

**Infrastructure and enterprise application availability**



## Key Highlights

### Network

15th July 2014 08:00 - 15th July 08:05: An update to software on core router GW-SB-5 to selected sites on campus as part of a scheduled outage.  
22nd July 2014 08:00 - 22nd July 08:05: An update to software on Whitworth core router to selected sites on campus as part of a scheduled outage.

### P Drive storage

16th July 2014 14:00 - 29th July 06:00 : Performance issues with the Microsoft managed desktop products relating to stuck SMB processes in Isilon network storage as per master record 1461646.  
RFC 6253 was implemented to rectify the issue.

### Blackboard

7th July 2014 08:00 - 8th July 2014 09:00 : A performance issue occurred affecting new enrolments and course activations following RFC 5879.

### T4 content management system

9th July 2014 09:00 - 9th July 09:25: An unscheduled outage occurred rendering the service unavailable due to authentication issues.

### Campus solutions

28th July 2014 12:00 - 28th July 2014 15:00: An unscheduled outage occurred in relation to a possible high system usage level being met. This caused problems with logging in. The configuration files were amended to allow resumption of service.

### Resourcelink

3rd July 12:15 - 3rd July 2014 15:15: An unscheduled outage occurred due to a capacity issue in the Audit table space in Resourcelink. This restriction was removed to resolve the issue.

### ALMA

2nd July 2014 13:30 - 2nd July 2014 15:30 : The analytics module failed causing an unscheduled outage due to a fault at ExLibris.  
3rd July 2014 07:00 - 3rd June 2014 10:00 : The analytics module failed causing an unscheduled outage due to a fault at ExLibris.