You've received this email because you're subscribed to UIT's public email list.

UIT will upgrade geographic information system (GIS) databases during two separate maintenance events on **Wednesday-Thursday, April 5-6, 2023**, causing downtime for GIS-dependent web applications including Campus Map, My Class Map, UPark, and the Network Monitoring Map.

The first change will take place today, **April 5, from 7:00 p.m. to 8:00 p.m.**, and will include up to 45 minutes of downtime. The second change is scheduled on **April 5-6, from 11:30 p.m. to 2:30 a.m.**, and will include approximately 2 1/2 hours of downtime. A splash page will be posted on impacted service portals for the duration of the outage.

If you have questions, your local IT support staff may be able to assist, or you may contact your respective help desk: UIT Help Desk (801-581-4000) or ITS Service Desk (801-587-6000).

**Technical details**

UIT will perform vendor-recommended troubleshooting of database deadlocks during nightly service recycle periods. A deadlock is a blocking scenario that occurs when two processes are blocked by each other because they are attempting to access a resource locked by the other process.

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

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**Node 4 story idea? Email us:** stratcomm@it.utah.edu

**it.utah.edu**

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