To: owner-units@listserv.it.northwestern.edu  
Date: 6/17/2005  
Subject: REMINDER: Online services shut down June 25 for installation of generator, upgraded power supply at NUIT Datacenter

Greetings,

NUIT would like to call your attention to an upcoming interruption of e-mail and other online University services on June 25-26. This will affect departmental and school Web, application, and database servers housed at the Datacenter. We recommend that you take appropriate steps to communicate this service interruption to your users (see note below).

To strengthen the availability of University applications and protect critical data, a generator and an upgraded power supply are being installed at the central NUIT Datacenter. Work is scheduled to begin at 6:00 p.m. Saturday, June 25 and end at noon Sunday, June 26. The project will result in an unavoidable interruption of online University services for up to 18 hours.

Services affected include central e-mail (casbah, hecky, lulu, and merle), including WebMail; Northwestern's Web sites; HRIS; and Meeting Maker. For a more complete list of affected services, visit NUIT's "What's New & Changing @ NU" at <http://www.it.northwestern.edu/transitions/2005/datacenter_shutdown.html>.

Incoming e-mail that attempts to access the central e-mail servers during the outage will be delivered shortly after the servers come back online. (Please note: Some incoming e-mail that tries to access the servers multiple times during the outage may be returned to the sender.)

To help alert your users to the service outage, NUIT recommends posting a Web Alert on your home page similar to the following:

WEB ALERT: Online University services including e-mail and the NU Web will be unavailable between 6:00 p.m. Saturday, June 25 and noon Sunday, June 26. For details, please visit <http://www.it.northwestern.edu/transitions/2005/datacenter_shutdown.html>.

*Why is this happening?*

Providing reliable and secure central University computing systems even in the event of an electrical utility company outage requires the ability to protect data quickly. If an outage were to occur, the generator would provide the power needed to keep central services continuously operational.

In the unlikely event that the outage lasts longer than scheduled, please call the NUIT Support Center at 847-491-HELP (4357) for information.

Please direct questions regarding the service outage to it-communications@northwestern.edu.

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NUIT Communications
it-communications@northwestern.edu