

## Wireless & Wired Networks in Residence Halls ONLY

**Last Updated:** August 28, 2013 - 10:16am



**System:** Campus Data Network

**Status:** Available

**Issue start:** Aug 29 2013 - 08:30

**Estimated resolution time:** Aug 29 2013 - 09:00

**Who is affected:** Wireless & Wired network users connecting from the on-campus Residence Halls

**Affected in what way:** \*\*Update 8/29/13 @ 9:10am - Upgrade completed. \*\* There was a loss of connectivity when access points in Residence Halls suddenly restarted on 8/27/13 @ 17:56 (This did not impact the main campus buildings). Now, in order to prevent this from happening again, an operating system upgrade must be installed. No connectivity to the Campus or Internet will be possible from the Residence Halls during this window. Campus Buildings are \*NOT\* impacted by this emergency maintenance, and will operate normally.

**Workaround:** Campus Apartments will still be able to use HSU Wireless. All other Residence Halls will not have any connectivity, wireless or wired.

**What happened:** At 17:56 on 8/27/13, a wired network module that passes traffic between the campus wireless controllers and the Residence Hall network restarted unexpectedly. Upon investigation, this restart also occurred on August 24th. The switch is unstable at this time and emergency corrective action is required.

**Source URL:** <http://www2.humboldt.edu/its/node/3403>