OAKLAND UNIVERSITY™

Saturday, August 23, 2003

Banner system maintenance rescheduled

By **Jeff Samoray**, OU Web Writer

Oakland University's Banner database servers will undergo scheduled maintenance Monday, Aug. 25, from 5:30 to 8:30 p.m. All Banner, SAIL Web and SAIL phone systems will be unavailable during that time. WebCT and the OU Computing Account password reset processes also will be unavailable.

"A component of the hardware failed and we have scheduled a service vendor to come in to repair it," said Theresa Rowe, assistant vice president for University Technology Services. "It's a redundant piece of hardware and fixing it is part of routine maintenance. Taking care of this now will allow us to avoid having an unscheduled outage."

Students will not be able to register online for classes while the maintenance is being done. Registration for fall semester classes continues through Tuesday, Sept. 2.

The system originally was scheduled to undergo maintenance Friday, Aug. 15, but was rescheduled due to the power outage that affected the central and northeastern United States.

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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Created by CareTech Administrator (webservices@caretechsolutions.com) on Saturday, August 23, 2003
Modified by CareTech Administrator (webservices@caretechsolutions.com) on Saturday, August 23, 2003
Article Start Date: Friday, September 12, 2003