

LIS Service Update January 2012

General

Since the last LIS update (issued at the end of December) we have had 6 major incidents that have affected access to UHI IT services for students. It should be noted that during the Christmas break UHI do not have IT staff onsite, however staff did come in to fix issues identified with the network and blackboard to reduce disruption to students. Prior to the break we carried out a number of housekeeping exercises to ensure that current students would not lose service access over the period due to account passwords expiring.

Network

There was a network disruption on the morning of the 13th of January; this was due to a software bug which caused our internal servers to lose their ability to interpret their network addresses. This fault has now been fully resolved and we do not expect it to recur.

A planned network change was undertaken on the morning of the 24th of January this change affected access to all our major services. These were communicated through the UHI email system. It was later found that this change did cause some issues for external Video Conference connections later that morning. Follow up work carried out on the 25th of January caused some UHI services to be unavailable for use for approximately an hour from 1700 – 1800.

At the end of January the UHI internet connection (provided by JA.NET) suffered a number of interruptions due a change that was carried out by JA.NET which inadvertently affected UHI. JA.NET also carried out some disruptive during their maintenance window on Tuesday 31st of January, this work was communicated out via the UHI email service.

UHI Website

The UHI Website suffered a short break in service at the start of January. This was due to excessive system load.

We would remind everyone that if the main website is unavailable it may still be possible to access our other services using their direct links:

<https://webmail.uhi.ac.uk> (email)

<https://my.uhi.ac.uk> (MyUHI)

<http://www.blackboard.uhi.ac.uk> (Blackboard)

<http://libcat.uhi.ac.uk> (Library Catalogue)

<http://www.studentjourney.uhi.ac.uk/> (UHI Records)

<http://communities.uhi.ac.uk> (UHI Communities)

We also carried out planned maintenance on the Website during January. A notification about this was sent to all UHI email accounts and a notice was posted on our service page.

Blackboard

Over the Christmas break there were two interruptions on the Blackboard service. We have now identified a network issue that was affecting this service approximately every two weeks. We used the service maintenance slot to address this which helped us reduce disruption on the service.

GroupWise

There were no specific failures on the student post offices in January. There was a failure with the Webmail service on the morning Monday 30th of January; however access to email via a GroupWise client on a college PC or via the GroupWise client on MyUHI was available during this time.

MyUHI/Citrix

Some students have been affected by an issue on MyUHI where sessions are being disconnected after only a very short time on the system. This is being investigated by our technicians.

We would like to remind all students that the address to access the MyUHI service is <http://my.uhi.ac.uk> we have had a number of calls come into the helpdesk about lack of access to the service and these have been due to students using the wrong address to access the service.

Future Work

We have an upgrade being carried out on the Library system overnight on the 9th of February. The purpose of this work is to move the system on to a more reliable hardware platform. From 1700 on the 9th until 1300 on the 10th the Library Catalogue will be unavailable for use. EResources **will** still be accessible via the UHI Website. An email will be sent to all students to confirm the timing of this work and this information will also been posted on our [Service Status](#) page on the UHI website.

If you experience any issues whilst using UHI services that are not noted as known on the Service Status page please do not hesitate to report the fault to the UHI Helpdesk, by email (150@uhi.ac.uk) or by telephone (01463 279150). The UHI Helpdesk is open 0900-1700, Monday to Friday.

We would like to remind all staff and students that they can provide feedback for LIS through a number of ways, by emailing [Tracey Cruickshank](#), completing the [form](#) on the UHI Website, or by filling in the survey that is sent out with a closed helpdesk call notification.

Mike MacDonald
Head of IT Services

Tracey Cruickshank
LIS Customer Services Manager