IT Services Status Report

Systems Status:

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

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

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

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

29 Mar 2020	Resolved	**Zoom:** 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.
08 Apr 2020	Resolved	**SoftPhone:** Some users are reporting trouble connecting to the Mitel Softphone from their laptops/desktops at home. ITS is investigating the issue.
25 Jun 2020	Resolved	Nelson Campuses are experiencing Email disruptions. IT Services is currently investigating the issue.
14 Jul 2020	Complete	Moodle Summer Upgrades 	Server	Date	Outage Time	 |---|---|---| | arts.selkirk.ca	July 8, 2020	8-10pm	 | trades.selkirk.ca	July 8, 2020	8-10pm	 | spectrum.selkirk.ca	July 8, 2020	9-11pm	 |			 | committee.selkirk.ca	July 13, 2020	8-10pm	 | esl.selkirk.ca	July 13, 2020	9-11pm	 | llearn.selkirk.ca	July 13, 2020	9-11pm	 |			 | online.selkirk.ca	July 14, 2020	8-11pm	 | moodle.selkirk.ca	July 14, 2020	8-11pm	
08 Sep 2020	Resolved	Kaslo power outage effecting services on the Kalso campus.
21 Sep 2020	Resolved	Wifi services have been restored at 10th Street Campus.
25 Sep 2020	Complete	**8:00 AM to 10:00 AM:** **Unit4** will be intermittently unavailable with possible suspension of all Unit4 Services *(i.e. timesheets, payroll, absences, expenses, purchasing).* While the system may appear intermittently available, **please remain out of the system until after this window is complete to ensure data integrity**.
26 Sep 2020	Complete	**9:00 AM to 9:00 PM**: Unit 4 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 Sep 2020	Complete	**8:00 PM to 10:00:** Mitel phone upgrades; Phone and soft phone service may be intermittently unavailable.
01 Oct 2020	Resolved	Moodle and other services restored.
08 Oct 2020	Complete	IT Services has planned an emergency upgrade on the Mitel phone system scheduled for **Wednesday, October 7th, 2020 between 6:00 PM PST- 10:00 PM PST.** **Impact:** 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.
10 Oct 2020	Complete	On **Saturday, October 10th**, **between the hours of 12:00 PM – 2:00 AM PST** IT 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.

27 Nov 2020	Complete	IT Services will be conducting emergency upgrades to Groupwise email servers on **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.** 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 deployed at a later specified time.
27 Nov 2020	Resolved	Some staff may experiencing Groupwise issues. IT Services is currently investigating and will update the status when resolved.
11 Jan 2021	Resolved	SRS has been restored.
23 Jan 2021	Complete	Saturday, January 23rd, 2021 at 11:00 PM -12:00AM PST - moodle.selkirk.ca and online.selkirk.ca will not be available during this time for server maintenance.
09 Feb 2021	Resolved	Selkirk College is currently experiencing technical difficulties with the Password Self Service Reset portal at https://passwords.Selkirk.ca
25 Feb 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 Outlook on the Web starting Saturday, February 13th, 2021 at 8:00 AM PST. **During the week of February 22nd, IT Services will begin to deploy the Outlook Client to staff machines through scheduled deployments.**
02 Mar 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.