

# 15 minute Internet outage 4AM Tuesday

On Tuesday, April 17, 2012 at 4:00 AM, IT will reboot the equipment that connects Rice to the Internet. The outage will last 15 minutes.

Between 4:15 AM and 9:00 AM, if you notice any problem connecting to the Internet from Rice, or cannot access Rice resources from off-campus, please contact the IT's Operations Center at 713-348-4989.

After 9:00 AM, direct your calls to the IT Help Desk: 713-349-4357.

Details: IT's networking team has been monitoring a relatively minor issue (essentially invisible to customers) where data flows between Rice and a nearby institution are not following the right path despite the presence of a correct configuration. This reboot will either clear the problem or will help the team diagnose the problem.