



Tech Alert

from the Customer Delivery Division
"Your Gateway to OTech Services"

TA 13-09: Super Sunday Router Upgrade

ATTENTION: All Department of Technology Customers

ACTION REQUESTED: Verify Connectivity Before and After Router Upgrade

DUE DATE: October 19 and 20, 2013

Background:

The Office of Technology Services (OTech) is committed to maintaining a reliable network infrastructure. In support of this effort, IOS (inter-network operating system) upgrades are performed on a semi-annual basis, also known as "Super Sunday." These upgrades make OTech's network compliant with vendor software recommendations, reduce the probability of IOS defects or security vulnerabilities, and provide our network infrastructure with new functionality such as [Quality of Service](#) and [Smart Call Home](#). OTech's first Super Sunday, conducted on March 17, 2013, successfully upgraded hundreds of access routers.

What's Next:

OTech's next Super Sunday will be on October 20, and requires some action on the part of all network customers. While routers are rebooted, customers will lose connectivity for approximately 15 minutes during the extended Preventative Maintenance window of 12:01 a.m. to 8:00 a.m. If connectivity is lost for more than 15 minutes, customers may call into a customer hotline between 5:00 a.m. and 8 a.m. on October 20, 2013. The technicians upgrading the routers will be available to troubleshoot issues during this timeframe. The hotline number is 1-866-277-4013, participant code 105923.

When:

The IOS upgrade will occur Sunday, October 20, 2013; from 12:01 a.m. until 8:00 a.m. Customers may lose connectivity for approximately 15 minutes within this timeframe.

Requested Action:

Note: Even though customers with dual connections are not expected to be impacted by the outage, we recommend completing the requested action steps.

1. Validate your network connectivity before the IOS upgrade, no later than October 19, 2013.
2. Validate your network connectivity again between 6:00 a.m. and 8:00 a.m. on Sunday, October 20, 2013. If you encounter a connectivity issue during this time, call the customer hotline number provided above.
3. If you encounter connectivity issues after 8:00 a.m. on Sunday, October 20, 2013, call the Service Desk at (916) 464-4311.

Contact:

If you have questions or need further clarification, please contact your OTech Account Lead. If you are unsure who your Account Lead is, please use the [Account Lead Lookup](#), or call the Customer Delivery Division at (916) 431-5477.