

# IT-Alerts History



## Maintenance on Rice Wiki and Docs is complete.

McClure, Susan K posted on Jan 11, 2018

OIT System Maintenance on [wiki.rice.edu](http://wiki.rice.edu) and [docs.rice.edu](http://docs.rice.edu) is complete. Users may now access both wiki and docs web pages. If you have any issues with these services after this time, please log a problem ticket at <http://help.rice.edu> or call the Help Desk at 713.348.help .

[alerts](#) [information](#) [wiki](#) [docs](#)

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## Maintenance on Rice Wiki and Docs about to begin

McClure, Susan K posted on Jan 11, 2018

OIT will begin system maintenance shortly on the [docs.rice.edu](http://docs.rice.edu) and [wiki.rice.edu](http://wiki.rice.edu) services. During the maintenance period, users will have no access to either service.

[alerts](#) [information](#) [wiki](#) [docs](#)

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## Phonoscope services are impacted on campus - Update

Ordiales, Rick posted on Jan 03, 2018

Cable TV service provider Phonoscope located a fiber cut and was re-spliced last night. They are still working on restoring cable TV service. No estimated time of repair available.

[alerts](#)

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## Planned Network Maintenance - Tudor (complete)

Jacob, Dylan Tremayne posted on Jan 03, 2018

OIT Networking has completed maintenance on the network switches in Tudor. Users may need to reboot their workstations. Please report any issues to the Help Desk (x4357).

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

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## Phonoscope services are impacted on campus

Aune Jr, Eric Thomas posted on Jan 02, 2018

Rice Networking confirmed earlier today that Phonoscope cable TV services are impacted on campus due to a service provider issue. Phonoscope is aware of the situation and is investigating.

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

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## Request Tracker RT maintenance is Complete.

McClure, Susan K posted on Dec 16, 2017

Request Tracker RT problem ticket system maintenance is complete. All queued email has been delivered and new tickets created. If you have issues, send email to [help@rice.edu](mailto:help@rice.edu) for assistance or call Operations at 7813.348.4989

[alerts](#) [issue](#) [resolved](#) [rt](#)

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## Request Tracker RT problem ticketing system down for maintenance

McClure, Susan K posted on Dec 16, 2017

The Request Tracker (RT) problem ticketing system will down for maintenance and an upgrade on Saturday, 12/16/17 from 08:00 till 12:00. Users will have no access to <https://help.rice.edu> during the maintenance. Any email sent to [help@rice.edu](mailto:help@rice.edu) will be held and delivered after maintenance has completed. If you have an urgent issue, please call OIT Operations at 713.348.4989 to speak with an operator. Thank you for your patience.

[alerts](#) [rt](#) [problem](#) [requesttracker](#)

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## Network Maintenance (Palo Alto Networks) (Complete)

Ball, Albert Levi posted on Dec 16, 2017

Network Maintenance (Palo Alto Networks) (Complete) ITSO finished maintenance on the Palo Alto Networks IPS in the PDC. Please report any issues to the Help Desk (x4357).

[itso](#) [ips](#) [alerts](#)

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## Network Maintenance (Palo Alto Networks)

Ball, Albert Levi posted on Dec 16, 2017

Network Maintenance (Palo Alto Networks) ITSO will be performing maintenance on the Palo Alto Networks IPS in the PDC and Mudd. Notification will be sent at completion.

itso ips alerts

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## Planned Network Maintenance - Moody Center (complete)

Jacob, Dylan Tremayne posted on Dec 15, 2017

OIT Networking has completed maintenance on the network switches in the Moody Center. Users may need to reboot their workstations. Please report any issues to the Help Desk (x4357).

network alerts

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## Planned Network Maintenance - Moody Center

Jacob, Dylan Tremayne posted on Dec 15, 2017

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

network alerts

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## Planned Network Maintenance - Media Center (complete)

Jacob, Dylan Tremayne posted on Dec 15, 2017

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

network alerts

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## Planned Network Maintenance - RN2 Devices in Data Center (Complete)

Ordiales, Rick posted on Dec 15, 2017

OIT Networking has completed the maintenance on Legacy RiceNet 2 devices in the data center. Please report any issues to the Help Desk (x4357).

alerts



## Planned Network Maintenance - Media Center

Jacob, Dylan Tremayne posted on Dec 15, 2017

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

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

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## Planned Network Maintenance - RN2 Devices in Data Center

Ordiales, Rick posted on Dec 15, 2017

OIT Networking will be performing a maintenance on Legacy RiceNet 2 devices in the data center. Notification will be sent at completion.

[alerts](#)

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## Planned Network Maintenance - Annex, IBC Building, Huff House (complete)

Aune Jr, Eric Thomas posted on Dec 14, 2017

OIT Networking has completed the planned maintenance on the DHCP service for the Annex, IBC Building and Huff House. If you experience connectivity issues, please contact the OIT Help Desk at 713-348-HELP (4357).

[alerts](#)

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## Planned Network Maintenance - Annex, IBC Building, Huff House

Aune Jr, Eric Thomas posted on Dec 14, 2017

OIT Networking will be performing a planned maintenance on the DHCP service for the Annex, IBC Building and Huff House which will result in a brief service outage. Users may need to reboot their workstations. If you experience connectivity issues, please contact the OIT Help Desk at 713-348-HELP (4357). Notification will be sent at completion.

[alerts](#)

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## Planned Network Maintenance - Central and South Plants (complete)

Jacob, Dylan Tremayne posted on Dec 11, 2017

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

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

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## Planned Network Maintenance - Central and South Plants

Jacob, Dylan Tremayne posted on Dec 11, 2017

OIT Networking will be performing maintenance on the network switches in the Central and South Plants. During this time, network connectivity will be intermittent. Notification will be sent at completion.

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

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## Planned Network Maintenance - Facilities (complete)

Jacob, Dylan Tremayne posted on Dec 08, 2017

OIT Networking has completed maintenance on the network switches in the Facilities main building and shops. Please report any issues to the Help Desk (x4357).

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

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## Planned Network Maintenance - Facilities

Jacob, Dylan Tremayne posted on Dec 08, 2017

OIT Networking will be performing maintenance on the network switches in the Facilities main building and shops. During this time, connectivity may be intermittent. Notification will be sent at completion.

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

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## Graduate Apartments - Power Restored



Jacob, Dylan Tremayne posted on Dec 07, 2017

Power has been restored at the Rice Graduate Apartments. Network connectivity has been verified. Please report any issues to the Help Desk (x4357).

alerts network

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## Rice Graduate Apartments - Power Outage

Jacob, Dylan Tremayne posted on Dec 07, 2017

The Rice graduate apartments facility is experiencing a power outage. Centerpoint has been notified. The estimated time for power restoration is 3 hours. Notification will be sent when network services have been restored.

alerts network

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## Update - The VPN service is back online

Dewey, Michael Laurance posted on Dec 04, 2017

The issues causing the VPN service to fail have been resolved. If you continue to experience issues with VPN, please contact the Help Desk at helpdesk@rice.edu or at #4357.

alerts vpn

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## VPN is currently down

Dewey, Michael Laurance posted on Dec 04, 2017

We are currently experiencing issues with VPN access to the Rice network. OIT staff is investigating the problem now and we hope to have it back online shortly.

alerts vpn

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## Planned Network Maintenance - Internal FW in Mudd Data Center (Complete)

Ordiales, Rick posted on Dec 01, 2017

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

alerts

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## Planned Network Maintenance - Internal FW in Mudd Data Center

Ordiales, Rick posted on Dec 01, 2017

OIT Networking will be performing maintenance on the Internal Firewall. Notification will be sent at completion.

alerts

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## Proofpoint Issue - An update to the system by the vendor reset user defaults

Dewey, Michael Laurance posted on Nov 30, 2017

Last night, Proofpoint applied an update to our system that caused all user settings to be set to default. The results are as follows: All messages that have been previously deleted by the user have reappeared, going back to October 31 (last 30 days). User Preferences have been set to DEFAULT The Block Sender and Safe Sender lists are BLANK We are currently working with Proofpoint to get resolution to this issue. As we get more information, we will provide updates.

alerts proofpoint

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## Update to Blogs.rice.edu issue with login

Dewey, Michael Laurance posted on Nov 27, 2017

The issue with logging in to blogs.rice.edu has been resolved as of 5:10am this morning. If you believe you are still having issues with your login, please contact the Help Desk at helpdesk@rice.edu.

alerts blogs

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## Blogs.rice.edu is having issues with login

Dewey, Michael Laurance posted on Nov 26, 2017

Currently, we are experiencing a login problem with blogs.rice.edu. OIT is investigating the issue. As soon as we have any new information or if we have resolved the issue, we will send an update.

alerts blogs

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## Planned Network Maintenance - Wireless Network (Complete)

Ordiales, Rick posted on Nov 18, 2017

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

alerts wireless

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## Planned Network Maintenance - Wireless Network

Ordiales, Rick posted on Nov 18, 2017

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

alerts wireless

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## Planned Network Maintenance - Policy Routers in Mudd (complete)

Jacob, Dylan Tremayne posted on Nov 17, 2017

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

network alerts

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## Planned Network Maintenance - Policy Routers in Mudd Data Center

Jacob, Dylan Tremayne posted on Nov 17, 2017

OIT Networking will be performing maintenance on the policy routers in the Mudd Data Center. During this time, network connectivity may be intermittent. Notification will be sent at completion.

network alerts

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# Completed: Planned Network Maintenance - Cohen

## House, Health & Wellness

Aune Jr, Eric Thomas posted on Nov 16, 2017

The planned maintenance on the DHCP service for Cohen House and Health & Wellness has been completed. If you experience connectivity issues, please contact the OIT Help Desk at 713-348-HELP (4357).

alerts

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## Planned Network Maintenance - Cohen House, Health & Wellness

Aune Jr, Eric Thomas posted on Nov 16, 2017

OIT Networking will be performing a planned maintenance on the DHCP service for Cohen House and Health & Wellness which will result in a brief service outage. Users may need to reboot their workstations. If you experience connectivity issues, please contact the OIT Help Desk at 713-348-HELP (4357). Notification will be sent at completion.

alerts

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## Banner Form Issues with Java client

Dewey, Michael Laurance posted on Nov 13, 2017

We are experiencing issues with Banner Forms and the Java client. The error message includes the following reason..."Your security settings have blocked an application signed with an expired or not-yet-valid certificate from running." If you are experiencing this error, please contact the Help Desk at helpdesk@rice.edu or at #4357 for assistance.

alerts

banner

forms

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

Daugherty, Hubert C posted on Nov 11, 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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## Storage, Crate, and RNAS reboots - Maintenance begins at 7am

Daugherty, Hubert C posted on Nov 11, 2017

Starting at 7am, 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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## Network Maintenance in ACC - Complete

Pruit, Zack posted on Nov 10, 2017

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

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

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## Planned Network Maintenance in PDC Pod-B (Complete)

Ordiales, Rick posted on Nov 07, 2017

The network maintenance in the PDC Pod-B is now complete. Please report any issues to the Help Desk (x4357)

[alerts](#)

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## Planned Network Maintenance in PDC Pod-B

Ordiales, Rick posted on Nov 07, 2017

The planned network maintenance on the switches in PDC Pod-B is starting. Notification will be sent at completion.

[alerts](#)

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## Add port 443 to giving.rice.edu netscaler vip

Truscott, Robert S posted on Nov 06, 2017

Port 443 has been added to the development-gslb-pdc vip for giving.rice.edu

alerts

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## Completed: Planned maintenance for Grouper

Engle, Paul Dennis posted on Oct 31, 2017

The Grouper application has been upgraded successfully. Please contact [helpdesk@rice.edu](mailto:helpdesk@rice.edu) with any issues.

alerts

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## Planned maintenance: Grouper web application

Engle, Paul Dennis posted on Oct 31, 2017

The scheduled upgrade for the Grouper web application and database will begin at 8:00am. The web application will be unavailable briefly during part of the upgrade.

alerts