Datacenter Shutdown “Web Alert” e-mail

To all University server administrators/owners:

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. Although the actual downtime may be shorter, NUIT recommends planning for the full implementation window.

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, please 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, visit <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.

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

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Northwestern University
Information Technology