UBC IT Bulletins

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Vancouver Campus Internet Border Maintenance – August 5, 2017 06:00 – 08:00 PT
1 hour 3 min ago

UBC Point Grey's Internet service provider, BC Net, will be performing maintenance on its core routers on Saturday, August 5th, 2017 between 06:00 – 08:00 PT. Connectivity to Teaching Hospitals (VGH, St. Paul's, Children and Women's) as well as the Faculty of Medicine Distributed Medical Program (DMPAV) will be temporarily unavailable. Redundant paths are available to other areas of Point Grey, so no additional service disruptions are anticipated.

Further details on this BC Net maintenance are available at https://bulletins.it.ubc.ca/archives/30543.

Workspace Upgrade August 5, 2017 06:00 – August 6, 2017 06:00 PT
1 hour 8 min ago

Workspace service will be undergoing a system upgrade from Saturday, August 5, 2017, 6:00 am to Sunday, August 6, 2017, 6:00 am. During the upgrade, Workspace users will not be able to access the service, which will affect external users that may need to access to links and files that have been shared with them.

Scientia Enterprise Foundations Upgrade August 9, 2017 08:00 – 21:00 PT
1 hour 10 min ago

The Scientia Enterprise Foundations suite will undergo an upgrade.

The outage date and time is Wednesday, August 9, 2017 08:00 – 21:00 PT

During this time the Scientia Enterprise suite will not be available.

LTPS (CTC3) maintenance August 12, 2017 07:00-09:00 PT
1 hour 15 min ago

The Learning Tools Provisioning System (LTPS, a.k.a. CTC3) will be unavailable for scheduled maintenance on Saturday, August 12, 2017 from 07:00-09:00 PT. ISS will be unable to access LTPS functionality within Connect during this time. Connect will otherwise not be affected.

PAIR Reports framework upgrade Aug 01, 2017 10:00 – 11:00 PT
8 hours 29 min ago

The PAIR Reports in Production will undergo a scheduled upgrade on Aug 01, 2017 10:00 – 11:00 PT. We expect less than 10 minutes of outage between these times.

BCNET Data-SAFE Maintenance August 3, 2017 0700 – August 4, 2017 1700 PDT
8 hours 30 min ago

From: 07:00 Thursday, August 3, 2017
To: 17:00 Friday, August 4, 2017

Reason: Physical move of the DATA-SAFE Service.

Effects: The BCNET DATA-SAFE service will be unavailable during this maintenance window.

Contact: Please contact the BCNET Network Operations Centre at 604-822-1348 option 3 or noc@bc.net when network problems are experienced outside of
a maintenance window.

Posted By: BCNET Network Management Centre
604-822-1348 option 3
noc@bc.net

**VDI Maintenance Aug 3, 2017 18:00 – 22:00 PT**

*8 hours 31 min ago*

UBC IT Desktop and Systems Infrastructure teams will be performing maintenance operations to the VDI system.

Please log out of your VDI session ahead of the maintenance window identified above.

**UBC Border Firewall Tor blocking continuity June 02, 2017 12:30 – July 31, 2017 23:30 PT**

July 28, 2017 - 8:40pm

UBC will continue blocking Tor at border firewall June 02, 2017 12:30 – July 31, 2017 23:30 PT.
Internal users will not be able to use Tor for outbound browsing.
External users will not be able to use Tor to access the UBC websites.

**University Storage Grid Maintenance – July 31, 2017 13:00 – 15:00 PT**

July 26, 2017 - 8:55pm

University Storage Grid (USG) will be undergoing maintenance during the above mentioned window to decommission Fairview filer in Life Sciences. No service interruptions are expected since all workloads have been moved off.

**Brock Hall East & West Wing Building Networks Upgrade July 31, 2017 19:00 – 23:00 PT**

July 26, 2017 - 8:45pm

Network maintenance is being performed on the Brock Hall East Wing, and Brock Hall West Wing building networks to facilitate upgrades as part of the Network Switch Replacement Program. During this service window on Monday, July 31, 2017 19:00 – 23:00 PT, all wired network services will be sporadic, as the network services are migrated, and the connectivity is verified.

**BCNET Vancouver Exchange Router upgrade maintenance August 5,2017 06:00 – 08:00 PDT**

July 26, 2017 - 8:15pm

From: 06:00 Saturday, August 5, 2017
To: 08:00 Saturday, August 5, 2017

Reason: BCNET is conducting core router Junos upgrades at the Vancouver Exchange impacting routers in Vancouver and Surrey.

Effects: There will be a network interruption of up to 20 minutes per each upgrade. Impacts are localized to all members and services connecting through the Vancouver and Surrey locations. Members with no diverse or failover links into the BCNET Vancouver Exchange will experience Peering Services, Research Network and Internet Transit service interruptions during the upgrades.

All other network services, such as Internet Transit, Peering, access to the Research Network, and services at other Exchanges are not impacted.

Contact: Please contact the BCNET Network Operations Centre at 604-822-1348 option 3 or noc@bc.net when network problems are experienced outside of a maintenance window.

**FASmail Network Maintenance – August 9, 2017 21:00 – 22:00 PT**

July 26, 2017 - 7:45pm

During the above maintenance window, the FASmail service may see outages of up to 5 minutes. Clients may not be able to send or receive email during this time.
**EZproxy server maintenance July 28, 2017 10:00 – 16:00 PT**
July 26, 2017 - 7:31pm

Off campus access (via EZproxy) to journals, databases and other e-resources will be interrupted for up to 2 hours between 10am and 4pm during network updates. Thank you for your patience.

**Completed – BCNET Data-SAFE Maintenance July 27, 2017 0600 – 0800 PDT**
July 26, 2017 - 7:30pm

Communications Contact: Alex Doradea-Cabrera  
Service Bulletin Content:  
From: 06:00 Thursday, July 27, 2017  
To: 08:00 Thursday, July 27, 2017  

Effects: The BCNET DATA-SAFE service will be unavailable for one hour during this maintenance window.  

Contact: Please contact the BCNET Network Operations Centre at 604-822-1348 option 3 or noc@bc.net  
when network problems are experienced outside of a maintenance window.  

Posted By: BCNET Network Management Centre  
604-822-1348 option 3  
noc@bc.net

**GRID02 Virtual Server Service Maintenance – July 27th, 2017 13:00 – 15:00 PT**
July 26, 2017 - 7:30pm

UBC IT will decommissioning the GRID02 VCenter Server between Thursday July 27th, 2017 13:00 – 15:00 PT. There are no impacts to virtual machines since all workloads have been moved to the UDC vCenter or EduCloud.

**UPDATE: Intermittent Network Connectivity – 4:30 pm, July 26, 2017**
July 26, 2017 - 6:02pm

There was a momentary outage for approximately 1 minute at 16:27 and the network has been stable since then.  

Our network team is currently monitoring the situation and investigating the root cause.

**Intermittent Network Connectivity – 4:30 pm, July 26, 2017**
July 26, 2017 - 4:45pm

We have received a number of reports of intermittent interruptions of network connectivity. Technicians are currently investigating the cause.  

This bulletin will be updated on or before 17:45 PT.

**Red Hat Satellite Upgrade – July 26, 2017 09:30 – 16:30 PT**
July 26, 2017 - 8:00am

The Red Hat Satellite Update Server will be undergoing maintenance on July 26, 2017 09:30 – 16:30 PT. Systems subscribed to the service will be unable to check for errata or install new software from the Satellite server during the maintenance window.

**Brock Hall East/West/Annex Building Networks Upgrade July 26, 2017 19:00 – 23:00 PT**
July 25, 2017 - 9:50pm

Network maintenance is being performed on the Brock Hall East Wing, Brock Hall West Wing, Brock Hall Annex building network to facilitate upgrades as part of the Network Switch Replacement Program. During this service window on Wednesday, July 26, 2017 19:00 – 23:00 PT, all wired network services will be sporadic, as the network services are migrated, and the connectivity is verified.
July 25, 2017 - 9:11pm

All the networks affected by this afternoon's outage have been restored.

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