - BioResearch Collaborative Floors 3 - 7 (complete)

Jacob, Dylan Tremayne posted on Jul 11, 2017

OIT Networking has completed maintenance on the network switches serving floors 3 through 7. Please report any issues to the Help Desk (x4357).

alerts network

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## Planned Network Maintenance - BioResearch Collaborative Floors 3-7

Jacob, Dylan Tremayne posted on Jul 11, 2017

OIT Networking will be performing maintenance on the network switches serving floors 3 through 7. During this time, network connectivity will be unavailable. Notification will be sent at completion.

alerts network

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## Network Outage on Graduate Apt. 3rd floor - Resolved

Ordiales, Rick posted on Jul 10, 2017

Issue has been resolved. Please report any issues to the Help Desk (x4357).

alerts wired wireless

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## Network Outage on Graduate Apt. 3rd floor

Ordiales, Rick posted on Jul 10, 2017

Network Management is currently working on this issue.

alerts wired wireless

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## Planned Network Maintenance - Rice Memorial Hermann and BRC 8-11 Floors (Complete)

Jacob, Dylan Tremayne posted on Jul 10, 2017

OIT Networking has completed maintenance on the network switches in Rice Memorial Hermann and the BioScience Research Collaborative floors 8-11. Please report any issues to the Help Desk (x4357).

alerts network

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## Planned Network Maintenance - Rice Memorial Hermann and BRC (Floors 9-11)

Jacob, Dylan Tremayne posted on Jul 10, 2017

OIT Networking will be performing maintenance on the network switches in Rice Memorial Hermann and floors 9 through 11 in the BioScience Research Collaborative building. During this time, network connectivity will be unavailable. Notification will be sent at completion.

alerts network

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## OIT IAM Maintenance Complete

Woods, Brian posted on Jul 08, 2017

OIT IAM maintenance is now complete. Please report any issues to the Help Desk (x4357).

alerts

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## OIT IAM Maintenance Starting

Woods, Brian posted on Jul 08, 2017

System maintenance for various IAM systems has begun. Services affected: Shibboleth SSO CAS SSO Box Canvas Grouper Owlspace-CCM Notification will be sent at completion.

alerts iam

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## Planned Network Maintenance - Annex and Herring Hall (Complete)

Jacob, Dylan Tremayne posted on Jul 07, 2017

OIT Networking has completed maintenance on the network switches in the Annex and Herring Hall. Please report any issues to the Help Desk (x4357).

alerts

network

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## Planned Network Maintenance - Annex and Herring Hall

Jacob, Dylan Tremayne posted on Jul 07, 2017

OIT Networking will be performing maintenance on the network switches in the Annex and Herring Hall. During this time, network connectivity will be unavailable. Notification will be sent at completion.

alerts

network

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## Planned Network Maintenance - Sewall and Lovett Halls (Complete)

Jacob, Dylan Tremayne posted on Jul 06, 2017

OIT Networking has completed maintenance on the network switches in Sewall and Lovett Halls. Please report any issues to the Help Desk (x4357).

alerts

network

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## Emergency maintenance on wiki.rice.edu - Complete

McClure, Susan K posted on Jul 06, 2017

Emergency maintenance on wiki.rice.edu is now complete. Users can access wiki.rice.edu and jira.rice.edu once again.

alerts

wiki

jira

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## Emergency maintenance on wiki.rice.edu

McClure, Susan K posted on Jul 06, 2017

Emergency maintenance on wiki.rice.edu will begin shortly. Users will be unable to access wiki.rice.edu or jira.rice.edu until maintenance is completed.

alerts

wiki

jira

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## Planned Network Maintenance - Sewall and Lovett Halls



Jacob, Dylan Tremayne posted on Jul 06, 2017

OIT Networking will be performing maintenance on the network switches in Sewall and Lovett Halls. During this time, network connectivity will be unavailable. Notification will be sent at completion.

alerts

network