**UPDATE: New network equipment to be installed next week**

**Update: August 4, 2017**

Following the successful testing of the University’s network resiliency this week, Information Resources & Technology is moving forward with the installation of new equipment as part of the network redesign project. This work will begin on Tuesday, August 8, at 11 p.m. and is expected to be finished by Friday, August 11, at 11 p.m.

Over those three days, our engineers will again need to disconnect the fiber links running between the University’s three campuses in order to prepare those links to connect to the new network equipment. Students, faculty and staff should not experience any interruptions to network services during this work.

The fiber link connecting the Glassboro and Stratford campuses will be disconnected on **Tuesday, August 8, at 11 p.m.** and reconnected on **Wednesday, August 9, at 11 p.m.**

The fiber link connecting the Stratford and Camden campuses will be disconnected on **Wednesday, August 9, at 11 p.m.** and reconnected on **Thursday, August 10, at 11 p.m.**

The fiber link connecting the Camden and Glassboro campuses will be disconnected on **Thursday, August 10, at 11 p.m.** and reconnected on **Friday, August 11, at 11 p.m.**

We will be closely monitoring the network while this work is underway. During the first two days of this planned work, we will immediately re-establish the disconnected links if we experience any issues. Network services should be restored in less than 15 minutes.

During the final day of the work, the process for restoring services in the event of unexpected network issues is more involved and may take up to two hours to complete. The team managing the network redesign project will be actively assessing the network environment to ensure stability before that work begins.

If you experience network problems while this work is taking place, please contact the Technology Support Center at 856-256-4400 or support@rowan.edu. The Technology Support Center is open weekdays from 8 a.m. to 8 p.m.

We have also established an after-hours hotline to address specific network concerns while this work is underway. If you need to reach us after 8 p.m., please call 856-256-6466. This number will only be monitored in the evening for the duration of this work.

**Update: July 25, 2017**

Information Resources & Technology is postponing the planned installation of new network equipment for at least one week in order to ensure network stability following ongoing phone issues on the Stratford campus and clinical offices. This work was scheduled to take place over the next three days.

Our engineers are working with our vendors to further evaluate the network environment before we implement these infrastructure upgrades as part of the network redesign project.

We will send an update via email when we finalize a new schedule for this work.

Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu with any questions or concerns.

**Original Message: July 21, 2017**

As part of the ongoing network redesign project, Information Resources & Technology will be installing new network equipment next week. In order to complete this work, our engineers need to individually disconnect the fiber links that run between our three campuses over three days.

We do not expect this work to affect network services for the University as each campus has two fiber links handling network traffic. Only one of those two links will be disconnected at a time.

The fiber link connecting the Glassboro and Stratford campuses will be disconnected on **Tuesday, July 25, at 11 p.m.** and reconnected on **Wednesday, July 26, at 11 p.m.**

The fiber link connecting the Glassboro and Camden campuses will be disconnected on **Wednesday, July 26, at 11 p.m.** and reconnected on **Thursday, July 27, at 11 p.m.**

The fiber link connecting the Stratford and Camden campuses will be disconnected on **Thursday, July 27, at 11 p.m.** and reconnected on **Friday, July 28, at 11 p.m.**

We will be closely monitoring the network, and we will immediately re-establish the disconnected fiber link if we experience any issues. Network services should be restored in less than 15 minutes.

If you experience any network problems during this work, please immediately contact the Technology Support Center at 856-256-4400 or support@rowan.edu.

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