

IT Services Status Report

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

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

CURRENT ISSUES.

RESOLVED17 Apr 2024 Microsoft is alerting users that some email messages may be delayed (sending and/or receiving). Selkirk College users have reported experiencing this issue.

Some users report that they can't send or receive messages at all.
This issue occurs in all Exchange Online connection methods.

Microsoft is working to resolve the issue and we will update as more information become available.

UPCOMING OUTAGES:

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
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16 Apr 2024	Resolved	Selkirk.ca is not accessible from computers on campus. Marketing has escalated the issue with the service provider.																																	
14 Sept 2023	Resolved	Selkirk.ca outage																																	
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																																	
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 <table border="1"> <thead> <tr> <th>Server</th><th>Date</th><th>Outage Time</th></tr> </thead> <tbody> <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> </tbody> </table>	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
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08 Sept 2020	Resolved	Kaslo power outage effecting services on the Kalso campus.																																	
21 Sept 2020	Resolved	Wifi services have been restored at 10th Street Campus.																																	
25 Sept 2020	Complete	8:00 AM to 10:00 AM: Unit4 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, <u>please remain out of the system until after this window is complete to ensure data integrity.</u>																																	
26 Sept 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 Sept 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 be deployed at a later specified time.
27 Nov 2020	Resolved	Some staff may be 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 26 th at 5:00am to Monday, June 28 th at 8:00am PT. Please refrain from trying to use Kaltura at this time.

19 Jul 2021	Complete	<p>Moodle.selkirk.ca and online.selkirk.ca will not be available between 8-10pm PST due to scheduled upgrades and system maintenance.</p> <p>LanSchool will be unavailable for staff on the Castlegar, Silver King, 10th Street and Trail campuses from June 24th to August 30th.</p>
24 Jul 2021	Complete	<p>ilearn.selkirk.ca and spectrum.selkirk.ca will not be available between 8-10pm PST due to scheduled upgrades and system maintenance.</p>
21 Nov 2021	Complete	<p>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.</p> <p>Log off before leaving on Friday but do not power off your workstation. We apologize for any inconvenience this may cause.</p>
22 Jan 2022	Complete	<p>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.</p>
05 Feb 2022	Complete	<p>Users may not be able login to College Services such as Moodle, Helpdesk, SRS/FRS, VPN, and CITRIX between 6AM - 12PM Saturday February 5th.</p>
25 Feb 2022	Complete	<p>On Friday, February 25th, 2022, between 12:30 AM PST and 7:00AM PST, CBBC will be migrating their Nelson POP gateway.</p> <p>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.</p>
28 Feb 2022	Resolved	<p>Selkirk College is currently experiencing technical difficulties with our phone systems. IT Services is currently investigating.</p>
26 Mar 2022	Complete	<p>On Saturday, March 26th, 2022, between 9:00 AM and 1:00 PM, <u>all</u> Castlegar network services will be offline due to an emergency maintenance upgrade. We apologize for any inconvenience this may cause.</p>
20 Apr 2022	Complete	<p>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.</p>
14 May 2022	Complete	<p>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.</p>
05 Jul 2022	Resolved	<p>Unit 4 ERP users may experience multiple error messages when trying to access the ERP system.</p>
14 Aug 2022	Complete	<p>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.</p> <p>Systems Affected: Any connectivity inbound and outbound to all College campuses and Moodle.</p>
13 Jan 2023	Resolved	<p>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.</p> <p>IT Services is currently working on a resolution. Your patience is appreciated as we work to repair all systems affected.</p>
20 Apr 2023	Resolved	<p>Some users may be unable to view or access Microsoft 365 apps or services. Microsoft is investigating the issue.</p>
21 Apr 2023	Resolved	<p>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.</p>
21 Apr 2023	Resolved	<p>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.</p>
14 Sept 2023	Resolved	<p>14 Sept 2023 Selkirk.ca is currently unavailable due to an unexpected outage. The issue is actively being investigated.</p>
09 Dec 2023	Complete	<p>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.</p>

14 Feb 2024	Resolved	<p>Mitel - Long distance services to all 250 phone numbers are currently unavailable</p> <p>Moodle - Users are unable to login to learn.selkirk.ca</p>
05 Apr 2024	Resolved	<p>Zoom services are currently experiencing technical difficulties. Please use Microsoft Teams where possible while IT Services investigates.</p>