

Campus Network Disruption (Update)

As mentioned previously, at about 2:30pm, we experienced a hardware component failure that supports our primary campus data network. The redundant system took over for the failure but the traffic load overwhelmed the redundant system. To regain full network capacity, we had to restart primary and redundant systems. As a result, we experience about a 30 minute (2:30pm-3:00pm) network outage. Most of the core services have been restored but there are several systems that are in process of being restored. The systems we currently know that are affected are...

- Esther
- Edgar
- Banner INB
- Courses
- Degree Works
- Exchange

If you run across any other system(s) that you suspect affected, please contact the Help Desk (#4357 or help@rice.edu) or me.

Thank you for your patience and understanding,

Mike

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Mike Dewey

Director – Campus Services

713-348-4222