



Monday, August 18, 2003

OU systems restored after power outage

By **Jeff Samoray**, OU Web Writer

Oakland University has made a strong recovery, due to the efforts of **University Technology Services** (UTS) in conjunction with Facilities Management, from the power outage that affected much of the central and northeastern United States Thursday, Aug. 14.

"I want to thank the University Technology Services team for their fine work during this challenging time," said Vice President for Academic Affairs and Provost Virinder Moudgil. "Given the situation that presented itself on Thursday afternoon, university systems have made a remarkable recovery. I appreciate the commitment and dedication of UTS to Oakland University and its community."

Electrical power was restored to the university by 10 p.m. Friday, Aug. 15. By 10:30 a.m. the following morning, all university phone and e-mail systems, online learning, WebCT, and building environmental control systems had been restored. Banner, SAIL and related systems were operational by noon, and the university Web site was restored by 1 p.m.

"Everything was fine by about mid-day on Saturday," said Assistant Vice President for Facilities Management Rusty Postlewait. "The water pressure on campus, which we needed for sanitation purposes, improved considerably within a matter of minutes. We were concerned that the brown out before the complete loss of power might have destroyed some smaller refrigeration units. But we only know of one that died."

"The blackout was a pretty traumatic event. It could have been worse."

The boil water alert issued by the Detroit Water and Sewerage Department following the blackout has been lifted, effective 3 p.m. Monday, Aug. 18. Oakland University employees may safely consume water from taps and drinking fountains on campus. The OU Police Department will be removing the "Do Not Drink Water" signs from campus buildings Monday afternoon.

University operations are proceeding as normal. However, there are some residual issues to be aware of for those on the university's campus:

Printers

UTS has received reports of print service network outages and have confirmed that these reports are related to the power outage. UTS is currently evaluating the problem.

Internet Connectivity

There are still some reported outages on various Internet connections, causing Internet access to be sporadic. UTS currently is evaluating the problem.

UNIX Server

The server used for storage of UNIX home directories has failed. UTS currently is evaluating server repair issues.

Banner

Hardware maintenance for the Banner database servers that was scheduled for Friday, Aug. 15, has been postponed to a date yet to be determined.

Visit the **University Technology Services** home page for continued updates on the status of computer-related problems. To report a system problem, contact the UTS Helpdesk at (248) 370-HELP (4357), e-mail helpdesk@oakland.edu or fax a detailed description of your problem marked "ATTENTION: HELPDESK" to (248) 370-4209.

SUMMARY

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