



2 network maintenance announcements: DDC firewall failover tonight, 12/16; LIB node router maintenance rescheduled to 12/18-12/19

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We have two announcements regarding upcoming network maintenance with possible downtime.

1. Tonight, **Monday December 16, 2019, from 8:30 p.m. - 8:45 p.m.**, we will conduct emergency network maintenance to failover the Downtown Data Center (DDC) primary firewall to the secondary firewall. Typically, no downtime would be expected. Should downtime occur, IT services connecting to the DDC would be affected, including Epic, Pulse, Citrix, Call Recording, PeopleSoft, Kronos, etc. System administrators should validate that their systems are operational by 9:00 p.m. To report system issues, please open a "high" ticket for the Network team by calling 801-581-4000, option 1.
2. Maintenance on routers that support the Library (LIB) node, originally scheduled for tonight, December 16 - December 17, 2019, has been rescheduled to **Wednesday, December 18, 2019 at 9:00 p.m. – Thursday, December 19, 2019 at 1:00 a.m.** No downtime is expected, but should an outage occur, services running on the LIB node (e.g., Marriott Library, College of Law, and College of Social & Behavioral Science) will be affected. If you have questions, please contact Ryan Millward (801-587-1306, ryan.millward@utah.edu) or Michael Hansen (801-587-1306, mchansen@utah.edu) in UIT's Network Operations Center (NOC). Alternately, use this [Service Request web form](#) (authentication is required), and select UIT-NCI-Network Operations (NOC) in the Assignment Group field. Visit [this webpage](#) to access the original email announcement.

To report issues during either maintenance window, please contact the UIT Help Desk at 801-581-4000, option 1.

Please visit the [University IT Services Status page](#) for information during this and future maintenance events.



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