Network, phone system tests scheduled over the next week

Information Resources & Technology will be conducting several tests on the University’s network and phone system over the next week to ensure those services continue to operate in the event of a partial network failure.

We do not expect these tests to cause major service interruptions for the University’s three campuses or clinical offices. We will be closely monitoring each system during these tests, and we should be able to restore services within 15 minutes if problems occur.

On Saturday, July 29, from 2 p.m. to 9 p.m., we will be testing the University’s phone system.

During the seven-hour test window, you may experience intermittent issues with dropped calls and outbound calling. If an existing call is dropped or you are unable to dial out, hang up the phone and dial the number again. The phone system should then work properly.

If you experience extended issues with the phone system, please email support@rowan.edu. One of our technicians will be monitoring those emails in order to promptly address any problems.

From Wednesday, August 2, at 11 p.m. to Thursday, August 3, at 11 p.m., the fiber link that runs between the Glassboro and Camden campuses will be disconnected as part of a 24-hour network resiliency test.

From Thursday, August 3, at 11 p.m. to Friday, August 4, at 11 p.m., the fiber link that runs between the Stratford and Camden campuses will be disconnected as part of a 24-hour network resiliency test.

Each campus has two fiber links handling network traffic. Only one of those two links will be disconnected at a time, so all network services should remain operational during these tests.

If we experience unexpected network issues during these tests, we will reconnect the fiber link between the two campuses. Network services should be restored in less than 15 minutes.

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