

ID	Title	Services Affected	Start	End	Status	Total Duration	Message
1080	ITI Database Administration Unscheduled Outage	ITI Database Administration	7/11/2008 8:00	8/4/2008 10:00	Resolution	34680	The ITaP services below were unavailable. The issue is resolved as of 8/4/08 10:00 AM.
1100	CICS Unscheduled Outage	CICS	8/1/2008 7:30	8/1/2008 11:20	Resolution	230	The ITaP services below were unavailable. The issue is resolved as of 8/1/08 11:20 AM. All CICS regions are now up.
1101	ePolicy Orchestrator Unscheduled Outage	ePolicy Orchestrator	8/1/2008 10:43	8/5/2008 10:55	Resolution	5772	The ITaP services below experienced intermittent connectivity or instability. The issue is resolved as of 8/5/08 10:55 AM.
1102	ITaP Service Notification		8/1/2008 12:02	8/1/2008 17:45	Resolution	343	The ITaP services below were unavailable. The issue is resolved as of 8/1/08 5:45 PM. Power has been restored to the following buildings: ERHT HARR HILL MCUT SHRV
1103	TLT Printing Unscheduled Outage	TLT Printing	8/3/2008 10:15	8/3/2008 20:02	Resolution	587	The ITaP services below were unavailable. The issue is resolved as of 8/3/08 8:02 PM.
1104	ITaP Service Notification		8/5/2008 9:53	8/5/2008 10:35	Resolution	42	The ITaP services below were unavailable. The issue is resolved as of 8/5/08 10:35 AM. The issues with the ITaP web server have now been resolved.
1105	ITaP Data Network Unscheduled Outage	ITaP Data Network	8/6/2008 8:28	8/6/2008 16:58	Resolution	510	The ITaP services below were unavailable. The issue is resolved as of 8/6/08 4:58 PM.
1106	Remedy Unscheduled Outage	Remedy	8/8/2008 10:00	8/8/2008 10:10	Resolution	10	The ITaP services below were unavailable. The issue is resolved as of 8/8/08 10:10 AM.
1107	Remedy Unscheduled Outage	Remedy	8/9/2008 18:00	8/9/2008 20:36	Resolution	156	The ITaP services below were unavailable. The issue is resolved as of 8/9/08 8:36 PM.
1108	ITaP Service Notification		8/10/2008 11:22	8/10/2008 14:58	Resolution	216	The ITaP web pages were unavailable. The issue is resolved as of 8/10/08 2:58 PM.
1109	Tivoli Backup Services Unscheduled Outage	Tivoli Backup Services	8/16/2008 7:46	8/16/2008 8:56	Resolution	70	The ITaP services below were unavailable. The issue is resolved as of 8/16/08 8:56 AM.
1110	ITaP Firewall Services Unscheduled Outage	ITaP Firewall Services	8/16/2008 16:00	8/16/2008 16:35	Resolution	35	The ITaP services below were unavailable. The issue is resolved as of 8/16/08 4:35 PM.
1111	Multiple Service Unscheduled Outage	ITaP Career Account File Space Service, TLT Distributed Rendering	8/17/2008 10:00	8/17/2008 13:07	Resolution	187	The ITaP services below were unavailable. The issue is resolved as of 8/17/08 1:07 PM. web.ics.purdue.edu is now up
1112	Tivoli Backup Services Unscheduled Outage	Tivoli Backup Services	8/20/2008 17:45	8/20/2008 17:57	Resolution	12	The ITaP services below were unavailable. The issue is resolved as of 8/20/08 5:57 PM.
1113	OnePurdue Business Warehouse - BW Unscheduled Outage	OnePurdue Business Warehouse - BW	8/22/2008 8:26	8/22/2008 9:50	Resolution	84	The ITaP services below were unavailable. The issue is resolved as of 8/22/08 9:50 AM. AIMS/ BW Reports is back online.
1114	Tivoli Backup Services Unscheduled Outage	Tivoli Backup Services	8/25/2008 6:30	8/25/2008 16:00	Resolution	570	The ITaP services below were unavailable. The issue is resolved as of 8/25/08 4:00 PM. Tape robot is down for emergency repairs. Estimated to be down until 1pm today.
1115	Tivoli Backup Services Unscheduled Outage	Tivoli Backup Services	8/26/2008 9:46	8/26/2008 12:30	Resolution	164	The ITaP services below were unavailable. The issue is resolved as of 8/26/08 12:30 PM.
1116	Tivoli Backup Services Unscheduled Outage	Tivoli Backup Services	8/26/2008 15:26	8/26/2008 16:16	Resolution	50	The ITaP services below were unavailable. The issue is resolved as of 8/26/08 4:16 PM.
1117	ITaP Web Site Unscheduled Outage	ITaP Web Site	8/27/2008 12:10	8/27/2008 15:55	Resolution	225	The ITaP services below experienced intermittent connectivity or instability. The issue is resolved as of 8/27/08 3:55 PM.
1118	Multiple Service Unscheduled Outage	OnePurdue Business Warehouse - BW, OnePurdue Financial/HR - SAP ERP	9/8/2008 8:00	9/8/2008 9:15	Resolution	75	The ITaP services below were unavailable. The issue is resolved as of 9/8/08 9:15 AM. All systems are back online.
1119	OnePurdue Portal Unscheduled Outage	OnePurdue Portal	9/8/2008 12:00	9/8/2008 12:24	Resolution	24	The ITaP services below were unavailable. The issue is resolved as of 9/8/08 12:24 PM. The Portal is now back online.
1120	Blackboard Vista (eCourses) Unscheduled Outage	Blackboard Vista (eCourses)	9/8/2008 13:10	9/8/2008 16:02	Resolution	172	The ITaP services below were unavailable. The issue is resolved as of 9/8/08 4:02 PM.
1121	ITaP Point of Sale System Unscheduled Outage	ITaP Point of Sale System	9/10/2008 14:21	9/10/2008 14:49	Resolution	28	The ITaP services below were unavailable. The issue is resolved as of 9/10/08 2:49 PM.
1122	Multiple Service Unscheduled Outage	RCAC Archival Storage, Tivoli Backup Services	9/10/2008 17:00	9/10/2008 17:51	Resolution	51	The ITaP services below were unavailable. The issue is resolved as of 9/10/08 5:51 PM.

1123	ITaP Web Site Unscheduled Outage	ITaP Web Site	9/12/2008 7:47	9/12/2008 9:10	Resolution	83	The ITaP services below experienced intermittent connectivity or instability. The issue is resolved as of 9/12/08 9:10 AM.
1125	RCAC Steele Cluster Unscheduled Outage	RCAC Steele Cluster	9/12/2008 8:32	9/12/2008 10:50	Resolution	138	The ITaP services below were unavailable. The issue is resolved as of 9/12/08 10:50 AM.
1124	SharePoint Collaboration Suite Unscheduled Outage	SharePoint Collaboration Suite	9/12/2008 8:40	9/16/2008 17:04	Resolution	6264	The ITaP services below were unavailable. The issue is resolved as of 9/16/08 5:04 PM.
1126	Tivoli Backup Services Unscheduled Outage	Tivoli Backup Services	9/16/2008 21:29	9/16/2008 22:40	Resolution	71	The ITaP services below were unavailable. The issue is resolved as of 9/16/08 10:40 PM.
1128	Websphere Application Environment Unscheduled Outage	Websphere Application Environment	9/17/2008 7:43	9/17/2008 8:55	Resolution	72	The ITaP services below were unavailable. The issue is resolved as of 9/17/08 8:55 AM.
1127	ITaP Service Notification		9/17/2008 7:45	9/17/2008 8:53	Resolution	68	The ITaP services below were unavailable. champion.ics.purdue.edu is back up. The issue is resolved as of 9/17/08 8:53 AM.
1129	ITI Server Administration Unscheduled Outage	ITI Server Administration	9/17/2008 9:12	9/17/2008 9:50	Resolution	38	The ITaP services below were unavailable. The issue is resolved as of 9/17/08 9:50 AM. ESX01 server purple screened causing it to crash taking down all the VMs running on it. All affected VMs were development. Appears to be a SAN storage issue. Still working to confirm. Server restarted and VMs brought back online.
1130	TLT Printing Unscheduled Outage	TLT Printing	9/18/2008 13:15	9/11/2008 13:19	Resolution	-10076	The ITaP services below were unavailable. The issue is resolved as of 9/11/08 1:19 PM.
1131	ITaP Web Site Unscheduled Outage	ITaP Web Site	9/22/2008 9:07	9/23/2008 8:20	Resolution	1393	The ITaP services below were unavailable. The issue is resolved as of 9/23/08 8:20 AM.
1132	Messaging Services - Mailhub Unscheduled Outage	Messaging Services - Mailhub	9/24/2008 16:30	9/24/2008 17:10	Resolution	40	The ITaP services below were unavailable. The issue is resolved as of 9/24/08 5:10 PM. Some users were unable to connect for a brief amount of time due to a network problem affecting 17 of 45 mailhub storage nodes.
1133	Messaging Services - Exchange Unscheduled Outage	Messaging Services - Exchange	9/24/2008 23:28	9/25/2008 4:45	Resolution	317	The ITaP services below were unavailable. The issue is resolved as of 9/25/08 4:45 AM.
1134	OnePurdue Business Warehouse - BW Unscheduled Outage	OnePurdue Business Warehouse - BW	9/27/2008 8:00	9/27/2008 8:00	Resolution	0	The ITaP services below were unavailable. The issue is resolved as of 9/27/08 8:00 AM. BW is now up and the projected outage is canceled.
1135	Multiple Service Unscheduled Outage	OnePurdue Business Warehouse - BW, OnePurdue Financial/HR - SAP ERP	9/30/2008 8:06	9/30/2008 8:20	Resolution	14	The ITaP services below were unavailable. The issue is resolved as of 9/30/08 8:20 AM.
1136	Multiple Service Unscheduled Outage	OnePurdue Business Warehouse - BW, OnePurdue Employee Self Service - ESS, OnePurdue File Upload/Download - XI, OnePurdue Financial/HR - SAP ERP, OnePurdue Portal, OnePurdue Procurement - SRM	10/3/2008 14:27	10/3/2008 18:27	Resolution	240	The ITaP services below were unavailable. The issue is resolved as of 10/3/08 6:27 PM. The ITaP services below are still unavailable. Estimated end time: Unknown Services affected: _X_OnePurdue Business Warehouse (BW) _X_OnePurdue Employee Self Service (ESS) _X_OnePurdue File Upload/Download (XI) _X_OnePurdue Financial/HR (SAP-ERP) _X_OnePurdue Portal _X_OnePurdue Procurement (SRM) Message Text for IOC notification email: The OnePurdue SAP Financial, Procurement, and HR systems are currently unavailable. Investigation is underway. No estimate yet of when the systems will be back up. Please stand by. All student services and Banner have been added to the lost services. Power is restored and systems are being recovered. This may still take several hours. Next update will come at 5:00 PM. An update to banner will come at 5:30 PM and SAP is expected to be down for another couple of hours. More information on this Multiple Service Outage will come at 6:00 PM. SAP is up. Banner is still being tested. Next update will be at 6:30 PM. Banner is up. The outage is resolved.
1137	ITaP Infrastructure Windows File Services Unscheduled Outage	ITaP Infrastructure Windows File Services	10/6/2008 6:25	10/6/2008 7:38	Resolution	73	The ITaP services below were unavailable. The issue is resolved as of 10/6/08 7:38 AM. Users had been unable to access shared drives.

1138	ITaP Data Network Unscheduled Outage	ITaP Data Network	10/6/2008 8:44	10/6/2008 11:08	Resolution	144	The ITaP services below were unavailable. The issue is resolved as of 10/6/08 11:08 AM. Someone had accidentally shut off a data switch in AG. Admin. Then turned it back on. Issue resolved itself.
1139	ITaP Data Network Unscheduled Outage	ITaP Data Network	10/6/2008 8:44	10/6/2008 11:08	Resolution	144	The ITaP services below were unavailable. The issue is resolved as of 10/6/08 11:08 AM. (MTHW, FWLR, and STON) all had some degree of network connectivity loss. This was due to 2 pics being mislabeled.
1140	Blackboard Vista (eCourses) Unscheduled Outage	Blackboard Vista (eCourses)	10/6/2008 20:10	10/6/2008 21:10	Resolution	60	The ITaP services below were unavailable. The issue is resolved as of 10/6/08 9:10 PM.
1141	ITaP Data Network Unscheduled Outage	ITaP Data Network	10/7/2008 7:00	10/7/2008 7:50	Resolution	50	The ITaP services below were unavailable. The issue is resolved as of 10/7/08 7:50 AM.
1142	ITaP Data Network Unscheduled Outage	ITaP Data Network	10/7/2008 8:00	10/7/2008 9:30	Resolution	90	The ITaP services below were unavailable. The issue is resolved as of 10/7/08 9:30 AM.
1143	ITaP Service Notification		10/7/2008 14:40	10/20/2008 7:45	Resolution	18305	The ITaP services below experienced intermittent connectivity or instability. The issue is resolved as of 10/20/08 7:45 AM. Received e-mail from Phyllis V. advising there is no outage from the customers perspective.
1144	Blackboard Vista (eCourses) Unscheduled Outage	Blackboard Vista (eCourses)	10/8/2008 6:00	10/8/2008 6:45	Resolution	45	The ITaP services below were unavailable. The issue is resolved as of 10/8/08 6:45 AM. Extended maintenance is complete.
1145	ITI Web Services Administration Unscheduled Outage	ITI Web Services Administration	10/9/2008 10:13	10/9/2008 11:12	Resolution	59	The ITaP services below were unavailable. The issue is resolved as of 10/9/08 11:12 AM.
1146	Blackboard Vista (eCourses) Unscheduled Outage	Blackboard Vista (eCourses)	10/27/2008 10:05	10/27/2008 10:55	Resolution	50	The ITaP services below were unavailable. The issue is resolved as of 10/27/08 10:55 AM.
1147	Multiple Service Unscheduled Outage	Classroom Scheduling for OnePurdue, OnePurdue Banner Faculty & Advisor Self-Service, OnePurdue Banner Financial Aid INB, OnePurdue Banner Financial Aid Self-Service, OnePurdue Banner Luminis Portal, OnePurdue Banner ODS, OnePurdue Banner Student INB (Internet Native), OnePurdue Banner Student Self-Service, OnePurdue Banner Xtender, OnePurdue Banner ePrint, OnePurdue Business Warehouse - BW, OnePurdue Employee Self Service - ESS, OnePurdue File Upload/Download - XI, OnePurdue Financial/HR - SAP ERP, OnePurdue Online Catalog - ePlus, OnePurdue Portal, OnePurdue Procurement - SRM, OnePurdue Room Scheduling (Ad Astra)	10/28/2008 20:15	10/28/2008 23:55	Resolution	220	The ITaP services below were unavailable. The issue is resolved as of 10/28/08 11:55 PM.
1148	ReconNet Unscheduled Outage	ReconNet	10/30/2008 2:38	10/30/2008 3:01	Resolution	23	The ITaP services below were unavailable. The issue is resolved as of 10/30/08 3:01 AM. ReconNet database is up.
1149	OnePurdue Financial/HR - SAP ERP Unscheduled Outage	OnePurdue Financial/HR - SAP ERP	11/3/2008 8:00	11/3/2008 9:28	Resolution	88	The ITaP services below were unavailable. The issue is resolved as of 11/3/08 9:28 AM.
1150	OnePurdue File Upload/Download - XI Unscheduled Outage	OnePurdue File Upload/Download - XI	11/3/2008 10:45	11/3/2008 11:25	Resolution	40	The ITaP services below were unavailable. The issue is resolved as of 11/3/08 11:25 AM.
1151	OnePurdue File Upload/Download - XI Unscheduled Outage	OnePurdue File Upload/Download - XI	11/4/2008 10:00	11/4/2008 10:30	Resolution	30	The ITaP services below were unavailable. The issue is resolved as of 11/4/08 10:30 AM.
1152	Tivoli Backup Services Unscheduled Outage	Tivoli Backup Services	11/5/2008 8:45	11/5/2008 10:55	Resolution	130	The ITaP services below were unavailable. The issue is resolved as of 11/5/08 10:55 AM.
1153	Blackboard Vista (eCourses) Unscheduled Outage	Blackboard Vista (eCourses)	11/8/2008 14:55	11/8/2008 16:47	Resolution	112	The ITaP services below were unavailable. The issue is resolved as of 11/8/08 4:47 PM.
1154	Blackboard Vista (eCourses) Unscheduled Outage	Blackboard Vista (eCourses)	11/10/2008 11:47	11/10/2008 19:55	Resolution	488	The ITaP services below were unavailable. The issue is resolved as of 11/10/08 7:55 PM.
1155	OnePurdue Online Catalog - ePlus Unscheduled Outage	OnePurdue Online Catalog - ePlus	11/12/2008 15:00	11/14/2008 8:25	Resolution	2485	The ITaP services below were unavailable. The issue is resolved as of 11/14/08 8:25 AM.
1156	TLT Printing Unscheduled Outage	TLT Printing	11/15/2008 1:52	11/15/2008 3:43	Resolution	111	The ITaP services below were unavailable. The issue is resolved as of 11/15/08 3:43 AM.
1157	Multiple Service Unscheduled Outage	Change Management, ITaP Web Site	11/15/2008 7:56	11/17/2008 16:57	Resolution	3421	The ITaP services below experienced intermittent connectivity or instability. The issue is resolved as of 11/17/08 4:57 PM.

1158	Blackboard Vista (eCourses) Unscheduled Outage	Blackboard Vista (eCourses)	11/16/2008 12:00	11/16/2008 22:14	Resolution	614	The ITaP services below were unavailable. The issue is resolved as of 11/16/08 10:14 PM.
1159	ITaP Web Site Unscheduled Outage	ITaP Web Site	11/19/2008 11:15	11/19/2008 11:20	Resolution	5	The ITaP services below experienced intermittent connectivity or instability. The issue is resolved as of 11/19/08 11:20 AM.
1160	Multiple Service Unscheduled Outage	OnePurdue Banner Faculty & Advisor Self-Service, OnePurdue Banner Financial Aid INB, OnePurdue Banner Financial Aid Self-Service, OnePurdue Banner Luminis Portal, OnePurdue Banner ODS, OnePurdue Banner Student INB (Internet Native), OnePurdue Banner Student Self-Service, OnePurdue Banner Xtender, OnePurdue Banner ePrint	11/23/2008 8:30	11/23/2008 15:00	Resolution	390	The ITaP services below were unavailable. The issue is resolved as of 11/23/08 3:00 PM.
1161	ITaP Service Notification		12/2/2008 13:40	12/2/2008 20:30	Resolution	410	The ITaP services below were unavailable. The issue is resolved as of 12/2/08 8:30 PM. CARTHAGE (STAGING-PROD) is now up. A new outage is being opened up for ARCADIA (non-production) per Woody.
1162	ITaP Service Notification		12/2/2008 13:40	12/3/2008 14:21	Resolution	1481	The ITaP services below were unavailable. The issue is resolved as of 12/3/08 2:21 PM.
1164	ITaP Career Account File Space Service Unscheduled Outage	ITaP Career Account File Space Service	12/3/2008 10:03	12/3/2008 11:23	Resolution	80	The ITaP services below were unavailable. The issue is resolved as of 12/3/08 11:23 AM.
1163	Websphere Application Environment Unscheduled Outage	Websphere Application Environment	12/3/2008 10:22	12/3/2008 10:43	Resolution	21	The ITaP services below were unavailable. The issue is resolved as of 12/3/08 10:43 AM.
1165	ITaP Web Services □ Deploy Unscheduled Outage	ITaP Web Services □ Deploy	12/5/2008 9:49	12/5/2008 10:24	Resolution	35	The ITaP services below were unavailable. The issue is resolved as of 12/5/08 10:24 AM.
1166	ITaP Infrastructure Windows File Services Unscheduled Outage	ITaP Infrastructure Windows File Services	12/5/2008 12:15	12/5/2008 12:21	Resolution	6	The ITaP services below were unavailable. The issue is resolved as of 12/5/08 12:21 PM. At 12:15PM today we had an active Data Mover on the Celerra fail to the standby Data Mover. The downtime would have been less than 30 seconds for failover process. Any active connections to the Celerra would have to be reestablished in order to access files. We will work to resolve this issue with EMC will provided updated information once we receive it.
1167	ITaP Infrastructure Windows File Services Unscheduled Outage	ITaP Infrastructure Windows File Services	12/6/2008 16:00	12/6/2008 16:26	Resolution	26	The ITaP services below were unavailable. The issue is resolved as of 12/6/08 4:26 PM. At 4PM today we will be failing the Celerra standby Data Mover back to the Primary Data Mover. There will be a 30 second or less outage. This failback is required for us to return to normal operations and regain failover capabilities for all of the Celerra Data Movers.
1168	OnePurdue Financial/HR - SAP ERP Unscheduled Outage	OnePurdue Financial/HR - SAP ERP	12/8/2008 8:43	12/8/2008 10:50	Resolution	127	The ITaP services below were unavailable. The issue is resolved as of 12/8/08 10:50 AM.
1169	Space Mgmt and Academic Scheduling Services Unscheduled Outage	Space Mgmt and Academic Scheduling Services	12/11/2008 9:10	12/11/2008 10:44	Resolution	94	The ITaP services below were unavailable. The issue is resolved as of 12/11/08 10:44 AM.
1170	ITaP Web Services □ Deploy Unscheduled Outage	ITaP Web Services □ Deploy	12/11/2008 10:30	12/11/2008 11:02	Resolution	32	The ITaP services below were unavailable. The issue is resolved as of 12/11/08 11:02 AM. The deploy service requires remote filesystems to be mounted on the deploy server to function properly. These remote filesystem mounts became stale and had to be corrected to restore the deploy service.
1172	ITI Terminal Server Unscheduled Outage	ITI Terminal Server	12/11/2008 14:30	12/11/2008 16:00	Resolution	90	The ITaP services below were unavailable. The issue is resolved as of 12/11/08 4:00 PM. Users were unable to access the 1061wts02 terminal server. This was resolved by restarting the print spooler service.

