IT Services Status Report

Systems Status: NORMAL

Internet & Network	
VPN	
Email	
Citrix	
Mitel SoftPhone	
Moodle	
Kaltura	
Phone	
Printing	
Unit 4	
Website	
Wireless	
SRS	
Zoom	
LanSchool	
Microsoft Services	GREEN
Alertus	

View our ITS Maintenance Windows to see if we could be working on our systems.

CURRENT ISSUES.

UPCOMING OUTAGES:

14 Mar 2024 Routine maintenance will occur on **Wednesday 20th 10:00 PM - 11:00 PM PST, Citrix** (Citrix.selkirk.ca) virtual desktop services will be **unavailable** during this time.

05 Mar 2024 Kaslo campus - Scheduled network maintenance by KIN will trigger a 30 Minute Service Disruption Between **Friday March 15th 2024 11pm and Saturday March 16th 6am PST.**

01 Mar 2024 Major network maintenance will occur on the following prospective dates.

Internet services will be disrupted sporadically at respective campus locations from **12:00 PM PST to 08:00 PM PST** including:

- **10th May 2024 - Nelson Silverking, 10th Street, KSA campus**
- **24th May 2024 - Grand Forks, Nakusp, Kaslo campus**
- **8th June 2024 - Trail campus**
- **22nd June 2024 - Castlegar campus**

Date	Status	Details

<table>
<tr><td>14 Sept 2023</td><td>Resolved</td><td>Selkirk.ca outage</td></tr>
<tr><td>22 Aug 2020</td><td>Complete</td><td>Unit4: Saturday, August 22nd: 09:00 - 21:00 : Routine Maintenance Unit 4 ERP (Timesheets, Payroll, Purchasing, Expenses)</td></tr>
<tr><td>24 Aug 2020</td><td>Resolved</td><td>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</td></tr>
<tr><td>29 Mar 2020</td><td>Resolved</td><td>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.</td></tr>
<tr><td>08 Apr 2020</td><td>Resolved</td><td>SoftPhone: Some users are reporting trouble connecting to the Mitel Softphone from their laptops/desktops at home. ITS is investigating the issue.</td></tr>
<tr><td>25 Jun 2020</td><td>Resolved</td><td>Nelson Campuses are experiencing Email disruptions. IT Services is currently investigating the issue.</td></tr>
<tr><td>14 Jul 2020</td><td>Complete</td><td>Moodle Summer Upgrades
<table>
<tr><th>Server</th><th>Date</th><th>Outage Time</th></tr>
<tr><td>arts.selkirk.ca</td><td>July 8, 2020</td><td>8-10pm</td></tr>
<tr><td>trades.selkirk.ca</td><td>July 8, 2020</td><td>8-10pm</td></tr>
<tr><td>spectrum.selkirk.ca</td><td>July 8, 2020</td><td>9-11pm</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td>committee.selkirk.ca</td><td>July 13, 2020</td><td>8-10pm</td></tr>
<tr><td>esl.selkirk.ca</td><td>July 13, 2020</td><td>9-11pm</td></tr>
<tr><td>llearn.selkirk.ca</td><td>July 13, 2020</td><td>9-11pm</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td>online.selkirk.ca</td><td>July 14, 2020</td><td>8-11pm</td></tr>
<tr><td>moodle.selkirk.ca</td><td>July 14, 2020</td><td>8-11pm</td></tr>
</table></td></tr>
<tr><td>08 Sept 2020</td><td>Resolved</td><td>Kaslo power outage effecting services on the Kalso campus.</td></tr>
<tr><td>21 Sept 2020</td><td>Resolved</td><td>Wifi services have been restored at 10th Street Campus.</td></tr>
<tr><td>25 Sept 2020</td><td>Complete</td><td>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, <u>please remain out of the system until after this window is complete to ensure data integrity</u>.</td></tr>
<tr><td>26 Sept 2020</td><td>Complete</td><td>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.</td></tr>
<tr><td>26 Sept 2020</td><td>Complete</td><td>8:00 PM to 10:00: Mitel phone upgrades; Phone and soft phone service may be intermittently unavailable.</td></tr>
<tr><td>01 Oct 2020</td><td>Resolved</td><td>Moodle and other services restored.</td></tr>
<tr><td>08 Oct 2020</td><td>Complete</td><td>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.</td></tr>
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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.
08 Mar 2021	Complete	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.
10 Mar 2021	Resolved	Kaltura services are currently down. Our service partners are investigating and will resolve this issue as soon as possible.
11 Mar 2021	Resolved	Kaltura Services are running with intermittent API errors. Refreshing seems to work as temporary fix. Kaltura is still investigating the underlying issue.
13 Mar 2021	Complete	On Saturday, March 13th, between 8:00 AM PST and 12:00 PM PST, IT Services will be performing upgrades on our Citrix virtual machine servers. This upgrade will not take the Citrix service down but will greatly degrade performance. Please avoid connecting to any Citrix resource during this maintenance window.
24 Apr 2021	Complete	On Saturday, April 24th, between 12:00 PM PST and 2:00 AM PST, IT Services will be conducting major maintenance on critical network infrastructure. Staff and students may experience possible intermittent outages throughout the day.
22 May 2021	Complete	Unit4 Environment maintenance will begin **Saturday, May 22nd, 2021 at 9:00 PM and end by 5:00 AM PST on Sunday May 23rd, 2021**. Access will be suspended to All Unit4 Services (timesheets, payroll, absences, expenses, purchasing). You may notice periods of intermittent access to the system and we recommend that you stay out of the system until after the maintenance window is complete.
28 May 2021	Complete	Moodle will not be available on Friday May 28th from 10:00pm -12:00am PST for system maintenance.
19 Jun 2021	Complete	On Saturday, June 19th from 9:00 AM PST to 9:00 PM PST, IT Services will be conducting upgrades to the following services: SRS, FRS, SLED, Star Garden and Financial Aid. Students and staff may not be able to access these services during this maintenance window.
26 Jun 2021	Complete	**Kaltura Summer Upgrade** - Saturday, June 26th at 5:00am to Monday, June 28th at 8:00am PT. Please refrain from trying to use Kaltura at this time.
19 Jul 2021	Complete	Moodle.selkirk.ca and online.selkirk.ca will not be available between 8-10pm PST due to scheduled upgrades and system maintenance. **LanSchool** will be unavailable for staff on the Castlegar, Silver King, 10th Street and Trail campuses from June 24th to August 30th.
24 Jul 2021	Complete	ilearn.selkirk.ca and spectrum.selkirk.ca will not be available between 8-10pm PST due to scheduled upgrades and system maintenance.

21 Nov 2021	Complete	IT Services will be performing a major network upgrade on the Castlegar Campus on Saturday, November 20th and Sunday, November 21st between 8:00 AM and 6:00 PM each day. Staff may experience short intermittent outages to their workstations, phones and printers during this time. Log off before leaving on Friday but do not power off your workstation. We apologize for any inconvenience this may cause.
22 Jan 2022	Complete	IT Services will be performing upgrades to our license servers on Saturday, January 22nd, 2022 between 8:00 AM PST and 1:00 PM PST. Students and staff that work with AutoCAD, ArcGIS and GIS related software may experience minimal disruptions during this time. We apologize for any inconvenience this may cause.
05 Feb 2022	Complete	Users may not be able login to College Services such as Moodle, Helpdesk, SRS/FRS, VPN, and CITRIX between 6AM - 12PM Saturday February 5th.
25 Feb 2022	Complete	On Friday, February 25th, 2022, between 12:30 AM PST and 7:00AM PST, CBBC will be migrating their Nelson POP gateway. There will be sporadic loss of internet connectivity on all Nelson Campuses and inter-campus connectivity. We will attempt to minimize any outages to the best of our ability.
28 Feb 2022	Resolved	Selkirk College is currently experiencing technical difficulties with our phone systems. IT Services is currently investigating.
26 Mar 2022	Complete	On Saturday, March 26th, 2022, between 9:00 AM and 1:00 PM, all Castlegar network services will be offline due to an emergency maintenance upgrade. We apologize for any inconvenience this may cause.
20 Apr 2022	Complete	On Wednesday, April 20th, 2022 between 12:00 PM PST and 2:00 PM PST, the Grand Forks Campus will experience a network outage. CBBC requires a maintenance window to update network infrastructure.
14 May 2022	Complete	On Saturday, May 14th, 2022, IT Services will be performing upgrades to college services including SRS, FRS, and CE Reg services. These services will not be available between 6:00 AM PST and 1:00 PM PST.
05 Jul 2022	Resolved	Unit 4 ERP users may experience multiple error messages when trying to access the ERP system.
14 Aug 2022	Complete	**Multi-system Outage**: BCNET will be performing *emergency* software upgrades. This outage will take place on **Sunday August 14th from 6:00AM-12:00PM PST**. **Systems Affected:** Any connectivity inbound and outbound to all College campuses and Moodle.
13 Jan 2023	Resolved	13 Jan 2023 Due to a faulty update from Microsoft, users are experiencing icons disappearing. These applications have not been uninstalled, only the icon has been affected. IT Services is currently working on a resolution. Your patience is appreciated as we work to repair all systems affected.
20 Apr 2023	Resolved	Some users may be unable to view or access Microsoft 365 apps or services. Microsoft is investigating the issue.
21 Apr 2023	Resolved	Both **teach.selkirk.ca** and **learn.selkirk.ca** are currently down. IT Services is working with BCNet to restore these services as quickly as possible.
21 Apr 2023	Resolved	A-wing is experiencing network issues due to a faulty network switch. IT Services is working to replace the switch by Friday, April 21. Please use the staff wireless, SC-Staff until further notice.
14 Sept 2023	Resolved	14 Sept 2023 Selkirk.ca is currently unavailable due to an unexpected outage. The issue is actively being investigated.
09 Dec 2023	Complete	IT Services will be performing a scheduled major network upgrade on Saturday, December 9th, 2023, between 12:00 - 8:00 PM. Access to the Selkirk College network and/or access to the internet from the Selkirk College network (wired and wireless) will be disrupted at all campus locations. Zoom, Outlook email, OneDrive and Moodle will not be affected if you are accessing these services from home.
14 Feb 2024	Resolved	Mitel - Long distance services to all 250 phone numbers are currently unavailable Moodle - Users are unable to login to learn.selkirk.ca