

# IT Services Status Report

## Systems Status:



|                    |  |
|--------------------|--|
| Internet & Network |  |
| Email              |  |
| Citrix             |  |
| Mitel SoftPhone    |  |
| Moodle             |  |
| Kaltura            |  |
| Phone              |  |
| Printing           |  |
| Unit 4             |  |
| Website            |  |
| Wireless           |  |
| SRS                |  |
| Zoom               |  |

## Related Articles:

- [Anti-Virus Protection](#)
- [Logging-In On Campus](#)
- [Accessing Microsoft Office 365 online productivity suite \(Word, Excel and Powerpoint\)](#)
- [Password Reset](#)
- [Microsoft Office 365 productivity suite installation](#)
- [Logging in as a Guest - Classroom Computers](#)
- [Contacting IT Service Centre](#)
- [Microsoft Whiteboard \(O365\)](#)
- [Using Outlook on the Web for O365](#)
- [Using Mobile Devices with Outlook 365 Email](#)

Having an issue? [Submit a Ticket](#)

View our [ITS Maintenance Windows](#) to see if we could be working on our systems.

## CURRENT ISSUES.

## UPCOMING ISSUES:

On Saturday, February 27th, between 12:00 PM - 2:00 AM PST, IT Services will be upgrading networking infrastructure. Users on site, on all campuses may experience occasional 15 minutes outages during the major maintenance window.

For information on IT Services Maintenance Windows, please visit: [ITS Maintenance Windows](#)

| Date        | Status   | Details                                                                                                                                                                                    |
|-------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 22 Aug 2020 | Complete | <b>Unit4: Saturday, August 22nd: 09:00 - 21:00 : Routine Maintenance Unit 4 ERP (Timesheets, Payroll, Purchasing, Expenses)</b>                                                            |
| 24 Aug 2020 | Resolved | Some Moodle servers are not responding. This includes <a href="#">Moodle.selkirk.ca</a> and <a href="#">online.selkirk.ca</a> . We are working to resolve the issue as quickly as possible |

| 29<br>Mar<br>2020                                              | Resolved      | <b>Zoom:</b> We are experiencing a Zoom licensing issue. Users are unable to create a meeting with more than 3 people or longer than 40 minutes. Our vendor has been contacted and is working to resolve the issue as quickly as possible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
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| 08<br>Apr<br>2020                                              | Resolved      | <b>SoftPhone:</b> Some users are reporting trouble connecting to the Mitel Softphone from their laptops/desktops at home. ITS is investigating the issue.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| 25<br>Jun<br>2020                                              | Resolved      | Nelson Campuses are experiencing Email disruptions. IT Services is currently investigating the issue.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| 14 Jul<br>2020                                                 | Complete      | <p>Moodle Summer Upgrades</p> <table border="1"> <thead> <tr> <th>Server</th> <th>Date</th> <th>Outage Time</th> </tr> </thead> <tbody> <tr> <td><a href="http://arts.selkirk.ca">arts.selkirk.ca</a></td> <td>July 8, 2020</td> <td>8-10pm</td> </tr> <tr> <td><a href="http://trades.selkirk.ca">trades.selkirk.ca</a></td> <td>July 8, 2020</td> <td>8-10pm</td> </tr> <tr> <td><a href="http://spectrum.selkirk.ca">spectrum.selkirk.ca</a></td> <td>July 8, 2020</td> <td>9-11pm</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td><a href="http://committee.selkirk.ca">committee.selkirk.ca</a></td> <td>July 13, 2020</td> <td>8-10pm</td> </tr> <tr> <td><a href="http://esl.selkirk.ca">esl.selkirk.ca</a></td> <td>July 13, 2020</td> <td>9-11pm</td> </tr> <tr> <td><a href="http://llearn.selkirk.ca">llearn.selkirk.ca</a></td> <td>July 13, 2020</td> <td>9-11pm</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td><a href="http://online.selkirk.ca">online.selkirk.ca</a></td> <td>July 14, 2020</td> <td>8-11pm</td> </tr> <tr> <td><a href="http://moodle.selkirk.ca">moodle.selkirk.ca</a></td> <td>July 14, 2020</td> <td>8-11pm</td> </tr> </tbody> </table> | Server | Date | Outage Time | <a href="http://arts.selkirk.ca">arts.selkirk.ca</a> | July 8, 2020 | 8-10pm | <a href="http://trades.selkirk.ca">trades.selkirk.ca</a> | July 8, 2020 | 8-10pm | <a href="http://spectrum.selkirk.ca">spectrum.selkirk.ca</a> | July 8, 2020 | 9-11pm |  |  |  | <a href="http://committee.selkirk.ca">committee.selkirk.ca</a> | July 13, 2020 | 8-10pm | <a href="http://esl.selkirk.ca">esl.selkirk.ca</a> | July 13, 2020 | 9-11pm | <a href="http://llearn.selkirk.ca">llearn.selkirk.ca</a> | July 13, 2020 | 9-11pm |  |  |  | <a href="http://online.selkirk.ca">online.selkirk.ca</a> | July 14, 2020 | 8-11pm | <a href="http://moodle.selkirk.ca">moodle.selkirk.ca</a> | July 14, 2020 | 8-11pm |
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| <a href="http://arts.selkirk.ca">arts.selkirk.ca</a>           | July 8, 2020  | 8-10pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| <a href="http://trades.selkirk.ca">trades.selkirk.ca</a>       | July 8, 2020  | 8-10pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| <a href="http://spectrum.selkirk.ca">spectrum.selkirk.ca</a>   | July 8, 2020  | 9-11pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
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| <a href="http://committee.selkirk.ca">committee.selkirk.ca</a> | July 13, 2020 | 8-10pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| <a href="http://esl.selkirk.ca">esl.selkirk.ca</a>             | July 13, 2020 | 9-11pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| <a href="http://llearn.selkirk.ca">llearn.selkirk.ca</a>       | July 13, 2020 | 9-11pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
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| <a href="http://online.selkirk.ca">online.selkirk.ca</a>       | July 14, 2020 | 8-11pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| <a href="http://moodle.selkirk.ca">moodle.selkirk.ca</a>       | July 14, 2020 | 8-11pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| 08<br>Sep<br>2020                                              | Resolved      | Kaslo power outage effecting services on the Kalso campus.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| 21<br>Sep<br>2020                                              | Resolved      | Wifi services have been restored at 10th Street Campus.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| 25<br>Sep<br>2020                                              | Complete      | <b>8:00 AM to 10:00 AM: Unit4</b> will be intermittently unavailable with possible suspension of all Unit4 Services ( <i>i.e. timesheets, payroll, absences, expenses, purchasing</i> ). While the system may appear intermittently available, <b><u>please remain out of the system until after this window is complete to ensure data integrity.</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| 26<br>Sep<br>2020                                              | Complete      | <b>9:00 AM to 9:00 PM: Unit 4</b> Maintenance Outage from noon and until midnight. Access will be suspended to All Unit4 Services (timesheets, payroll, absences, expenses, purchasing). You may notice periods of intermittent access to the system, but we recommend that you stay out of the system until after the maintenance window is complete.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| 26<br>Sep<br>2020                                              | Complete      | <b>8:00 PM to 10:00:</b> Mitel phone upgrades; Phone and soft phone service may be intermittently unavailable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| 01<br>Oct<br>2020                                              | Resolved      | Moodle and other services restored.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| 08<br>Oct<br>2020                                              | Complete      | <p>IT Services has planned an emergency upgrade on the Mitel phone system scheduled for <b>Wednesday, October 7th, 2020 between 6:00 PM PST- 10:00 PM PST.</b></p> <p><b>Impact:</b> This will impact softphone connections, voice mail and desk phones at various times throughout the outage window. This will effect users at all campus locations.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |
| 10<br>Oct<br>2020                                              | Complete      | On <b>Saturday, October 10th, between the hours of 12:00 PM – 2:00 AM P</b> STIT Services will be moving the Nelson Groupwise post office from 10th Street Campus to the Silver King Campus datacenter. Email services for all Nelson staff will be temporarily unavailable during this time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |        |      |             |                                                      |              |        |                                                          |              |        |                                                              |              |        |  |  |  |                                                                |               |        |                                                    |               |        |                                                          |               |        |  |  |  |                                                          |               |        |                                                          |               |        |

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|-------------------|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 27<br>Nov<br>2020 | Complete    | IT Services will be conducting emergency upgrades to Groupwise email servers on <b>Saturday, October 24th from 12:00 PM to 2:00 AM and on Sunday, October 25th from 2:00 AM to 8:00 AM PST.</b><br><br>Staff on Castlegar and Nelson campuses may experience sporadic email outages during this time frame. The existing Groupwise client will continue working post maintenance window but an upgraded Groupwise client will be deployed at a later specified time. |
| 27<br>Nov<br>2020 | Resolved    | Some staff may be experiencing Groupwise issues. IT Services is currently investigating and will update the status when resolved.                                                                                                                                                                                                                                                                                                                                    |
| 11<br>Jan<br>2021 | Resolved    | SRS has been restored.                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 23<br>Jan<br>2021 | Complete    | Saturday, January 23rd, 2021 at 11:00 PM -12:00AM PST - <a href="http://moodle.selkirk.ca">moodle.selkirk.ca</a> and <a href="http://online.selkirk.ca">online.selkirk.ca</a> will not be available during this time for server maintenance.                                                                                                                                                                                                                         |
| 09<br>Feb<br>2021 | Resolved    | Selkirk College is currently experiencing technical difficulties with the Password Self Service Reset portal at <a href="https://passwords.Selkirk.ca">https://passwords.Selkirk.ca</a>                                                                                                                                                                                                                                                                              |
| 25<br>Feb<br>2021 | In Progress | Friday, February 12th, 2021 at 4:00 PM PST, GroupWise will no longer be available and be replaced with Microsoft O365. Staff can access email via <a href="#">Outlook on the Web</a> starting Saturday, February 13th, 2021 at 8:00 AM PST. <b>During the week of February 22nd, IT Services will begin to deploy the Outlook Client to staff machines through scheduled deployments.</b>                                                                            |
| 02<br>Mar<br>2021 | Resolved    | Kaltura will not load due to an expired SSL certificate. The issue is currently being worked on and may be resolved sometime today.                                                                                                                                                                                                                                                                                                                                  |